

Community hospital achieves \$913,325 Positive Financial Impact in 8 Months

Background

Facility Overview: Flagship hospital of a four hospital system, 254-beds, not-for-profit, Level II tertiary teaching hospital

Case Presentation: Position vacancy of 10 months in need of supply standardization, improved quality metrics, and staff stabilization

Outcome: Targeted deliverables achieved in approximately 8 months, realizing \$913,325 in positive financial impact

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. Develop/recommend appropriate staffing model
2. Decrease Controllable expenses (assess current state and determine if opportunities)
3. Improve Throughput
4. Assure Regulatory Compliance
5. Assess/Evaluate and Recommend Structure and Roles needed for Service
6. Evaluate ACC Data

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. Staffing model revised to match volume to labor with identification of cross-training opportunities
2. Structure created and recommended based on services provided
3. Plan and process for sharing data/metrics with staff and physician teams
4. Ongoing observations and changes to ensure regulatory compliance
5. Review supply acquisition processes and implementation of standardized process for par levels and special orders

Lessons Learned

Communication and collaboration were instrumental in the success of this project and began with the onsite Diagnostic Assessment—learning and creating alignment with key stake and risk holders.

Implementation of regularly held staff meeting with times/days convenient for staff.

Sharing of data and impact of measuring flow throughout the department was crucial in creating buy-in.

Supply Cost Per Unit of Service



**Baseline reflects data preceding HealthLinx engagement