

The MetroHealth System Cleveland, OH

The MetroHealth System is an integrated health system serving the greater Cleveland community with an acute care hospital and more than 27 locations. The system is a HIMSS Stage 7 and HIMSS Davies Award Winner, has more than a million patient visits per year, and has annual net patient revenue of \$782 million.

THE CHALLENGE

The MetroHealth System sought to introduce primary and specialty care appointment scheduling online using their patient portal. Online scheduling was seen as a way to reduce no-show rates and staff telephone time. The transition to online scheduling required customized strategies, as each area had its own unique needs.

OUR APPROACH

The MetroHealth System engaged Huron Healthcare to bring online scheduling to primary care and 20 specialties across the system. Huron provided a complete assessment and split implementation into primary and specialty care, incorporating new processes into MetroHealth's existing scheduling system.

Defining the strategy: Huron worked to define a standardized pilot and rollout process as well as standardized online scheduling workflows for primary care and specialties. This shared foundation provided a base that allowed each specialty to focus on their unique needs.

Reducing no-shows: Primary care visits scheduled online had 14% fewer no-shows, representing \$21,000 in additional revenue per 1,000 scheduled appointments. There was a 5% reduction in specialty care no-shows, representing \$7,500 in additional revenue per 1,000 scheduled appointments. Cost savings are based on a level of service 3 for a follow-up visit.

Increasing productivity: An average of four minutes was saved per appointment scheduled online. Based on 1,500 appointments, this equals a savings of 100 hours or 2.5 work weeks for a single employee per month.

Integrating with workflows: Huron ensured that appointments scheduled online fit seamlessly into MetroHealth's workflows for verifying patient registration and insurance details.


Improved patient experience: Access to care is more efficient, with more than 1,500 primary and specialty care appointments scheduled online per month.




“ The Huron team brought outstanding technical, operational, and leadership skills to the table, and allowed The MetroHealth System to move forward on initiatives that we would not have been able to do on our own. They also enhanced our staff learning experience, allowing us to easily take over ongoing maintenance once the engagement ended.”

Dr. David Kaelber
Chief Medical
Informatics Officer
The MetroHealth System

RESULTS & BENEFITS

 **14%**
fewer
no-shows for
primary care visits
scheduled online

 **35%**
of appointments
scheduled outside
normal business hours

 **Increased
access and
improved patient
experience**

Titles reflect positions at the time of our engagement.

Clinical | Revenue | Expense | Advisory | Technology
huronconsultinggroup.com/healthcare 1-866-229-8700

HuronHealthcare
EMPOWERING POSSIBILITYSM