

Tallahassee Memorial HealthCare

HOSPITAL STATS:

- ✔ 5,000+ employees, including 500 medical staff
- ✔ 17 counties served in northern Florida and southern Georgia
- ✔ 772-bed acute care hospital, 1 psychiatric hospital, 3 physician residency programs, 23 physician practices, plus multiple specialty care centers and smaller hospitals

RESULTS:



Decreased waitlist
volume from an average of 50 patients to zero



Improved clinical impact
through more timely new patient evaluations and treatment



Eliminated non-budgeted
flex-staff and overtime



Improved patient satisfaction
WITHOUT an increase in overall expenses



Implemented proper skill mix and staffing model for the caseload, while adding only two full-time equivalents (FTEs)



What is ActionOI?

This industry-leading solution allows you to analyze your financial and operational performance in a real-world context, head-to-head with best-in-class performers — and facilities of similar size, payer mix, complexity, and patient population.

The ActionOI comparative database provides data on more than 750 U.S. healthcare organizations. ActionOI clients can share data on a confidential and reciprocal basis with other healthcare professionals, trading best practices on reducing expenses and optimizing staffing. In addition, the Truven Health Strategic Consulting Services experts complement and extend the data and tools with an objective view of performance improvement.

As the 7th largest hospital in the state of Florida, it's no wonder Tallahassee Memorial HealthCare (TMH) services were in high demand. But the Outpatient Pediatric Rehabilitation Clinic was experiencing excessive wait times — up to 90 days for an occupational therapy evaluation.

The situation was unacceptable to patients and payers alike. Not only were these vulnerable pediatric patients being forced to wait 60 to 90 days for an appointment, the predominant payer had already paid for the rehabilitation services they were waiting for, contributing to additional frustration and leaving TMH in danger of breaking contract. Using Truven Health ActionOI® benchmarks to analyze

the current staffing model, operational processes, and overall productivity, TMH set out to develop a new staffing model to cost-effectively resolve patient flow issues and improve scheduling.

Aligning Comparative Teams to Incite Change

One of the most important benefits of ActionOI for TMH was the ability to join forums with other Truven Health clients who were facing or who had successfully faced similar challenges. With access to specific, targeted information from the facilities most like theirs, TMH was given the necessary insights to develop repeatable, scalable processes for evaluating the post-discharge services that augment care delivery, reduce readmissions, and improve clinical outcomes — across all disciplines.



Understanding the Impact of Staffing Mix

A patient flow/capacity study was conducted by TMH's Organizational Improvement and Planning team, leveraging comparative operating statistics and labor productivity numbers from ActionOI. Using several different scenarios, they were able to project the proper mix of skill and hours, including adding full-time equivalents (FTEs), to get wait lists under control and maintain acceptable wait times. Most importantly, by eliminating flex positions, the service could depend upon full-time, committed staff available to cover the program needs.

This new, dedicated FTE staffing model generated results almost immediately, virtually eliminating the waitlist and allowing them to better accommodate patients' scheduling needs. The success that TMH experienced using ActionOI in their pediatric rehabilitation center led them to apply the new model to other areas of their hospital system,

starting with another vulnerable group, inpatient stroke discharges. By combining proper staffing with timely and effective post-discharge care, TMH is poised to affect long-term costs, outcomes, and quality of life in extraordinary ways for patients across their entire system.

Improvements that Go Beyond Staffing Issues

The benefits haven't stopped with improved wait times. Using ActionOI benchmarking and analysis and applying it strategically to their new staffing model has allowed TMH to achieve improvements in several efficiency measures in addition to financial improvement:

- Increased billable units for evaluations and therapy treatment sessions
- Decreased appointment cancellation rates
- Eliminated unbudgeted flex staff expenses
- Decreased use of overtime pay
- More reliable work load indicator standard

TRUVEN HEALTH ANALYTICS Advantage Award

In 2015, Tallahassee Memorial HealthCare was acknowledged for its accomplishments with a Truven Health Advantage Award in Performance Improvement and Efficiency. The Advantage Award was established in 2005 to honor and recognize customers who have used solutions and tools from Truven Health Analytics™ to achieve outstanding success.

Learn More

To learn more, call **800.525.9083** option 4 or visit **truvenhealth.com**.



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Truven Health Analytics delivers the answers that clients need to improve healthcare quality and access while reducing costs. We provide market-leading performance improvement solutions built on data integrity, advanced analytics, and domain expertise. For more than 30 years, our insights and solutions have been providing hospitals and clinicians, employers and health plans, state and federal government agencies, life sciences companies, and policymakers the facts they need to make confident decisions that directly affect the health and well-being of people and organizations in the U.S. and around the world.

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