SAGIN, LLC
Experience • Confidence

"A value driven management consulting firm"

Healthcare Services

Whether you are a healthcare provider, insurance company or medical clinic controlling costs and maintaining a long term strategic focus is critical. Managing healthcare is about designing and deploying better and improved processes which integrate people, process and technology to reduce costs, improve the quality of care and adhere to compliance standards. Reducing the steps in a process has been proven effective in reducing mortality rates and speeding patient recovery which also lowers the cost of treatment.

SAGIN's approach to Healthcare services leads with improved process design. In addition, we are one of the few consulting firms which maintain a network of experienced physicians and medical practitioners on retainer to create practical, tested processes and strategies in real life scenarios, creating sustainable improvement.

SCOPE of SERVICES

Similar to the diagnosis of a patient, we begin all of our work with performing an assessment of operations or key functional and process areas of your operation. We strongly believe in delivering value to our clients and feel it is critical to assess the environment, processes, technology and people supporting the organizations strategy to determine the areas of best opportunity.

Performance issues come in many forms. We structured our performance assessments around different levels of scope from organization level, division, market, location, to functional areas (Admissions, Finance, Care Delivery, Pharmacy, Purchasing, Emergency Care, etc.). In addition, the scope of our assessments focuses on key business processes including:

Admissions to Collection (Prequalification, Admission, Treatment coding, Billing, Collections, Electronic Records Admin.)

Purchase to Pay (Vendor Management, Purchasing, Receiving, Inventory, Accounts Payable, Claims, Payments and Expense Management)

Care to Discharge (Treatment documentation, Testing, Diagnosis Coding, Pharmacy Mgmt, Compliance, Emergency/Ambulatory Services, and Electronic Records Administration)

Administration and Strategy (Strategic planning, Shared Services, Human Capital Mgmt., Merger Integration, performance measurement, Go-to-Market Strategy, Care Network Mgmt.)

Financial Management (Forecasting, Planning/Budgeting, Financial Close, Treasury Management, Capital Planning and Reporting)

APPROACH

We take a comprehensive approach when conducting assessments and in performing the delivery of our services and consider all factors related to the business environment, strategy, people, process and technology.

Our approach is tailored to the type of assessment and can include a variety of proprietary tools we deploy which can include some of the following:

- Labor analysis and time studies

- Performance benchmarking using global industry benchmarks from the APQC (independent and non-profit benchmarking center) and CAHPS.

- Business Process Activity Analysis

- Market retention and sensitivity

- IT integration, technology congruency, software portfolio review
- Cash management and financial leakage analysis
- Scenario planning and business modeling
- Change readiness assessments
- Business risk assessment
- Treatment/care and service profitability analysis

APPLICATIONS & CASE EXAMPLES

This large regional health system of seven hospitals was looking to reduce costs in their emergency rooms/care centers. A team combined of physicians, nurses, administration and care providers was assembled to analyze the processes of the operations. Some key findings included the analysis that sepsis has a mortality rate of 30-50% and for every hour delay in treatment the mortality rate increases by 9%. Being infection can lead to more serious complications the team analyzed the steps in diagnosis and treatment and cut the steps in the process and moved the common antibiotics to the emergency care facility from the pharmacy to speed treatment. This reduced the mortality rate and reduced other costs related to complications. The admissions process was also revised to include rapid diagnosis of the patient as well as reducing steps in the admissions process. In another example, the team also significantly reduced the mortality rate and cost to serve in cardio related incidents by mobilizing a cardio unit as the patient is admitted to emergency and can move to angioplasty in 60 minutes from entering the door.

A university hospital wanted to analyze the costs attributed to adverse events in the care/treatment process while a patient was cared for in the hospital. The team analyzed the common events and reviewed the processes related to diagnosis and treatment and redesigned the processes and compliance procedures as well as instituting a clinical pharmacist in the process to prevent adverse events by monitor various drug treatments. The team identified the hospitals drug expense as one of its largest controllable costs and effectively reduced those costs by 15% through improving the upfront processes.

This multi-state Healthcare Services System was acquiring another hospital. The team participated in the due diligence as well as designed an integration strategy to effectively merge the administration functions together into a shared services platform which included Finance/Accounting, IT, Human Resources and legal. The merger was executed in 6 months at which it will be fully integrated into the healthcare system.

BEST PRACTICES

Best Practices in Healthcare focuses on process improvement which fosters cost reduction and improved quality of care. Some common themes our professionals are seeing in the industry include:

- Move to improved home healthcare and monitoring to reduce hospital costs while maintain bed turnover and improving the quality of life to the patient. In addition, this strategy also improves revenue generation for additional value added care services and can be better facilitated with the addition of remote monitoring technology.

- Process redesign to reduce the number of steps from diagnosis to treatment to reduce mortality rates and improve patient recovery.

- Integration of clinical pharmacists in the process to prevent adverse events, reduce risk of error and improve cost management of drugs.

- Consolidation of healthcare providers and building of networks with established shared services for administration.

- Redesign of the admissions process to prequalify and process patients prior to admission to the hospital. In addition, improved coding and introduction of automated data collection devices to facilitate the invoicing/claims processing. For example, a doctor coding urosepsis vs. sepsis from urinary tract infection will be reimbursed differently. A process which removes the ambiguity and introduces automation reduces costs and improves revenue recovery.

SAGIN, LLC is a value driven management consulting firm. Comprised of experienced industry leaders, we serve our clients to achieve their goals. We bring a collaborative approach to our work and incorporate all stakeholders in the process identifying the value drivers to track and deliver results in the process. We are different.

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