

CLINICAL RESOURCE MANAGEMENT

CONSULTING

Business
Intelligence
and Clinical
Excellence



formerly
Sullivan Lakier Group

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Novia Strategies understands the importance of Clinical Resource Management (CRM) in the provision of high quality, cost effective care. We establish a foundation of reliable data and evidenced-based best practices that is used by Physicians and Clinicians to ensure that the “right care” is provided at the “right cost”.

Collaboratively with your physicians and staff, our seasoned consultants assist in the design and implementation of a CRM sustainable program that supports your organization’s quality care outcomes while providing long-term financial gains. With our combined efforts, we position your organization as good stewards of patient and community resources.

Key Outcomes:

- Integrated plans of care, using evidence-based best practices
- Efficient, effective patient care management
- Tools and methods for CRM sustainability
- Coordinated care across the interdisciplinary team
- Efficient, timely use of clinical resources
- Practice consistency across physicians
- Effective transition planning across the continuum of care
- Quality patient outcomes
- Patient and care team satisfaction
- CRM dashboard to track key metrics
- Cost effective care
- Profitability: overall and by payer type
- Matched care delivery to patient needs

Additional Services >>

BENEFITS OF OUR CLINICAL RESOURCE MANAGEMENT CONSULTING SERVICES

- Increased profitability; overall and by payer type
- Reduced cost per case; overall and for targeted DRGs
- Decreased LOS
- Decreased readmit rates
- Enhanced patient quality outcomes
- Enhanced physician/ interdisciplinary team collaboration
- Increased use of evidenced-based best practices
- Consistent use of integrated plans of care (i.e. clinical protocols, pathways and order sets)
- Improved management of high-risk, high cost cases
- Efficient and timely use of resources
- Improved physician management of LOS, utilization of resources and cost of care
- Reduced variances of physician practice patterns
- Improved clinical documentation regarding plan of care
- Improved transitional planning/ continuum of care
- Improved patient satisfaction
- Elevated satisfaction of care team

OUR APPROACH

Our seasoned consultants use an individualized approach to support your unique needs. Five options typically include:

1. Conduct a comprehensive analysis of your CRM processes and outcomes, and make recommendations for improvement
2. Develop an action plan to guide the implementation of recommendations
3. Provide project leadership
4. Partner with your internal resources to provide hands-on support for full implementation of recommendations, including development of CRM dashboard
5. Provide on-going periodic follow-up after implementation to monitor progress and outcomes



Assessment Planning and Implementation

Phase One – Assess to Identify CRM Improvement Opportunities:

- Patterns of clinical resource utilization for the high-risk, high cost DRGs
- Management of patient progression and LOS
- Detailed DRG cost analysis by department, i.e.:
 - Diagnostics
 - Treatments/procedures
 - Operative care
 - Therapies
 - Nursing
 - Supplies
- Cost analysis by physician
- Use of CRM tools such as:
 - Evidence-based clinical protocols
 - Order sets
 - Interdisciplinary rounds
 - Metric monitoring
- Current CRM initiatives

Phase Two – Design Improvements:

- Establish DRG team(s)
- Present and review evidenced-based best practices
- Define care plans, protocols and order sets, etc.
- Streamline work processes
- Develop patient-focused care plans and educational tools
- Design DRG management tools
- Create outcomes management plan
- Establish improved throughput

Phase Three – Implement Improvements:

- Educate care team(s)
- Implement care plans, protocols and tools
- Coordinate care delivery across interdisciplinary team
- Expedite timely delivery of interventions
- Monitor and address variances from care plans
- Implement outcomes management plan

Phase Four – Monitor Outcomes Management Plan:

- Monitor outcome metrics
- Identify actions needed to address variances
- Continuously make improvements