Care Resource
Optimization

EideBailly®

CPAs & BUSINESS ADVISORS

We know you're passionate and want to serve the needs of your community by improving patient care experiences and wellness while reducing the cost of health care in a timely and efficient manner.

Over the years, providers have strived to accomplish the triple aim in different ways. But today, health systems are just breaking even, and consumers still want (and deserve!) efficient, reliable, caring service that costs less. And you want to improve your profits, too.

So what do I do?

You can do better. Utilizing a powerful combination of operational strategy/process improvement consulting, business intelligence (BI) and real-time location systems (RTLS) to gather and interpret data can guide your leadership team so they can make the best decisions and feel confident about change. The data and tools can help you by using an approach that focuses on People, Process and Technology. We call these the three pillars of innovation:

- People – Information helps cultivate a culture of innovation.
- Process – Innovation feeds new process design impacting patient care.
- Technology – It's the backbone of informational systems feeding real-time information to care teams.

What are RTLS and BI?

Using RTLS and BI provides great visibility into your organization—like taking the roof off and looking inside. You can see what's being used and not used, where people are going, who's waiting, etc.
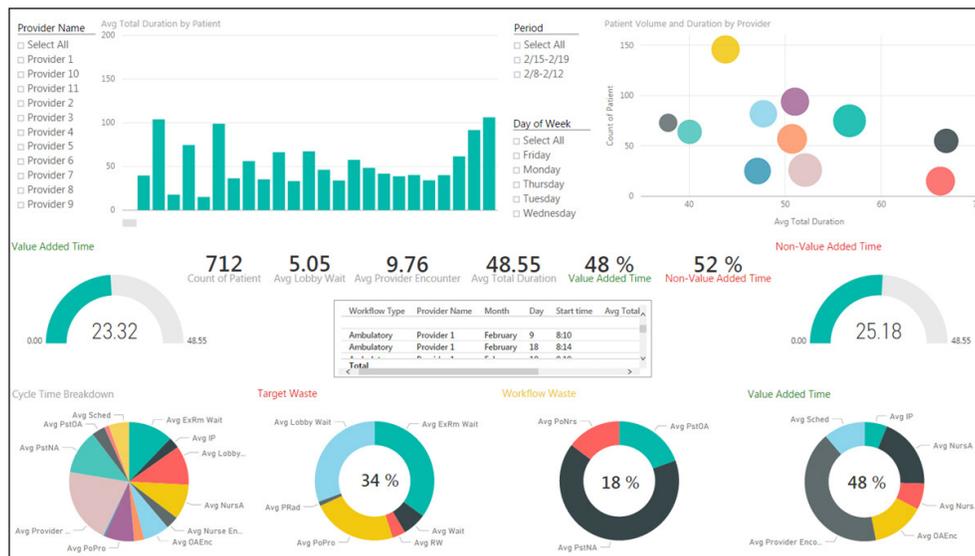
BI software identifies trends and patterns in the up-to-date data gathered from RTLS. RTLS provide immediate (real-time) tracking and management of everything from medical equipment to patients and staff. BI makes sense of all the data so leaders can take action to deliver the triple aim more effectively, benefitting everyone.

For example, the data answers questions, such as: How long and where do patients wait? Where is equipment needed for care? What is the status of equipment? How long does it take for patients to go through a care process? The data can then be used make actionable decisions. It's working smarter AND more efficiently.

Do you have an example of how this helped a health care organization?

Sure do! A 200-physician health system with 4,000 staff was experiencing the pressures of reduced reimbursements, staff shortages and inefficiencies during patient visits. Sound familiar?

The health system was discovering information about their market that presented opportunities, but not with their current operational model. They realized a new approach was needed.

Eide Bailly worked with the organization to apply foundational elements to three pillars of innovation: Technology, Process and People. Together, we accomplished this by installing an RTLS solution that offers real-time operative data and incorporating our BI tool to mobilize data and offer visualizations for clear, current data management. These tools were both linked to an efficient process improvement model that provided the change management methodology needed to turn ideas into action.
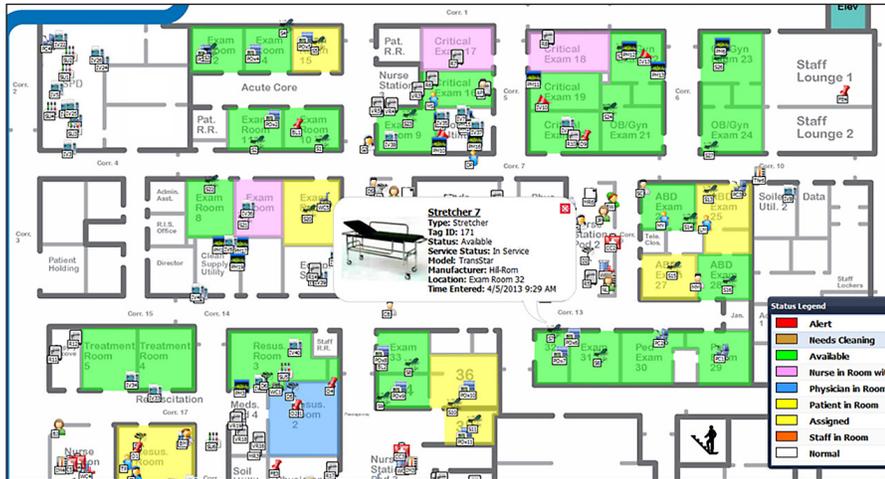
By applying intelligent process design, we created a positive, transformational shift in the culture of the clinic that helped deliver new and improved care processes developed and executed by the clinic team.

Since numbers tell a story, too, here's some data about how intelligent process design improved the health system experience:

Decreased patient cycle time by **25%**, to less than **45 minutes**

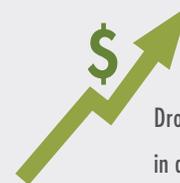Converted more than **4,500 minutes** each week to value-added time

Increased patient access by adding **1,700 more patient visits**

Generated **92 additional surgical cases** through expanded number of patient visits

Reduced **2,264 nursing hours** and reallocated nursing staff to other lines of service

Drove a **24% increase** in an annual net revenue

The Takeaway

Optimizing care resources and improving the patient experience has endless benefits. One improvement begets another, and real-time data ensures you're making the most informed decisions that will benefit all parts of your organization.

Eide Bailly cares deeply about the bottom line—people. We're working to change organizations so they can be better. And it takes a team to drive that change. Let us be part of your journey.

To learn more about how care resource optimization can benefit your health system, please contact Paul Schulz.

CONTACT

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Paul has more than 19 years of process engineering and quality improvement experience in the manufacturing industry, which set the stage for his move to the health care industry a decade ago. He's worked with RTLS and BI software technology for four years, leading process improvement efforts in health care organizations. Paul is also a leadership coach and educator who focuses on the implementation of strategic and organizational improvement initiatives.

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