



DRISCOLL CHILDREN'S HOSPITAL OPTIMIZES CARE ACCESS

CHALLENGE

Driscoll Children's Hospital sought to reduce variability in access and financial clearance across the organization to increase overall patient satisfaction while improving operational efficiency. The system's large geographic footprint in South Texas created unique challenges for consistent patient engagement. These circumstances led Driscoll to seek a centralized solution in order to provide patients and their families with a consistent access experience.

"Huron's comprehensive approach far surpassed my expectations. Their methodologies and reporting suite helped us create a framework for centralization that provides a consistent access experience across our system and improves satisfaction for patients and families."

STEVE WOERNER, PRESIDENT & CEO
DRISCOLL CHILDREN'S HOSPITAL

APPROACH

Driscoll Children's Hospital worked with Huron to develop a comprehensive solution designed to optimize all access functions across the organization. Working collaboratively, Huron developed a centralized accountability model and helped implement the work of a Central Patient Access Services (CPAS) Team. In addition, Huron worked with senior leadership to streamline operations to better utilize internal resources.

Optimizing care access: Huron collaborated with Driscoll to address variability in patient access operations, completing a detailed design effort for all access functions across the system. Huron then partnered with leadership to develop a Central

RESULTS

Eliminated **4** pre-service contacts to patients through streamlined workflows

Centralized access functions for **20+** service areas

Increased service level by **45%** through Automatic Call Distributor monitoring

Patient Access Services Team and implement consistent functions such as insurance verification, pre-authorization, patient pre-service interaction, and referral management for all of the system's clinic and hospital outpatient services.

Increasing accountability and optimizing performance: Huron's team implemented a Care Access Reporting suite to provide transparent performance metrics across the multilocation system. Staff performance management tools were implemented to create accountability within the CPAS department for quality and productivity across all access functions. Communication channels for stakeholders were also established to drive positive outcomes via service level agreements.

Maximizing resources: Recognizing the importance of streamlining operations and better utilizing internal resources, Huron maximized the use of existing technologies to support access workflows including reminder call technology, Epic system enhancements, automated eligibility verification, phone network, and electronic faxing systems. Huron also helped build out the Epic requirements for both the centralized team and the corresponding hospital and clinic scheduling activities.

Employee engagement and training: Huron established a training curriculum to help key personnel master new processes, functions, and technologies. Due to the system's size, a large number of stakeholders were involved in the centralization process. Huron helped create a pilot phase and two subsequent phases to bring all stakeholders onboard. The process allowed project champions to make appropriate decisions for the centralized group as well as the decentralized hospital and clinic stakeholders.

Driscoll children's hospital is a 189-bed pediatric tertiary care center offering 32 medical and 13 surgical specialties. The hospital is part of the Driscoll Children's Health System, a \$260 million net patient revenue health system serving south Texas.



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