

Case Study: Healthcare Organization Process & System Assessment



Medium Size Health Care Organization

Industry: Healthcare
Location: Virginia Beach, VA
Size: 30,000 employees

Company Bio

Offers services in 12 acute care hospitals, with 3,739 beds, 853,000 members in its health plan, 10 nursing centers, and three assisted living facilities across two states. Operates its own managed-care plan in which covers 450,000 subscribers in the region. It also operates four medical groups.

Overview

Zircon Consulting partnered with a medium size healthcare organization to examine their health plan Care Management business and technology processes. We identified areas of vulnerability and supported selection of a new Care Management system, resulting in increased profitability and improved member services.

"Zircon project team has great vision for our organization software solution needs."

- Happy Customer
Vice President, Clinical & Quality Services

The Challenge

The client faced several opportunities including:

- Variable program & contractual alignment.
- Limited business workflow/process standardization.
- Tracking and reporting gaps.
- Underutilized Care Management/Utilization Management system capabilities.
- Lack of system optimization and associated training/communication.

The Approach

Performed a robust assessment and identified most critical opportunities aligned to key regulatory agencies standards including National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC), and Centers for Medicare & Medicaid (CMS). Translated findings into short & long-term executable process improvements for sustainability.

"We were very methodical in our approach when interviewing staff, evaluating current state documents and identifying pain points."

-Clinical Analyst

The Solution

- Our 20 plus years Care Management Experts experienced in leadership, project management, and consulting were able to quickly identify/prioritize high impact Care Management system and process gaps by mapping findings to baseline leading practice requirements.
- Client has capability to understand critical gaps driving regulatory penalties and execute "Quick Wins" and longer term changes to reduce compliance risks.
- Client selected the most suitable Care Management system vendor to meet their enterprise needs including membership growth, merger/acquisitions, operational efficiency, and ease of use based on Zircon team guidance.
- Findings shared with client key stakeholders for transparency and implementation preparation.



About Zircon Consulting

We bring Health Plans a "Piece of Mind", increasing profitability by avoiding regulatory penalties, maintaining accreditation and continuous process improvement. Our 20 plus years industry Experts drive Care Managements projects!

zirconconsultingllc.com

