Clinical Operations Performance Improvement (COPI) Changes the Game for Healthcare Providers
In the last few years, healthcare providers have been through a lot of regulatory changes with more to come. In the midst of ongoing change, the one constant is the need to reduce unnecessary costs while continuously improving outcomes, quality and service. As the move from volume to value-based care continues, hospitals and ambulatory clinics will be under increasing pressure to demonstrate value in a competitive and consolidating marketplace.

Accenture’s Clinical Operations Performance Improvement (COPI) practice can help providers identify opportunities to improve patient outcomes and satisfaction while driving down costs. We apply innovation, technology and analytics in new ways to help standardize and optimize your clinical workflows, technology and organization. We work collaboratively with you to optimize your operations, helping to improve the care you deliver and upgrade the overall patient experience.

As leading health organizations strive to improve their clinical and operational performance, we can help evaluate and prioritize clinical areas and processes for standardization and optimization. We can identify and help achieve quick wins in key areas to generate results and encourage buy in and support from key stakeholders and clinical teams. Our teams focus on clinician engagement and change management to help ensure success.
Accenture’s COPI practice has helped provider organizations dramatically improve clinical performance while achieving significant financial and patient care outcomes.

**PRIOR EXAMPLES INCLUDE:**

- **Decreases** in care delivery costs of **10-30%**
- **Reduced** readmissions
- **Length of stay (LOS) improvement** (often greater than 0.5 day) and **increased** throughput in the Emergency Department and inpatient units
- **Reduction** in clinical denials that result in improvements to the bottom line
- **Improved patient satisfaction**, safety and quality
- **Reductions in diversion hours**, patients who leave without being seen (LWBS) and operating room delays
- **Better clinical outcomes**
- **Growth** in net operating **revenues of 1-3%**
- **Increase** in inpatient, outpatient and operating room volumes
- **More efficient workflows** for the care team that result in improved provider and employee satisfaction

Provider organizations operating in highly competitive markets or that have recently undergone a merger or acquisition are prime candidates for clinical performance optimization services. COPI can also help organizations that are wrestling with physician retention or broader staffing issues and can help accelerate your organization’s transition to value based care.

**Key COPI offerings that can help drive improved performance include:**

- **CAPACITY MANAGEMENT**–
  Lower wait times and better patient throughput
- **CARE MANAGEMENT** –
  Improved care coordination and management across the continuum; mitigate clinical denials
- **STANDARDIZATION OF CARE** –
  Care pathways and clinical protocols supported by the necessary change management and analytics to improve adherence
- **ELECTRONIC HEALTH RECORD (EHR) OPTIMIZATION** –
  Collaboration with key stakeholders to ensure full ROI on technology investments
FOR MORE INFORMATION:

Becca LaFond,
Managing Director, Clinical Operations
Performance Improvement Practice Leader
Rebecca.lafond@accenture.com

Marjorie Bogaert,
Principal Director and Care Management Lead
Marjorie.p.bogaert@accenture.com

ACCENTURE INSIGHT-DRIVEN HEALTH

Insight-driven health is the foundation of more effective, efficient and affordable healthcare. That’s why the world’s leading healthcare payers, providers and public health entities choose Accenture for a wide range of insight-driven health services that help them use knowledge in new ways – from the back office to the doctor’s office. Our committed professionals combine real-world experience, business and clinical insights and innovative technologies to deliver the power of insight-driven health.

ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions — underpinned by the world’s largest delivery network — Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 394,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.