

Care Management Transformation

Our Results



Novia's integrated Care Management Transformation program enables clients to achieve sustainable quality of care outcomes while providing long-term financial gains.



Hospitals across the nation are facing challenges never before encountered as they strive to deliver high-quality care while maintaining profitability: increasing public scrutiny of quality of care metrics, declining reimbursement for care provided, financial and reporting penalties, and intense pressure to reduce costs. However, lowered costs are meaningless if there are poor patient outcomes. A provider's best competitive advantage in the pursuit of profits remains top-notch care. Although highly complex, aligning inpatient care management and expanding it across the full continuum of care is critical to enabling hospitals to deliver the right care, in the right venue, at the right time and for the right cost.

Our care management and resource and outcomes management services span the healthcare continuum advocating for patients' well being, while promoting quality and cost-effective outcomes. We pride ourselves on ensuring that improvements are sustained as our consultants transfer knowledge and leave you with a clinical management dashboard to track and sustain performance.

Our Results

We've helped scores of hospitals deliver the right care, at the right time, and at the right cost.

Recent project results include:

- Care management improvements lead to 21% increase in Medicare net income
- Care Management Transformation project delivers \$11.5 million in combined savings
- Deep dive unearths up to \$6.6 million savings in care management, revenue cycle improvements
- LOS improvements yield \$3.3 million savings opportunity

Care Management Transformation

Client Benefits



“Novia Strategies provided the data necessary to make good decisions and brought forth the ideas that were successful at other organizations. Their leadership and assistance was invaluable.”

- Vice President & CNO

Client Benefits

Novia’s integrated Care Management Transformation program enables clients to achieve sustainable quality of care outcomes while providing long-term financial gains. For clients this means significant quality and cost improvements:

- Improved transitional management across the continuum
- Decreased excess or avoidable days, length of stay (LOS), and cost per case
- Reduced practice variation
- Improved accuracy of patient status
- Improved utilization of clinical resources, and associated cost savings
- Improved management of high-risk, high-cost complex patients
- Enhanced Care Management model
- Improved patient experience
- Improved physician and interdisciplinary communications and increased staff and physician satisfaction
- Improved quality and safety metrics
- Enhanced patient flow and clinical progression
- Minimized readmissions
- Reduced clinical denials
- Ensured regulatory compliance
- Increased bed capacity to grow market share
- Diminishing “silo” approach to healthcare

**Ready to take the next step?
Contact our practice leads today.**



**Nancy S. Lakier, RN, MBA
CEO/Managing Principal**

A dynamic, innovative leader, Nancy is renowned throughout the healthcare industry for her ability to help hospitals improve care processes, empower staff, achieve

financial sustainability, and deliver better care to their community.
858-486-6030 • nlakier@novia-inc.com

Care Management Transformation

Service Offerings



“Novia Strategies helped redesign our Care Coordination Department and expanded our involvement with the care team, i.e., RNs, RT, PT and Dietary. Novia enhanced the Social Workers’ role to better facilitate complex patient management and to address end of life issues.”

- Director, Care Coordination

Service Offerings

Care Management

- Care Management model and resource allocation
- Care coordination
- ED/access management
- Utilization management
- Data management and workflow processes

Clinical Documentation Improvement

- CDI model
- Education
- Daily work processes
- System interface and reporting
- Clinical core processes

Resource and Outcomes Management

- Utilization of clinical guidelines
- Standardized practice patterns
- Best demonstrated practice
- Physician service and data feedback

Revenue Cycle Enhancement

- Patient status change
- Authorizations
- Clinical denials
- Write-offs
- Communication errors between RC & CM

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Case Studies



The integration of the multidisciplinary team's efforts to manage care is crucial both in the hospital and beyond the hospital walls.

Deep dive unearths up to \$6.6 million savings in care management, revenue cycle improvements

Facing front-end authorization errors and high ED observations and social admissions, this 500-bed Midwestern hospital asked Novia for help. Novia was able to identify up to \$3.6 million combined savings in denial write-offs, vendor fees and revenue cycle as well as up to \$3 million savings from length of stay (LOS) reductions.

How?

- Refining front-end registration, clinical review and ED processes
- Establishing an observation unit
- Enhancing care management by increasing physician collaboration in care coordination and discharge planning
- Developing physician engagement strategies
- Strengthening the utilization management committee
- Managing readmissions

Efficiency strides, reduced length of stay, increased Medicare profitability 21%

Novia worked shoulder-to-shoulder with this California community hospital to redesign case management and reduce length of stay – enabling this 351-bed hospital to decrease cost per case by 10% and increase Medicare profitability by 21%. How?

- Implemented DRG improvement teams to achieve quality outcomes, promote efficient use of clinical resources, manage costs and maximize reimbursements
- Appointed and empowered Care Management Medical Director
- Instilled organization-wide accountability, empowerment and culture of change