Specialty Clinics Benchmarking & Space Utilization Analysis

ancore HEALTH

Goal:

To evaluate Red Health System's (RHS) existing space utilization performance of various specialty clinics in order to make an informed decision impacting future campus development.

Timeline: 60 days.

Client: Red Health System*

Region: Midwest
Affiliation: Independent
# of Hospitals: 6
# of Clinics: 50+
# of Providers: 400+

Note: Red Health System is a pseudonym.

Challenges:

- Inconsistent practice patterns

- Providers working in multiple locations

- Limited knowledge of current exam room utilization

- Pre-conceived perception of space needs that are unsupported by data

Results:

- Delivered a data-driven analysis showing clinics not operating at full capacity

- Analyzed clinics' performance of encounters/room/day, no-show, and cancellation rates

- Determined outliers from a schedule utilization perspective

- Concluded there was no operational need to develop more clinical space

Milestones

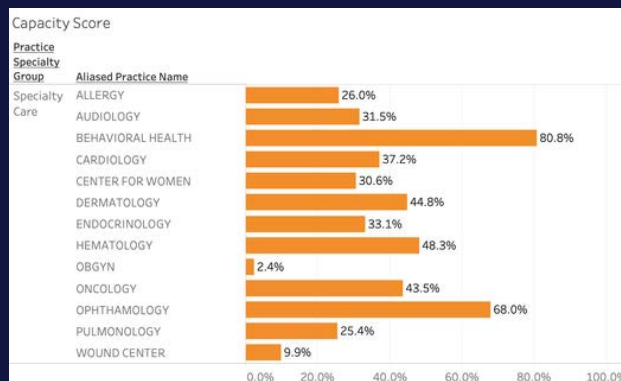| Data Request and Validation	Comprehensive Data Analysis	Trends and Key Findings	Custom Performance Scorecard	Data-Informed Decisions

Specialty Clinics Benchmarking & Space Utilization Analysis Process
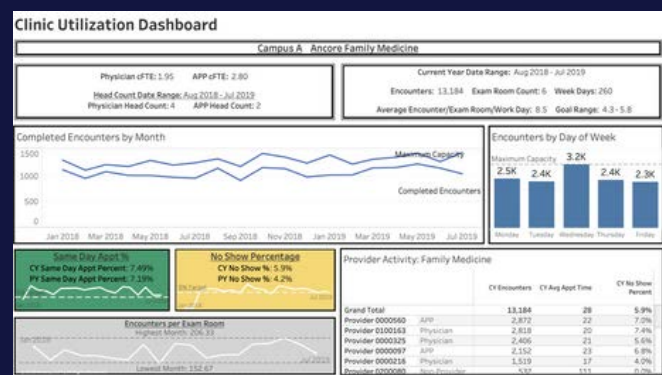
Ancore Health worked with RHS to gather and analyze data in order to inform the current specialty clinics' performance, productivity, and scheduling capacity.

Data Request and Validation

Ancore Health first sought to understand both current state performance and ongoing trends. To do so, Ancore Health analyzed data from the most recent 12-month period and reviewed summary data from previous years, while collaborating with RHS throughout to validate its understanding and interpretation of information received.

Trends and Findings

Ancore Health identified trends and key findings in the clinics' volume, capacity, and efficiency. Based on this analysis and iterative input from RHS, Ancore Health built a customized clinic performance scorecard, benchmarking each clinic against industry standards for productivity and space utilization. Metrics Ancore Health included encounters per room per day, no-show and cancellation rates, and comparison to a max capacity score.

Data-Informed Decisions

Ancore Health shared and validated the data with RHS' executives as well as front-line operational leaders. Ancore Health identified the clinics' operational needs and framed them in a data-driven analysis. Ultimately, through the data analysis, it became evident that most of the clinics were not operating efficiently, nor at full capacity; therefore there was no operational need to develop more clinical space. While visits were mostly trending up, Ancore Health identified opportunities to decrease no-show rates in many clinics, bring appointment times to a more consistent trend across specific specialties, and schedule appointments more consistently throughout the week.