



The Hospital Operations Company

Fundamentally and dramatically improving the delivery of patient care...one hospital at a time

# Michael Hill, MD and Associates Delivers Performance

## It's all about PATIENT CARE PROCESSES

**We deliver world-class operations performance across the hospital enterprise.**

How? We fundamentally redesign patient care processes. We train hospital staff using our best-in-class knowledge base. We implement technology tools and build analytics that support process. In the end, we help you achieve-and sustain-dramatic results.

### Engaging the Entire Enterprise

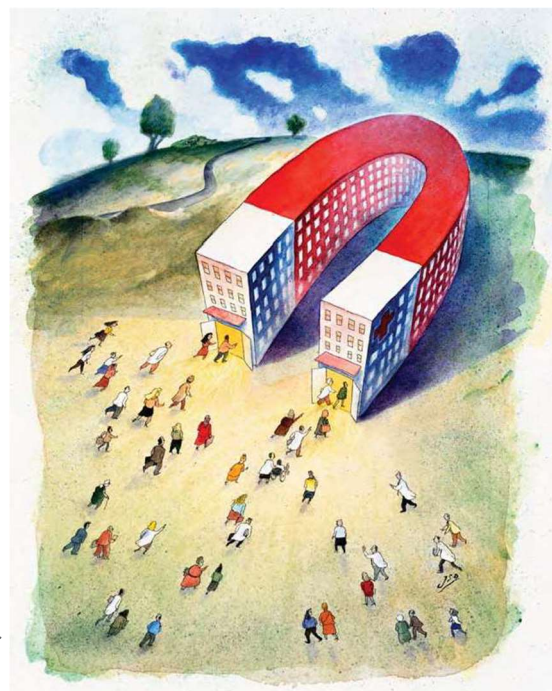
Problems seen in any one department often point to deeper, systemic, operational inefficiencies that affect patient care throughout the hospital.

### Provider of Choice

Our proven methods combine people, process, and technology to create a top-performing hospital-one that draws more patients, increases satisfaction, and creates loyal teams of physicians and staff.

### Stellar Operational Performance

Operational performance directly affects your hospital's ability to deliver quality patient care, increase revenue, and expand your market share. We elevate operations processes into your hospital's strategic, primary mission, helping you to become your community's provider of choice.



## ...and Increases in Revenue

*What could you do with another \$25 million?*

Economic gains can reach \$25MM and more - each year in a medium to large, non-profit facility .

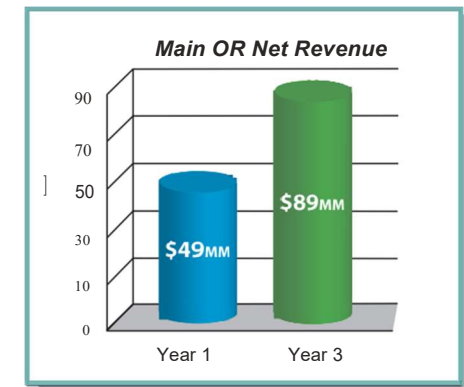
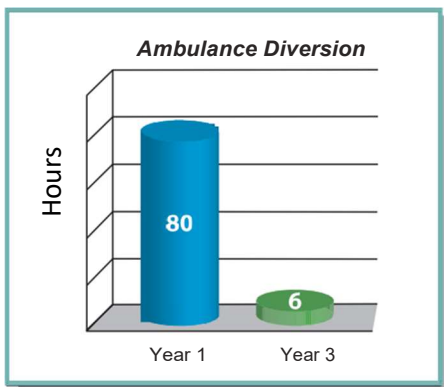
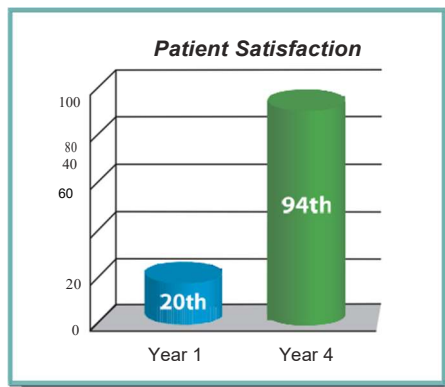
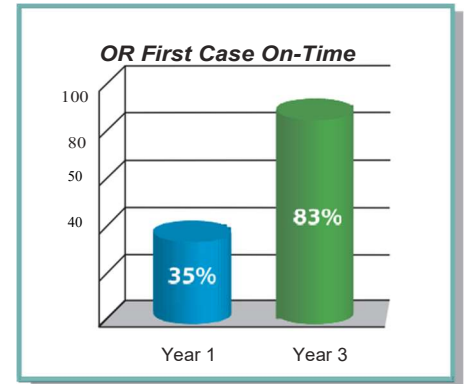
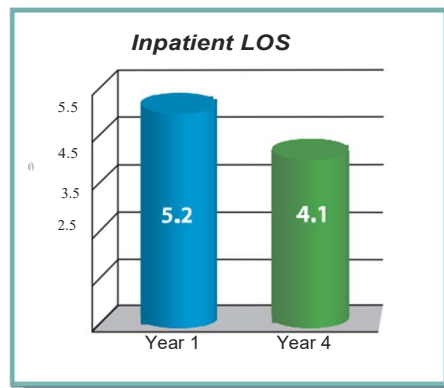
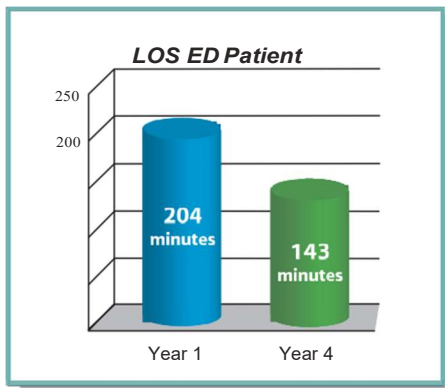
### Medical Center Performance

	\$374MM	\$411MM	\$431MM	\$503MM

Actual Client Data

# Results...Dramatic & Sustainable

*What we know that works- Why settle for less?*



Actual data from MHMDA clients

## Methods That Work

*We know how to achieve and sustain high operational performance*

- Redesign patient care processes to match the complexity of the problem
- Engage front-line staff and align physicians
- Monitor process performance with technology-real time, hospital-wide
- Manage performance with detailed, meaningful metrics
- Use systems that hardwire and improve daily operations
- Create an infrastructure and tools to sustain results and yield further solutions



# Michael Hill, MD and Associates

## Approach to Big Change

### - How We Differ

Most Hospitals	Michael Hill, MD Client Hospitals
↓ Fix existing process	✓ Transform the entire enterprise
↓ Work in Silos	✓ Create cross-departmental solutions
↓ Focus on narrow change	✓ Redesign the operations framework
↓ Improvement incrementally	✓ Share accountability across departments
↓ Achieve non-sustainable, minor tactical change	✓ Create deep change with long term sustainability

## *Core Expertise*

Designing and implementing processes and technology for the hospital enterprise



Michael Hill, MD and Associates' experience and practical knowledge encompass the major service lines and virtually every job role that delivers patient care.

We help break down barriers created by silos. We help ensure that you have beds for patients, effectively move patients through the hospital experience.

With our technology expertise, we deliver meaningful metrics and information that support every process - even after our work is done.

Proven processes and supportive technology - the key combination for transforming your operations to improve quality, revenue, satisfaction, throughput and length of stay.

# Technology-Supported Operations

*Information you need for peak operational performance*

## MONITOR



### ***Monitoring activity in real-time***

Imagine a hospital air traffic control system, a view of the hospital enterprise-from any workstation. Imagine a hospital where you can see how units are performing against targets, managing resources, and handling work activity. Imagine a hospital where information is transparent: where patient flow, bed capacity, admissions and discharges are tracked and visible throughout the enterprise.

## MANAGE



### ***Managing with metrics***

Not just data, but meaningful, useful information. Our technology provides metrics on key performance indicators (KPIs) based on our extensive knowledge of what it takes to be a top-performing hospital. These metrics allow leaders and managers to review and analyze process results-every week, for every shift, for every job role.

## ACT



### ***Acting to improve quality***

Each week, managers receive performance metrics and prioritized action plans that leverage the greatest opportunity for improvement. They more effectively manage all aspects of patient care-from the completion of a single task to complex interactions across departments. The result is continued, sustainable improvement toward operational excellence.

# Michael Hill, MD and Associates' Clients are Innovating the Future of Healthcare

- "We are recapturing about a thousand admissions a year here that we wouldn't capture otherwise. When you translate that to revenue stream, that's very significant."

*Ryland D.  
CEO*

"What we've gained in the emergency department has absolutely been phenomenal. We would not have gotten to where we are today without the processes that Dr. Michael Hill brought us."

*Joyce K.  
COO*

- "I 've talked with surgeons who have told me, 'It's difficult to practice anywhere else, because when I'm here, I know what's going to happen, it's predictable, I'm more efficient.' That's really what it's all about... it's very rewarding for our hospital."

*Gerard F.  
VP*

- "The results that we achieved through Michael Hill's teamwork far exceeded everyone's expectations of what was actually possible in-patient care delivery throughout the hospital."

*Kathleen H.  
CN*



***"Operations may appear  
unglamorous, but it is the  
only lasting basis for  
superior performance."***

Michael Hammer, PhD

Hammer and Company

Author of the international best-seller

"Reengineering the Corporation"

### **Contact**

Michael Hill, MD and Associates

100 Pine Street, Suite 1250

San Francisco, CA 94111

(415) 741-1572

[www.michaelhillmdandassociates](http://www.michaelhillmdandassociates)