

## Operational Maturity in Specialty Healthcare

### Challenge

A rapidly growing specialty healthcare provider faced increasing complexity across intake, nursing, billing, and pharmacy. Disconnected processes, paper-based workflows, and inconsistent visibility into KPIs led to compliance risks, bottlenecks, and leadership overwhelm.

### Approach

- Conducted workflow observations across departments and facilitated alignment sessions with functional leaders.
- Defined clear KPIs per department to track compliance, cost, and throughput, ensuring accountability and continuous improvement.
- Scoped and piloted lightweight automation tools to digitize intake, referrals, and claims workflows.
- Recommended priority areas for software modernization and EVV-compliant systems based on operational readiness.

### Key Artifacts

- Department-specific KPI dashboards (e.g., nursing compliance, delivery cost, AR aging)
- Intake-to-delivery workflow map and stakeholder alignment doc
- Cost-cutting and automation readiness playbook
- Vendor and EMR evaluation comparison matrix

### Strategic Outcomes

- Increased visibility into operational bottlenecks and compliance gaps
- Unified leadership dashboard for weekly KPI review
- Clear prioritization of automation pilots and digital transformation efforts
- Shift from reactive problem-solving to structured outcome planning