

“We’ve worked with many healthcare consultants over the years. Our experience with Huron has been unmatched. The Huron team held us accountable while building a great team relationship. The project met our goals and provided a substantial return.”



**STEVEN J. BROWN, DM,**  
FACHE CHIEF OPERATING

OFFICER FAXTON ST. LUKE’S HEALTHCARE MAINE MEDICAL CENTER

## RESULTS AND BENEFITS

Total overall financial benefit exceeded **\$4.1M**



Clinical documentation improvements resulted in annual savings of **\$2,247,382M**



Reducing unnecessary medical surgical length of stay (LOS) **RECORD LOW LOS**



# FAXTON ST. LUKE’S HEALTHCARE

UTICA, NEW YORK

FAXTON ST. LUKE’S HEALTHCARE OPERATES ST. LUKE’S CAMPUS ACUTE CARE HOSPITAL WITH 300 BEDS AND MORE THAN 15,000 PATIENT DISCHARGES ANNUALLY.

## THE CHALLENGE

**Challenges in the overall economy and changes in healthcare** led to decreasing reimbursement levels at a time when length of stay was increasing at Faxton St. Luke’s Healthcare (FSLH). Leadership undertook several internal initiatives, but determined they needed to do more to gain traction, remain competitive, and prepare for the changing healthcare environment.

## OUR APPROACH

Working collaboratively with hospital executives, physicians, and department leaders, Huron brought proven processes and tools to address key areas of clinical operations.

### Reducing length of stay (LOS):

Huron identified and addressed the clinical services with significant LOS opportunities, allowing FSLH to achieve its lowest LOS ever.

### Coordinating care management:

By instituting daily interdisciplinary rounds, Huron helped FSLH improve patient throughput, deliver the right care at the right time, and decrease readmissions.

### Increasing case mix and

**reimbursement:** Huron provided extensive clinical documentation

improvement (CDI) training, physician education, and proprietary software to significantly improve the accuracy of coding, increasing the case mix and reimbursement.

### Creating utilization dashboards:

Working with the Chief Medical Officer, Huron developed dashboards for all physicians, showing how their individual metrics compared against internal and national benchmarks.

## RESULTS AND BENEFITS

“Huron brought us the benefit of their experience in best practices from across the nation,” said Steven J. Brown, DM, FACHE, Chief Operating Officer of Faxton St. Luke’s Healthcare. “Their overall approach and expertise, willingness to listen, collaboration with our senior team, and implementation expertise were key in achieving and sustaining the improvements we jointly accomplished.”

“Huron helped create a cultural transformation. The savings will go on for years, but it was more than just cost cutting. It was a way of improving our care that also helps us financially. That’s a win for everyone.”

- Patricia Roach, Senior Vice President and Chief Nursing Officer, Faxton St. Luke’s Healthcare.