



compirion  
hospital solutions

## Founded

2004

## About

Compirion has helped Emergency Departments, Surgical Services and Inpatient Nursing Areas to become the number one performers in their communities, states and regions.

## Company Overview

Compirion Hospital Solutions is truly unique among hospital consulting firms - first, for our behavioral approach, second, for our willingness to put our entire fee on the line by providing a money-back guarantee, and most importantly, for the outstanding rate of improvement at our client-hospitals.

We have worked for some of the nation's best systems:

Kettering Healthcare  
Duke University Hospital  
Medical Center of Central Georgia  
Covenant HealthCare  
HCA Henrico Doctor's Hospital  
SSM hospitals in St. Louis  
Sacred Heart Health System in Pensacola, FL  
Planned Parenthood Los Angeles

## Results

We have helped generate results that no other improvement process has been able to duplicate, generally two-to-four times the results in about half the typical project time. And they sustain for years.

These results include:

- Top performance in patient satisfaction
- Top performance in patient throughput
- Top performance in reduced mortality rates and improved clinical quality
- Top Performance in new revenue growth, productivity and net margin

## Resources

Learn more at Compirion.com

<https://compirion.com>

Here is where you'll find great case studies.

<https://compirion.com/case-studies>

And to find out more about what it takes to become THE Number One Hospital in your region, check out our co-operative consulting group:

<https://hs4hs.org>





## Client Reviews

Compirion was awarded the contract because they looked different from every other consulting group I had seen....they presented a total package for a lump sum (of money), with goals that were agreed upon beforehand...and they had the same goals we did.

Ron Peterson  
Chief Executive Officer  
Baxter Regional Medical Center  
Mountain Home, AR

Compirion provided unique insight and experience to expand our performance and improve specific goals we simply could not attain on our own. Their teaching of observation, analysis, and teamwork created a distinctive process for improvement. They created the goal-oriented focus to improve accountability, operations, and frontline leadership that defines exceptional organizations.

William Mahone  
President and Chief Executive Officer  
Halifax Regional Medical Center,  
Roanoke Rapids, NC

There were initiatives we have been trying to actualize for many years unsuccessfully. The Compirion consultants came in and helped us implement those process changes. We accomplished a lot, and we couldn't have done it without Compirion. It was our project but I had a partner to collaborate with to make things happen. Now we can do things we never thought possible for our patients and staff.

Karen Daniels RN  
Chief Nursing Executive  
Halifax Regional Medical Center  
Roanoke Rapids, NC

As an ED manger it is very hard sometimes to clear the dust and take a hard look at how you do business and admit you need to do better. Compirion Consultants came in and showed us how to take small steps and make huge differences in our day to day functions. We were able to use data we were collecting and incorporate new processes that decreased through put, door to EKG and MD times, but most of all improve customer service. We put our patients first. We became an "organizational" team. Everyone in the hospital had a role and we all worked together to create a great healthcare organization.

Charlotte Ferguson RN  
Manager Emergency Care Center  
Halifax Regional Medical Center  
Roanoke Rapids, NC



What the Compirion process taught us was respect for the patient and our coworkers.

Pat Black MD  
Emergency Department Medical Director  
Baxter Regional Medical Center  
Mountain Home, AR

Compirion was chosen for their unique multi-disciplinary approach to their methodology, and because they were very hands-on.

Mary Kay Gardenier  
Senior Vice President of Operations  
Southern Regional Medical Center  
Atlanta, GA

What I liked about Compirion was that they didn't bring a 'book of solutions'...they used the resources of the hospital, specifically the front line managers, to come up with customized answers to fit Jefferson's needs.

Jerome Ladous  
VP of Operations  
Jefferson Memorial Hospital  
St Louis , MO

Compirion embedded themselves in the ED environment and observed. They defined those changes that would have the greatest impact and built teams from the Emergency staff to carry them out.

Brenda Kuhn RN  
Chief Nursing Officer  
Kettering Healthcare  
Dayton, OH

Compirion was able to get contributions from the hospital staff in the form of ideas, provide idea implementation and keep everyone on task. Their ability to bring consistency and accountability is what made the project work.

Ben Warner RN  
Chief Nursing Officer  
HCA Healthcare  
Henrico, VA



Their observation process proved to be a fabulous tool that I now use all the time. I used it to move the whole house forward.

Michele Pierski  
Director of Cath Lab/ARU  
Baxter Regional Hospital  
Mountain Home, AR

The 'Wow' moment was the shift in viewpoint of the staff and physicians.

Vicki McElfresh RN  
Charge Nurse, ED  
Grandview Hospital  
Dayton, OH

They promised they would help us hit the target in six months and they did. Their unique behaviorally focused methodology changed the culture.... The physician we almost lost says he now looks forward to coming to work every day.

Brenda Kuhn RN  
Chief Nursing Officer  
Kettering Health Network  
Dayton OH

We saw a cultural change in the ED. As the staff and physicians began understanding the importance of change process, they became more involved in the department. The changes the team developed made our work easier and the result was better patient care.

Charles McIntosh MD  
ED Medical Director  
Grandview Hospital  
Dayton, OH

Revenues went through the roof making Administration very happy! And, things continue to improve. We are currently two million dollars more to the positive this month vs. the same month this quarter last year. We expect to finish \$20-\$24 million more this year over last. I'd say we got our money's worth.

DeLanor Doyle MD  
Medical Director of Emergency Services  
Medical Center of Central Georgia  
Macon, GA



Compirion was chosen for their willingness to be at risk and to work under hospital direction as part of the team.

Jerome Ladous  
Vice President of Operations  
Jefferson Memorial Hospital  
St. Louis, MO

Their unique methodology is behaviorally-focused and resulted in facilitating change in hospital leadership which had the greatest impact of all.

Mary Kay Gardenier  
Senior Vice President of Operations  
Southern Regional Medical Center  
Atlanta, GA

The Compirion consultants helped us to pull together front line staff with Clinical Supervisors, Managers and Administration to form an exceptional team. The consultants were not only available for us but actually worked with us side by side to help us accomplish our goals. They were resourceful and committed to our staff within the organization. They brought with them a dynamic energy that we will strive to carry on to meet our future goals.

Barbara Moore  
Administrative Director  
Halifax Regional Medical Center  
Roanoke Rapids, NC





## Questions we often hear



## What makes Compirion so special ?

We don't sell secret formulas, great ideas, experts, inspirational speeches, training, patented processes, new management systems or software, nor do we hand you a leather-bound book of recommendations and ask for a check.

There is nothing wrong with each of these as useful resources, and many are popular and attributed to great improvements. But there is plenty wrong with all of the above as they are typically packaged, sold and used. Despite the well-intended hype, these things often take responsibility away from your management. It is no wonder that sustainability slips away.

When executives understand this, they may avoid getting the help they really do need, and move forward only reluctantly when they must get assistance. And that reluctance is also planting the seeds of an early demise for improvements.

We do something quite different. We sell and contract for results:

- Specific targets achieved for new operating margin generated from actual volume growth in vital areas and remarkable productivity improvement everywhere;
- served with the highest levels of quality;
- by a staff of clinicians, technicians and MDs working together very well;
- wildly enthusiastic about their Hospital and their patients;
- generating the highest levels of Patient Satisfaction;
- and the lowest throughput times, cancellations, denials, errors, infections, mortality and readmissions in your Hospital's history;
- and in your market region;
- Guaranteed with our entire fee.



Our projects generate substantial new revenue and cost savings and all changes take place within your existing or a greatly improved expense structure.

- These results are accomplished within six to nine months;
- And sustain for years to follow.

Our projects become self-funding entirely in weeks 12-to-16, or you stop paying us and we continue working on-site full time until the new operating income dollars pay for our fees including your initial out-of-pocket expense.

- On an annualized basis, our projects typically return 10-20:1 ROI.

## What if “it” doesn’t work?

We guarantee success on-time with our entire fee including all expenses.

We set milestone guarantees throughout the project, so there is a full, 100% money back guarantee every six weeks.

We only bill week-to-week so you can exit early at any time for any reason, even if the project is entirely successful.

And none of our guarantees require that you follow any of our advice. In fact we don’t give advice.



## What's the secret?

- Your desire to accomplish the above results within the stated time frame regardless of the current circumstances of your hospital.
- Your willingness to put time into it and learn and practice a few new things.
- And both of these equal your actual interest.

You can also answer this question yourself with a few more simple questions:

1. Are you actively interested in becoming the best hospital in terms of margin, quality, service and satisfaction?
2. Within six to nine months?
  - Everyone says "Yes" to the first question, but a surprisingly small number say "Yes" to the second question.
  - Who believes it enough to commit to it? And if you don't really believe it and commit to it, then is it a real interest?
  - That is the secret....Your faith in the capability within your own Hospital and your own self.
  - And in that faith, (not in over-confidence) are you willing to find the right assistance and get started?



## How can Compirion take the risk for the behavior of our staff, our MDs (who aren't employed by the Hospital) and management?

- That is the risk every hospital executive takes, but some take it very passively, and others actively.
- We take it actively, that's part of our secret to success – take the full responsibility right away, up front, every day as a means of leading others to do the same.

## What is the cost?

The cost of a Compirion engagement depends upon the scope of the project. Most projects require 2-3 consultants full-time for 6-to-12 months.

Usually our ROI is around 10:1 using real new operating income. We have often helped our clients achieve ROIs as higher as 20:1. Occasionally, even higher: we love to be surprised and delighted by the hidden talents we find in every Hospital and Clinic.

We usually guarantee with our entire fee and all expenses an ROI from 8-to-10:1, depending upon your circumstances. We are helping to find and to bring new and profitable business into your hospital right away, as well as to make important improvements in capacity, service and productivity at the same time.

With the above in mind, your maximum out-of-pocket expense is about \$100,000-\$300,000.



How can I help my hospital, Practice or Clinic to become Number One in our region?

Send us an email at:

<https://hs4hs.org/contact-us>

And check out or co-operative organization of the nation's best hospital, practice, clinic and health system consultants at:

[hs4hs.org](http://hs4hs.org)

How can I learn more about Compirion?

Check out our website:

[compirion.com](http://compirion.com)

I still feel the need for a good secret formula, where can I find a one?

Check out our blog:

<http://bethenumber1hospital.blogspot.com/>

