

Case Management and Clinical Resource Management

FTI assists in improving quality care outcomes utilizing integrated solutions which address infrastructure requirements and operational dependencies between evidence based quality medical care and clinical team operational processes. Our value-driven solutions address real challenges while developing the integrity and data management infrastructure necessary to meet tomorrow's needs.

SERVICES

Highlights

- Clinical Case Management operational expertise with Academic Medical Centers, Community Hospitals and Physician Groups
- Comprehensive approach that traces inpatient services at each step, from emergency room presentation through discharge to appropriate next level of care
- Individual solutions grounded in quality, evidence-based medicine and legal requirements of government and private payers
- Opportunity analysis based on severity adjusted cost and length of stay data including market and benchmark comparisons
- Individualized education materials and training for case management professionals, physicians and supporting professionals that develop efficient and effective care coordination processes to facilitate evidence-based quality and cost-effective clinical care
- Assessment of ancillary utilization costs and activities, with identification of department specific cost savings activities
- Implementation of comprehensive delay program to identify clinical process improvement opportunities that will eliminate delays in care progression, decrease of cost of care, and decrease overall hospital length of stay

CASE MANAGEMENT / CLINICAL RESOURCE MANAGEMENT (CM / CRM)

Hospital and healthcare systems can only be successful with effective CM and CRM processes that ensure quality and financial outcomes. Hospitals require knowledgeable clinical specialists who are able to monitor financial limitations and regulatory requirements while ensuring efficient quality clinical services are provided to healthcare customers. FTI's CM/CRM specialists work with physicians, case management, quality, and healthcare team professionals to ensure patients receive safe, efficient, cost-effective healthcare; and hospitals are able to bill and be paid for the services they provide. Managing quality, cost-effective patient care under diminishing reimbursement is the biggest challenge facing healthcare providers today. Seamless clinical integration and flawless operational execution are essential to maximize quality clinical outcomes and net revenue realization. FTI delivers net revenue improvements through integrated solutions which address the operational dependencies between evidence-based, quality medical care, clinical team operational processes and limited resources.

FTI CONSULTING APPROACH

Our experienced, multidisciplinary team detects and captures the inherent clinical and financial opportunities which often lie hidden within your organization by identifying process improvement opportunities and deploying a team with strong operational experience to address the root causes. The final result is integrated processes which significantly improve quality patient care and financial performance by systematically and accurately coordinating every aspect of a patient's movement through the continuum of care from pre-admission to post-hospital care. The level of efficiency and effectiveness of quality care delivery has direct customer and financial implications on the organization. This is demonstrated in net revenue realization, cash flow, and reduced expenses due to pervasiveness and impact of the functions involved. In addition, improving care delivery has a significant effect on customer satisfaction, from an employee, patient and physician perspective because it impacts patient access and physician ease of use.

At FTI, we review every component and function of case management and the related operational dependencies to identify all the issues and provide a management action plan for improvement. Our core revenue management and integrated clinical performance improvement services include:

Diagnostic Assessment – Comprehensive assessment of Social Services, Utilization Review, Care Coordination, Care Transitions and Resource Management Opportunities.

Operational Improvement – Improvement of utilization review, discharge planning, care transitions and care coordination activities to achieve improved quality outcomes, reduced length of stay, and decreased readmissions.

Clinical Resource Management Improvement – Reductions in cost of inpatient care and resource utilization, moving appropriate care to outpatient arenas while maintaining and improving quality of care provided.

WE DELIVER RESULTS

FTI has a dedicated and experienced team of professionals who help clients achieve improved bottom-line performance by assessing and implementing effective case/resource management solutions. We help our clients design appropriate organizational processes and controls to assure effective flow and management of quality patient care. We ensure they are compliantly maximizing their clinical revenue potential via sound medically necessary care provided at the right time, and in the appropriate setting. We improve the quality of care provided by improving care coordination activities across the clinical settings. Our efforts help clients improve financial results and outcomes by:

- Decreasing length of stay
- Decreasing readmission rates
- Decreasing cost of care provided

- Increasing effective care authorization
- Streamlining workflow and information flow through the revenue cycle
- Improving care delivery processes
- Ensuring compliance with regulatory requirements
- Establishing hospital-wide inpatient cost containment activities
- Increasing hospital compliance with quality care standards

YOUR EXPERIENCED PARTNER

FTI Professionals have significant industry experience and functional knowledge. Most of our consultants have 20+ years of experience and many have served as Vice President and Corporate and/or Hospital Directors of Quality, Case and Resource Management activities. In short, we have a proven track record of successfully implementing what we identify and recommend.

We quickly analyze case and resource management processes to prioritize opportunities to rapidly increase cash, with our clients typically see results within 120-180 days. Concurrently, we identify root causes of process breakdowns to reduce extended payment cycles within the business office.

To achieve and sustain case/resource management improvements, we work closely with clients to redesign organizational structures, workflow, controls and measurement systems within Utilization Review, Social Services, Case Management, and ancillary departments to address recurring opportunities in clinical care coordination. Our work addresses the care delivery process and focuses efforts on achieving measurable and sustainable results.



Lisa O'Connor
Senior Managing Director
+1 617 800 5284
Lisa.o'connor@fticonsulting.com

EXPERTS WITH IMPACT

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities. For more information, visit www.fticonsulting.com and connect with us on Twitter (@FTIConsulting), Facebook and LinkedIn.

www.fticonsulting.com

©2017 FTI Consulting. All rights reserved.