



## Case Study:

### Bon Secours DePaul Medical Center

*Corazon client DePaul Medical Center, part of the Bon Secours Health System, has a long, rich history as a faith-based healthcare provider. Challenges of declining reimbursement, the need for significant capital investment, competition for physician expertise, and outmigration of tertiary patients to competitors had made it increasingly difficult for Bon Secours to meet the comprehensive healthcare needs of the community.*

In response, the team constructed a comprehensive plan for clinical program development based upon community need. **Expanding neuroscience capabilities at DePaul was determined to be a system priority** in June 2009 with an initial focus on Stroke Center Certification.



Exterior of the  
Bon Secours DePaul  
Medical Center in  
Norfolk, VA

*The First Step:* identifying the necessary resources to complete this large-scale effort. Indeed, the **utilization of Corazon's unique brand of consulting services leads to significantly faster results, a financial benefit in negotiation of capital equipment purchases, and a dedicated focus.**

Corazon placed an Interim Program Director at DePaul in August 2009 to assume responsibility for administrative, operational and clinical leadership. This highly skilled individual developed staff education, facilitated physician collaboration, and led on-site workgroups.

*Working through the expansion:* As part of Corazon's unique approach, the team performed a detailed gap analysis that identified all program needs including capital investments, policies and procedures, care protocols, staff education, staff recruitment, database implementation, and enhanced physician involvement. A timeline for completion was then drafted and shared as a means to gain approval and buy-in and ensure accountability for all involved.

"The Corazon consultants are an integral part of our team. They are completely accountable and supremely knowledgeable, not only from an industry perspective, but also from a hands-on, clinical one. Corazon's involvement has saved us months in terms of development time as well as literally hundreds of thousands of dollars in real savings."

*Corazon worked with the Bon Secours team to:*

- Create the necessary policies and procedures
- Develop and deliver a formal hands-on neuro staff education
- Bring physicians to the table as engaged and active participants in clinical program development
- Initiate recruitment of a Neuroscience CNS
- Lead vendor negotiations for the necessary capital / imaging equipment to save DePaul **over \$300,000.**



Several members of the Bon Secours / DePaul Expansion Planning Team.

*The Results:* Due to the value achieved with Corazon, and our hands-on, 'in-the-trenches' approach to program development, DePaul has accelerated plans for the expansion of intracranial neurosurgery capabilities. Another outcome of our collaboration with Bon Secours was that the first intracranial neurosurgical case was completed in February, only four months after the decision to proceed with the program development! The procedure was a great success, and the surgeons were impressed with the program overall and the level of preparedness of the staff.

*Future Plans:* Integration of endovascular capabilities via the construction of dedicated space and the installation of a neuro endovascular bi-plane unit is currently underway, along with plans to build a Neuro ICU. This state-of-the-art unit has been designed around the needs of the neuroscience patient and is scheduled to open in July 2010. Further, the surgeons have requested an accelerated timeline for implementation of full intracranial capabilities. DePaul is also well on the way to achieving Primary Stroke Center Certification with the site survey planned before years end.

*For a more detailed explanation of this Neuro Expansion project that involved multiple components of Corazon's services, call 412.364.8200.*

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