



Healthcare Case Study

Business Problem:

Hospital System Experiencing Lost Revenue and High Labor Costs Compounded by Low Performance to Industry Metrics.

VERTICAL:  Healthcare

NLP SERVICES:  Lean Transformation

CLIENT

Not-for-profit system of hospitals and healthcare providers with \$3.59B in net revenue.

- Staff not at benchmark productivity performance
- Long wait times in ED
- Low OR utilization



APPROACH

- Increase revenue via increased capacity in ED and OR
- Reduce labor expenses via reduced OT, reduced Nurse Travelers and more productive Staff
- Grow without hiring
- Began with Lean Leadership training
- Identified local Lean Facilitator Candidates with development plans
- Identified Strategic Priorities and Success Metrics

THE RESULTS

EMERGENCY DEPARTMENT

Net Revenue Increase: \$2.1M
ALOS from 3:23 to 2:33: 25% Capacity Increase

OPERATING ROOM

Capacity Increase: \$3.4M
Contr. Margin Increase: \$1.6M
Labor Savings: \$5.1M

NLP Investment: \$380K

Cumulative Annualized EBITDA Impact

