

# HOSPITAL PRODUCTIVITY OPTIMIZATION

## HEALTHCARE CASE STUDY



TRIDENT  
CONSULTING  
*make it happen™*

One of the largest pediatric rehabilitation hospitals in the United States engaged Trident to re-evaluate their total business process from initial referral to the point of final revenue recognition to substantially improve productivity and overall collection performance.

**\$5,900,000**

**ANNUALIZED  
SAVINGS**

**\$2,000,000**

**REDUCTION IN A/R &  
BAD DEBT EXPENSES**

**7%**

**IMPROVEMENT IN  
BILLABLE TIME**

### HOW WE MADE IT HAPPEN

- Created dashboards that allowed clinicians at all sites to:
  - Know billable rates daily
  - Understand cancellation and no-show rates and identify trends
  - Compare actual performance to baseline and target
- View unit-based costs at all levels Designed an 'Insurance Wizard' that enabled the Payment Accounting System team to stay current with thousands of payer guidelines
- Significantly improved billable rates using therapy aides, scheduling tools, performance metrics and stand-by lists
- Increased patient days by 10% and bed capacity by 12%
- Installed a 'best in class' scheduling tool for nurses that accurately forecasts census, acuity, and patient admission mix
- Installed a cashbook process where denials were given priority in-patient accounting workflow systems, reducing write-offs caused by untimely filing
- Installed a salesforce.com CRM platform to drive and measure physician referrals and forecast admission volumes
- Centralized and restructured the scheduling function and aligned work hours and calling times to better match patient demand, reducing the number of calls required to connect with a patient

*"Trident's practical, hands-on implementation approach was able to quickly solve very complex issues that improved the experience for internal departments, third party facilities and end customers. The speed at which Trident was able to bring acceptance and accountability into the project and the ability to convert the project into a 'business as usual' continuous improvement culture is what impressed me the most."*

*-Chief Financial Officer*

WE'RE HERE TO **MAKE IT HAPPEN™**.  
CONTACT US TODAY AT [info@trident.com](mailto:info@trident.com).