

Community hospital achieves \$3.6 Million Positive Financial Impact in 7 Months

Background

Facility Overview: Community hospital, Level II Trauma Center with 60,000 annual ED visits.

Case Presentation: Previous leader had been there 20 years. Unable to sustain improvements of performance metrics. Length of stay and patients leaving without being seen metric well above goal. Capacity issues due to admitted patients boarding.

Outcome: Targeted deliverables achieved in 7 months

Process

Following an initial conversation with the client organization, The HealthLinx Outcome Driven Deliverables Process was implemented as part of the Transitional Leadership (TL5) project.

HealthLinx always performs a diagnostic assessment, sets realistic expectations, and then uses its proven processes and best practices. Using this highly prescriptive process, all levels of the organization were engaged to develop and then execute the transformational plan.

Aim/Purpose

HealthLinx's aim was to provide an immediate leadership solution to a high-risk area and achieve mutually agreed upon goals resulting in improved outcomes. In addition, we would provide a seamless handoff between the Transitional Leader and the identified Permanent Leader. The client and HealthLinx team agreed upon the following deliverables:

1. Acquisition of a permanent leader by the facility
2. Decrease discharge length of stay
3. Decrease patients leaving without being seen (LWBS)
4. Improve patient satisfaction

Outcomes

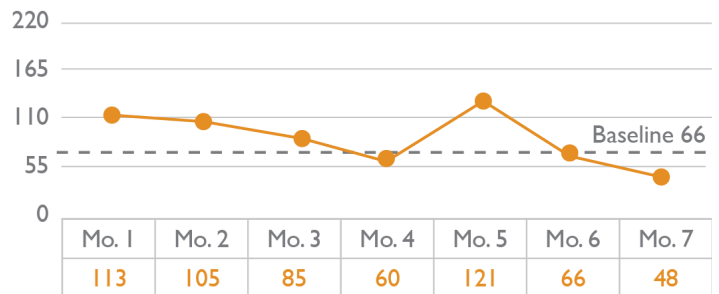
Our Project Management Executives & Transitional Leaders have years of experience in moving key metrics. With the help of our Data Analytics team, we are able to dollarize those metrics, and provide a positive financial impact.

Goals Achieved:

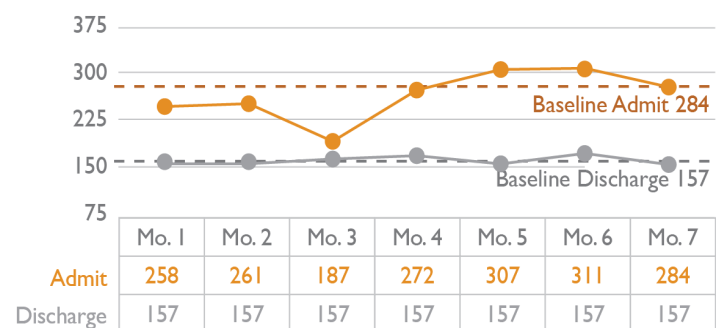
1. Immediate bedding implemented
2. Rapid triage and protocols initiated at triage
3. Expedited care of low acuity patients with fast track best practices

**An additional transitional leader approved to address flow through acute care

Left Before Being Evaluated



Median LOS Admit & Discharge



**Baselines reflects data preceding HealthLinx engagement