

## THE CLIENT

Regional Medical Center in  
Middle Tennessee

## SERVICES

[Operational Assessment](#)  
[RIS/PACS Assessment](#)  
[Productivity Analysis](#)  
[Equipment Valuation](#)  
[Project Development](#)  
[Project Management](#)  
[Technology Planning](#)

### THE CHALLENGE

Over a period of two years, the Medical Center had experienced declining inpatient and outpatient procedure volume in imaging and a corresponding loss of revenue and profitability. Performing an operational assessment, Regents evaluated:

- Scheduling
- Registration and transportation
- Patient testing
- Technologists' work flow
- Technology and facility evaluation
- PACS/film archiving/retrieval
- Radiologists workflow and reporting
- Digital transcription reporting
- Staffing and productivity

### THE SOLUTION

Market trends were identified along with current reimbursement issues and how they related to existing service lines along with identifying and quantifying the local competition. Regents determined that if no changes were implemented the medical center would lose an estimated 8.6% of outpatient volume and 1.5% of inpatient volume in the current fiscal year.

A capacity and equipment analysis revealed the medical center's ability to meet the expected capacity today and in the next five years. Regents' evaluation of their current department operations identified particular issues that were impeding efficient service delivery. A financial evaluation of the existing service lines determined the impact of proposed changes demonstrating revenue trends and direct imaging costs resulting in an accurate strategy being developed.

### THE PAY OFF

Implementing Regents' recommendations provided these benefits for our Client:

- ✓ Efficiency in implementation of new work processes
- ✓ 28% improvement in customer satisfaction ratings
- ✓ 12% increase in outpatient volume after six months
- ✓ 6% reduction in operating costs
- ✓ Reduction in unnecessary capital expenditures
- ✓ Service cost reductions
- ✓ Decrease in capacity limitations
- ✓ Reductions in overtime issues and costs at the hospital
- ✓ Productivity increases by staff of 3% to 5%
- ✓ Increase in outpatient market share of 3% after only one year
- ✓ Increases in revenue and profitability