

Performance Improvement Services

HELPING IMPROVE KEY PERFORMANCE METRICS INCLUDING:

- Left Without Being Seen (LWBS)
- Lost samples and redraws for Laboratories
- Utilization of equipment such as imaging
- Sepsis, CAUTI, CLABSI
- Throughput and Utilization
- Hospital Acquired Infections (HACs)

OUR APPROACH TO PERFORMANCE IMPROVEMENT (PI)

COPE Health Solutions' performance improvement (PI) practice helps health care organizations define and achieve desired operating results. More specifically, we provide clients with a differentiated service offering, based on the core pillars below:



1. COLLABORATIVE PROBLEM SOLVING

Drawing from our expertise in culture building, change management, assessment, results design, and implementation; we tailor our approach, applying selected methods (e.g., Lean v. Six Sigma), and tools (e.g., Kaizen and Rapid Performance Improvement Workshops (RPIW), or 5-whys and value stream mapping) to prioritize and solve specific problems.



2. SPECIALTY SERVICES

We are subject matter experts in PI, as well as in a range of content domains, including care and payment design, patient flow and capacity management, clinical practice and care management, and other key areas, allowing for the provision of broad-based PI support, along with highly specialized PI services.



3. ALIGNING PERFORMANCE OBJECTIVES TO MEET MARKET DRIVERS

As organizations consider system and clinical integration initiatives, new facilities development, and/or program additions/expansions, we help design and install the behaviors, systems, and processes required to achieve performance excellence.



4. SUPPORTING A SUSTAINABLE PERFORMANCE IMPROVEMENT CULTURE

COPE Health Solutions is passionate about the incorporation and refinement of PI tools in health care, which impact both quality and cost effectiveness of care. Nonetheless, continuous improvement should come from the front-line, which is why we always include the opportunity to provide Just-In-Time training to your resources to ensure your organization can continue its journey towards performance excellence.

COPE Health Solutions is a national leader in helping health care organizations succeed amid complexity and uncertainty