

NYU Cochlear Implant Center

Improving patient access and
profitability

Susan B. Waltzman, PhD

Issues

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

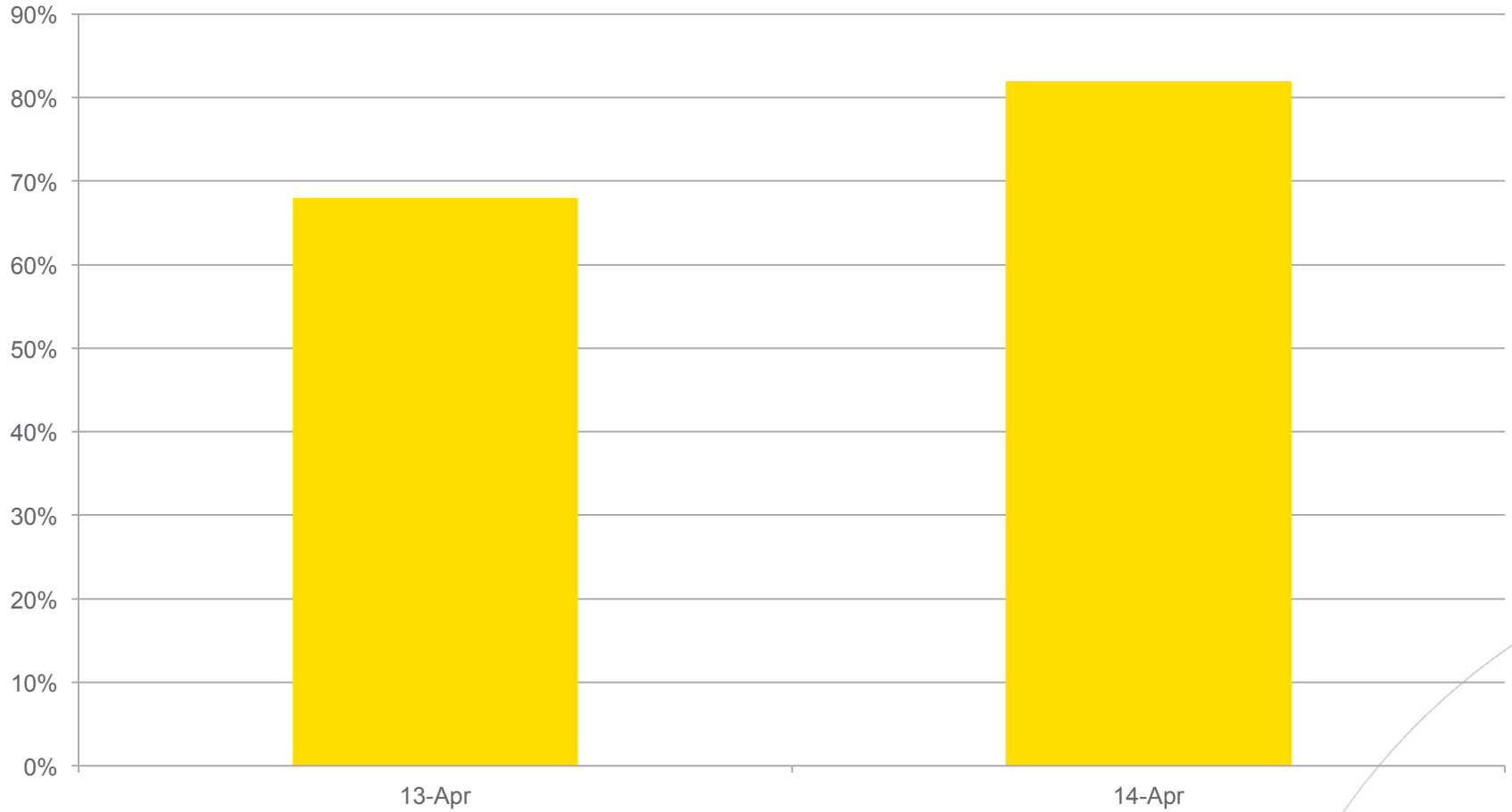
Criteria

- 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

Billable time



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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- Susan Waltzman, Ph.D.

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