

PATIENT CARE SERVICE OPTIMIZATION HEALTHCARE CASE STUDY



A not-for-profit health organization providing acute-care and rehabilitation services engaged Trident to improve access to care, patient experience and program viability.

28%

**DECREASE IN
CANCELLED
APPOINTMENTS**

\$630,000

ANNUALIZED SAVINGS

61%

**REDUCTION IN
PATIENT NO-
SHOWS**

HOW WE MADE IT HAPPEN

- Installed daily dashboard and performance metrics to better control therapist productivity and billable percentage, patient cancellations and no-shows, ensuring proactive re-scheduling, forward-looking calendar utilization and patient intake Turnaround Time improvement
- Implemented marketing messages and materials that vastly improved patient attendance
- Redesigned the rehabilitation patient access workflow and developed an algorithm to optimize the scheduling of therapy evaluations
- Redesigned Medicare Authorization Database to consolidate Medicare authorization and improve user features
- Restructured support staff roles and responsibilities allowing them to handle patient overflow during registration
- Centralized the scheduling function to eliminate duplicate process steps and improve wait times for therapy

“Trident staff quickly embedded themselves into the organization by taking on a role of one of our employees. They worked long hours in order to get the job done and installed the necessary solutions to streamline the department. I appreciate the team’s hard work, dedication, and passion for results.”

–Chief Operating Officer

WE’RE HERE TO [MAKE IT HAPPEN™](#).
CONTACT US TODAY AT info@trident.com.