

# CASE STUDY

## Clinical Services Optimization



We drove a current state assessment and developed a Care Management Playbook.

### Client Overview

The client is a managed care organization that provides comprehensive access to healthcare and support services to over 100k Pennsylvania residents.

### Outcomes

- » CM Playbook
- » Current state assessment
- » Standardized processes
- » Staffing model recommendations

### CHALLENGE

The client needed to align care management (CM) to their internal health model in order to structure the organization and set and monitor organizational KPIs. They had no existing procedures for documenting and updating processes and needed to develop a staffing model to increase staffing efficiency.

### SOLUTION

ProspHire conducted an eight-week assessment of the client's current state CM model. They analyzed key metrics, processes and procedures and conducted staff interviews to isolate pain points and gaps. During this process, ProspHire identified staffing inefficiencies, mitigated risks and set and monitored KPIs in order to manage the client's CM performance. The team then used industry best practices to develop strategic recommendations and defined critical roles and responsibilities. Part of these recommendations included proper staffing ratios to manage large caseloads and updated documentation for formal processes.

### RESULT

ProspHire delivered a CM Playbook with key recommendations to formalize processes, manage staffing efficiency and increase productivity by implementing target metrics and KPIs. They also provided implementation guidelines for the new metrics and ensured the client's CM program aligned with their internal health model.



### Let's have a conversation

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### About ProspHire

ProspHire is a management consulting firm focused on healthcare advisory, project delivery and strategic resourcing. Founded on the core value of relationships, with the goal to "prosper together," ProspHire partners with clients to identify and solve their most significant people, process and technology challenges.

