

Catholic Medical Center (CMC), located in Manchester, New Hampshire, is a 330-bed not-for-profit full-service acute care hospital, nationally recognized as a destination for heart and vascular care. Corazon was engaged to assist CMC in an operations assessment and implementation for the Vein & Vascular Specialists (VAVS) center. Corazon's consultants examined the current vascular service offerings by location with particular emphasis on the operations, performance, and design of the VAVS site.



The First Phase: VAVS Clinic Assessment & Plan

Corazon initiated a high-level assessment and plan to evaluate key components of the existing vein and vascular services to determine service expansion opportunities. Through this assessment, the Corazon experts:

- ◉ *Interviewed key stakeholders to solicit their opinions and ideas related to the current VAVS clinic operations, the location of services (OBL, IR, or Hybrid/OR), and opportunities for growth.*
- ◉ *Conducted a facility tour to observe patient flow through the VAVS clinic space and made recommendations for structural and process changes to increase efficiency.*
- ◉ *Worked with physicians to identify patient procedures that could be moved from the Hybrid/OR to Interventional Radiology and from Interventional Radiology to the VAVS Clinic based on procedure complexity and care support needed. This domino effect provided needed OR capacity and the ability to provide many patients with a more efficient and less costly procedure in the state-of-the-art VAVS Clinic.*
- ◉ *Assessed the provider and staff manpower needs to efficiently manage the clinic practice and the procedural suites.*
- ◉ *Developed a detailed five (5) year pro forma to include any facility and equipment investment, expansion/set-up costs, ongoing expenses, and reimbursement and net revenue projections.*

With Catholic Medical Center's strong commitment to this project, and Corazon's assistance, the VAVS clinic was now positioned for success.

Phase II: VAVS Clinic ASC/OBL Implementation

Corazon provided the CMC team support in project management and examination of best practice models for adoption. With their industry expertise, the Corazon team was able to assist the CMC team to:

- *Implement new physician schedules which expanded patient access*
- *Work with HR to improve recruitment of clinic and procedural staff*
- *Create marketing materials to drive more business to the VAVS Clinic*
- *Coordinate procedures with the anesthesia team*
- *Create patient flow diagrams to improve efficiency in the VAVS Clinic*



The Future of CMC's VAVS Clinic:

Through Corazon's operations assessment and implementation, the VAVS Clinic has been able to identify ways to create a more cohesive plan to successfully treat patients in the most efficient, cost-effective site of care based on procedural complexity and patient care needs. CMC is continuing its marketing efforts to drive more business to the clinic. They recently received approval to construct a hallway connecting two previously separate office suites thereby creating an efficient patient flow with a single point of entry and exit and more space for physician offices. The VAVS Clinic continues to operationalize the plan by filling identified staff positions, finalizing plans for reconstruction, and working to increase patient satisfaction.