

# HOSPITAL PROCESS IMPROVEMENT HEALTHCARE CASE STUDY



A network of rehabilitation hospitals with 40,000 patient admissions and 800,000 outpatient visits annually engaged Trindent to tackle a high cancellation and no-show rate to reduce financial loss and wait times.

## \$2,000,000

**MARGIN  
IMPROVEMENT**

## 3%

**REDUCTION IN  
NO-SHOWS & CANCELLATIONS**

### HOW WE MADE IT HAPPEN

- Implemented a stand-by list for non-compliant patients resulting in:
  - Reduction in patient no-shows and cancellations by 3%
  - A controlled over-booking pool and patient incentive to be compliant to therapy
- Reorganized the organization structure to centralize therapist scheduling accountability
- Increased accountability of each clinic to operate as an independent business unit lead by the clinical manager
- Standardized best practice process across all clinics
- Redesigned the appointment booking process to allow patients to choose the closest clinic or first available appointment across all clinics, helping balance the waiting list
- Implemented appointment reminders by phone or email for evaluations and patients
- Gained patient commitment to therapy by having them sign agreements on copayment when cancellations were made outside 2 business days
- Installed dashboards to give management visibility into non-compliant patients and high performing clinics

*“Trindent strived to understand what is unique about our business and implement solutions aligned with our methodologies and culture while driving results. The Trindent team instilled the tools and knowledge required for our team to not only sustain the changes but left a positive impact in each area of the business they touched.”*

*- Chief Operating Officer*