

Optimization Methodology

The purpose of this white paper is to provide the health care community benefits of optimizing current systems and workflows based upon industry best practices standards and system functionality. Regardless of which Electronic Health Record (EHR) a facility is using (i.e. MEDITECH, Epic, Cerner, etc.), operational processes are similar. Any part of the process that is removed from the automated workflows and is maintained outside of the system slows the process down and increases costs. Optimization is a strategic approach to eliminate inefficiencies, streamline processes, implement a best practice approach and reduce costs.

A Challenging Environment

Healthcare regulations and requirements are an ongoing challenge for health systems, hospitals, physicians, and clinics. Costs are increasing, systems undergo continuous change to meet regulatory requirements, staffs are overwhelmed with current workloads, and revenue is decreasing. Systems are regularly brought live using only a small percentage of the system capabilities. Faced with these challenges, organizations implement temporary workarounds to support ongoing needs. Processes are developed utilizing the temporary workarounds and are not reevaluated, resulting in an inefficient system.

Trust Our Experience

Morgan Hunter Healthcare (MHHC) helps organizations optimize current operations and focus on ways to improve and streamline processes. We have partnered with hundreds of clients nationwide, consistently exceeding their expectations. Our success is built on nearly 15 years of providing successful system optimizations for community-based hospitals, university medical centers and trauma centers across the country. MHHC brings a high level of principal values including but not limited to:

- Professionalism/Leadership
- Quality Services
- Standard Methodology Tools
- Trusted Partner
- Solutions Driven

Our ability to assist healthcare systems with the assessment, optimization, implementation, project management, integration, customization, and training of systems has been a value-added solution model that delivers exceptional results. Most of our consultants come directly from the healthcare community, bringing clinical experience and real-world knowledge to your project.

Our Approach

Consult: Successful optimization begins with an in-depth discussion with organizational leadership. We work with you to confirm your organization's strategic objectives and establish Key Performance Indicators to measure project success.

Assess: After evaluating current process performance and strategic objectives, we conduct a GAP analysis. The result is a Report of Findings outlining opportunities for improvements and recommended solutions.

Optimization: We work with you to implement system solutions through design, modifications, testing, training/knowledge transfer and activation. Solutions may be narrow in scope or used for wide-spread organizational initiatives.

Example Bench Marks include but are not limited to:

- AR Days
- Time Studies
- Productivity
- Loss Charges
- Error Rates
- Clean Claims Rates
- Charge Rejections
- DNFB

Deliverables

- Current State Workflows
- Future State Recommended Workflows
- GAP Analysis
- Report of Findings outlining the Assessment, Findings, Recommendations, Expected Benefits, GAP Analysis and Next Steps
- Detailed Project Plan/Timeline
- Training Materials/Documentation
- Cut-over plans

Summary

Hospitals are faced with stringent regulations, increased costs, and reductions in reimbursement. System optimization will improve the bottom line, and automation of processes will reduce costly manual efforts. To achieve successful optimization, MHHC partners with organizations for Strategic Planning, Goal Setting, System Optimization, Process Optimization, and Professional Development. Utilizing a proven optimization methodology, MHHC can help organizations achieve strategic goals and improve patient care.