

## Client Case Study

### Denver Health

An eight clinic network of family health centers and twelve clinic network of school based health centers  
[www.denverhealth.org](http://www.denverhealth.org)

### About the CLIENT...

While some residents may be drawn to Denver, Colorado for the snow-capped mountains and typically cool weather, the city also boasts a health system in which all full-time physicians are faculty members of the local University of Colorado School of Medicine. These physicians teach medical interns and residents in 38 different specialties and conduct research that improves patient outcomes at Denver Health and around the world.

In addition, in the last 10 years, Denver Health has provided more than \$1.4 billion in care for the uninsured, constituting 42 percent of all un-sponsored care provided in metropolitan Denver and nearly 30 percent in the state. Denver Health Medical Center (DHHA), the healthcare systems' main hospital, has the capacity to provide care for up to 500 beds and is home to the Denver area's only Level 1 academic trauma center, Rocky Mountain Regional Level 1 Trauma Center.

### About the CHALLENGE...

With such a large system to manage, the DHHA system administrator's workload was increasing every day. To help ease his project load, Denver Health brought in the expertise of Pittsburgh-based Stoltenberg Consulting. Stoltenberg creates an environment for success by working with healthcare organizations such as Denver Health to provide a variety of services including project management, implementation support and integration between systems.

One of the first issues Stoltenberg noticed at DHHA was the unnecessary complexity of the hospital's appointment scheduling system. End users of DHHA's scheduling software, SCI Solutions, were taking between 2 - 5 minutes to book most patient appointments, which was in direct correlation with the complexity of the setup of the application with which they were scheduling. The software being used was not functioning anywhere near its capability, and the scheduling staff at DHHA clinics were struggling to keep up with the high volume of appointments needed to be booked each day.

Also, DHHA's system administrator was receiving an average of 4 - 5 share point/ticket items daily. With each item, he would spend approximately 4 hours researching how to make the appropriate changes in the software code, resulting not only in the reduction of productivity for him but also the entire facility.

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ACCREDITED  
BUSINESS



**Stoltenberg Consulting Inc.**, a leading healthcare information technology consulting firm, solves bigger business problems than just implementing software. We understand the process not just the system.

**Stoltenberg Consulting** behaves differently, simplifying healthcare technology decisions by

- ◆ listening and aligning client needs with the right consultants
- ◆ evaluating those needs and recommending solutions and options - whether technology, process, staffing and/or systems - consistently proactive on the client's behalf
- ◆ providing vendor assessment and selection support - always taking ownership in client outcomes

**Stoltenberg Consulting's team** provides strategic, comprehensive, tailor-made guidance and on-site support to maximize the system, applying application and process redesign expertise from our bench strength. Our flexible, results-based contracts focus on the client and their goals: maximum productivity to increase revenue and improve patient care.

Let our expert team of consultants - averaging more than 15 years of hands-on healthcare experience - simplify healthcare technology for you!

**Stoltenberg Consulting Inc.**

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## What the client says about Stoltenberg Consulting...

"One of the main problems we were having with the internal work being done on the SCI system was that the individuals working on the scheduling flow did not have an understanding of the clinics' work, and the clinic staff did not have a good understanding of how the SCI program worked. It was immediately obvious that Stoltenberg had a complete understanding of how clinics work and need to use the software. They worked with our team to set up a simpler, leaner process to quickly get patients in the correct appointments. Incorrectly booked appointments were very common prior to implementation of these system changes. Now they are exceptionally rare".

**Debra Gardner**  
**Nursing Program Manager**  
**DHHA's Women's Care Clinic**

## We Assist Our Clients With...

- Strategic Planning
- Current State Assessments
- Project Management
- Change Management
- Clinical Transformation
- Integration / Interfaces
- Process Improvement
- Content Matter Experts
- Staff Augmentation
- Application Development
- System Selection
- Contract Negotiations
- ...and more

## About the SOLUTION...

Though DHHA at first only planned on changing the number of appointments scheduled, the Stoltenberg consultants, who specialize in SCI Solutions software, suggested changing the setup of the way they were scheduled.

With the help of clinic administrators and staff at DHHA, the Stoltenberg team was able to streamline the entire scheduling process from the patient to the doctor and everyone in between. They developed a course of action instrumental to improving the productivity in the scheduling processes across the organization and achieving the results DHHA was looking for. In addition to revitalizing the scheduling process across the entire Denver Health Specialty Clinics by streamlining the process of DHHA's SCI Solution software, Stoltenberg helped the DHHA staff adjust to the improved application by providing training and documentation.

Through the partnership with Stoltenberg, DHHA achieved tremendous growth in productivity in each of the facilities where the SCI Solution was enhanced. In the organization's Women's Care Clinic alone, physician's and scheduling staff noticed a jump from 70 to almost 130 in appointments scheduled per day. Appointments that were dropped mid-schedule were being scheduled before the patient even left the building from their previous appointment. Whereas the scheduling process took up to 5 minutes before the upgrades, it now takes DHHA staff merely 30 seconds to 2 minutes per appointment.

In addition to achieving optimized production, DHHA has been able to reduce spending, save time and, most importantly, free up some of its staff to focus solely on aspects of the patient care process. The organization has noticed an increased level of customer satisfaction with the upgrades aided by Stoltenberg, therefore reducing the stress on its schedulers and other staff members. Through the expert service and experience of Stoltenberg Consulting, DHHA now enjoys a streamlined scheduling system, resulting in a more effective, inventive and profitable healthcare system for Denver area residents.