



## Consulting Services

We help you spend less time assessing and evaluating, and more time implementing practical, proven process improvements.

Working with an M-CEITA Consultant can help health care organizations improve operational, financial, and clinical performance using our process improvement techniques designed specifically for medical practices, clinics, and small hospitals.

We use proven performance improvement principles and leverage best practices to improve performance in critical areas such as patient flow, scheduling, chart prep, referral management, and revenue cycle management.

We can help rapidly address common “pain points” and barriers relating to patient flow, productivity, efficiency, and staff/patient satisfaction – we work closely with organizations to develop practical and effective performance improvement plans – and **we provide hands-on implementation assistance.**

Our broad range of consulting experience includes both in-patient and out-patient services in diverse settings including small clinics, outpatient surgical centers, critical access hospitals (emergency departments, surgery, lab, etc.), and medical practices.

Following are some brief examples of successful engagements:

**Case Study #1: Rural Health Clinic** – We helped a rural health clinic reduce the total volume of calls associated with Rx re-fill requests by developing a standardized Rx re-fill protocol, resulting in a 40% reduction in call volume.

**Case Study #2: Private Practice** – We assisted a multi-provider clinic with improving productivity and provider capacity – they went from seeing 10-12 patients per day to seeing over 18-20 patients per day, per provider, an increase of more than 55%.

**Case Study #3: Critical Access Hospital** – We guided an outpatient surgery center through a re-design of its referral process (from time of referral received until service provided). They reduced their processing time from 3-5 weeks to less than four days resulting in improved staff and patient satisfaction scores.

### Custom Consulting

We offer custom consulting solutions to health care organizations for a variety of process improvement activities spanning every facet of your organization.

Call us for a custom proposal.

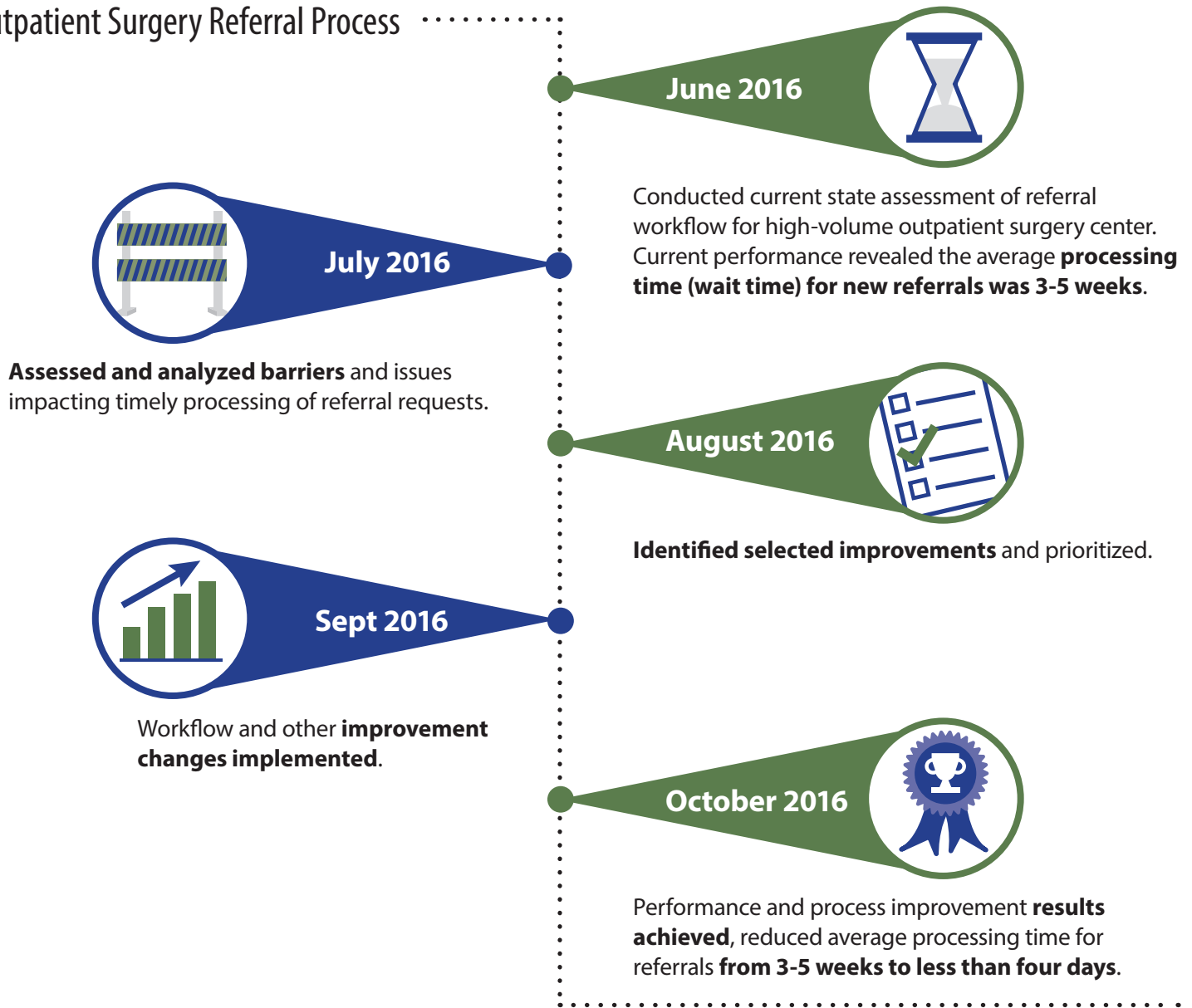
**Contact us today  
to get started.**

**888-MICH-EHR**  
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# M-CEITA Consulting Services

## Case Study #3: Critical Access Hospital

### Outpatient Surgery Referral Process



M-CEITA is part of Altarum Institute, a non-profit health care consulting organization. Knowing our support has helped practices be more successful in today's health care environment is what it's all about!

*"[Using the remote practice assessment tool] allowed us to add two more patients in the morning and two more in the afternoon, increasing our productivity by 20 patients a week."*

*"We were also able to create 'roles' for the Medical Assistants... Medical Assistants think differently now and, for the most part, enjoy their new roles."*

*"My leadership staff have really enjoyed and learned a lot in the trainings provided by Altarum. I believe we have grown in our professionalism and internal method of handling issues over the past year as well."*