

## Envigorate Healthcare Solutions

### Executive Summary – Achieving profitability through Productivity Improvement

Envigorate Healthcare Solutions (EHS) consists of seasoned clinical, ancillary and financial consultants; individuals with a track record of success implementing change, empowering managers and sustaining process improvements. Our team approach ensures the balancing act between cost improvement and enhanced patient care is optimized to meet the demands of the current and future healthcare industry. We believe in achieving buy in at all levels of leadership, engaging the physicians and building a sustainable flexible productivity model that is consistently validated and updated. Our approach yields significant financial improvement (3%-7%) without compromising quality and safety.

The pressure to improve patient outcomes while improving patient cost is increasing. These challenges are multifaceted and require executive leadership, empowered management teams and a concise visible strategy for success. This strategy must be communicated through all levels of leadership, formal and informal. Physician participation is paramount to success. Action plans tied to specific intended outcomes and indicators. The key element of this strategy is **buy-in**. All decision makers must be aligned with the mission and strategy of the healthcare system.

At EHS, we have found that sustainable change and process improvements occur at the front line management level when provided the tools, education and timely data to make effective decisions. The process for success is the following; evaluate hospital and department specific data, determine optimal resource allocation to achieve quality and cost goals, develop a strategic management action plan for change and process improvement, and provide routine concise feedback on goal attainment.

### Overview of a Strategic Cost Management Program

The primary objectives of a proposed *Strategic Cost Management Program* are as follows:

- Providing managers with proven techniques, enabling them to better utilize the time and skills of the people who work with them. This includes a joint effort with your personnel to implement management systems uniquely tailored for your situation and the achievement of improved customer service and resource utilization;
- Improving employee participation in meeting goals. Employees are often frustrated by barriers that prevent them from completing their assignments in a timely and efficient manner. The availability of effective systems and procedures to monitor the use of required and actual resources, combined with the use of sound behavioral techniques by management, assures an improved organization. The appropriate staffing by skill, along with a clear definition of responsibilities, provides a more effective and satisfying work environment; and
- Reducing operating expenses through the installation of a comprehensive *Strategic Cost Management Program* as defined below.

### **Planned Results**

EHS recognizes the need for tailoring the design of systems to fit the organization in which they will be used. Although the fundamentals of a *Strategic Cost Management Program* remain unchanged, to be truly effective they must be developed in close concert with your managers, so that the final product is "their own." Accordingly, we will achieve increased organizational effectiveness by:

- Supplying management with appropriate and timely information relative to staffing, skill mix, service level, utilization and costs within approved and correctly formulated budgets;
- Establishing accurate staffing requirements for area workloads based upon management's prerequisite for service and quality;
- Designing and implementing systems for improved utilization of personnel by formulating *Management Action Plans (MAPs)*, with managers in the areas covered by the program; and
- Integrating the above systems into the financial controls of the organization.

### **Partial List of References**

- **Ardent Health**
- **Augusta Health**
- **CarolinaEast Medical Center**
- **Denver Health**
- **Eating Recovery Centers**
- **JPS Health**
- **Norman Regional Health System**
- **Prisma Health (Formerly Greenville Health System)**
- **Vidant Health System**
- **University Health System, San Antonio**

*The Partners and Consultants of Envigorate Healthcare Solutions (EHS) have provided consulting expertise to the healthcare industry for more than 30 years. Our best testimony is our clients. Please contact us for additional information and to complete a statistical productivity assessment.*