

Optimizing Performance Through Care Transformation

After Huron completed a successful Revenue Cycle engagement, Virginia Hospital Center continued their partnership through the Huron Care Transformation Solution. This led to increased capacity, improved patient and family experience and significant growth in nursing, physician and discharge composite HCAHPS scores.

Challenge

Virginia Hospital Center (VHC) was performing well and had successfully completed several internal initiatives to prepare for the future but wanted to realize further gains by improving the patient and family experience, increasing capacity and providing more efficient care.

“The Huron engagement led to reduced lengths of stay, improvements in the overall patient experience and enhanced communication among staff. And the whole effort was very well coordinated, communicated and implemented – with measurable goals.”

DARLENE VROTSOS, VICE PRESIDENT AND CHIEF NURSING OFFICER, VIRGINIA HOSPITAL CENTER

Results

1/3 day reduction in severity adjusted length of stay per patient

Achieved **57%** accuracy in predicting discharge one day in advance

Significant increase in nursing, physician and discharge composite HCAHPS scores

Created capacity to serve approximately **1,000** additional patients annually

Approach

Following a successful Revenue Cycle engagement, Huron collaborated with VHC to implement its Care Transformation solution in the inpatient and emergency department settings. Huron worked with VHC to completely redesign patient throughput, reducing lengths of stay, increasing capacity and bolstering patient satisfaction.

Virginia Hospital Center is a 342-bed medical, surgical and acute care center, providing medical services to the Washington D.C. Metropolitan Area.

Increasing capacity: Huron helped VHC reduce length of stay and increase accuracy in prediction of discharges by implementing daily interdisciplinary rounds on all care units.

Redesigning workflow: By implementing a comprehensive patient flow reporting and accountability structure with actionable metrics, staff and management were able to make more rapid and accurate decisions.

Standardizing case management: Huron helped create consistency by standardizing roles and responsibilities, leading to proactive discharge planning and improved resource utilization.
Technology optimization: Huron successfully installed key software systems to standardize and streamline bed requests, assignments and movements.



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