NYU Cochlear Implant Center

Improving patient access and profitability

Susan B. Waltzman, PhD
Issues

• Office staff efficiency
• No-Show rate
• Non-billable time
• Reimbursement
Criteria

- Cannot compromise patient care
- Cannot compromise staff cohesiveness and satisfaction
- Did not want to use NYU LEAN team > Cochlear Americas
Results

1. Restructured job responsibilities for office staff resulting in a reduction of $20,000/yr in overhead (overtime)

2. No-show rate reduced from 12% to 7% leading to + $27,000 revenue (national no-show average for patients in general is 8%). We do not consider a cancellation a no-show and maintain a waiting list for patients who want to re-schedule appointment to an earlier date.

3. Audiologists reviewed processes to insure efficiency e.g. all equipment, manuals in every programming room
Conclusions

• Review of systems can increase efficiency, productivity and revenue

• All personnel must buy into process: team approach

• Periodic review of implemented systems

• Process is on-going
NYU Cochlear Implant Center

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