



RIVERBEND MEDICAL GROUP

We helped RiverBend reduce in-patient days by 50% and reduce coding errors by 40%. By using PGI performance improvement strategies, the medical practice also improved patient satisfaction and engagement, and improved accounts receivable and electronic medical records operations.

Business Challenge

RiverBend Medical Practice (formally Blue Cross/Blue Shield) had both health insurance and medical practice operations. RiverBend wanted to improve patient satisfaction while enhancing quality of care. At the same time, RiverBend was launching an Electronic Medical Records (EMR) initiative. This initiative required that RiverBend substantially reduce its medical records filing backlog to scan the records into the new EMR system.

The PGI Solution

PGI designed a Patient Satisfaction Strategy entitled "Get It Done". The strategy included company-wide customer satisfaction goals, coaching supervisors in patient engagement methods and training over 200 RiverBend employees on patient satisfaction and customer service improvement skills.

In addition, PGI implemented a Six Sigma and Performance Management initiative which included designing key metrics and dashboards related to improving patient satisfaction and operational performance.