Intermountain Medical Center
SALT LAKE CITY, UTAH

Shorty after opening, Intermountain Medical Center experienced higher than expected occupancy rates, leading to significant patient flow challenges. Leadership sought greater efficiency in patient placement, care coordination, case management, and environmental services in order to increase patient, physician, and staff satisfaction.

Huron worked closely with Intermountain staff to establish consistent processes and tools across all areas of clinical operations, including access, care delivery, and transition management. This systematic, comprehensive approach created the equivalent of 21 virtual beds while improving patient satisfaction.

**Improving interdisciplinary collaboration:** Focusing on interdisciplinary care teams and transition management allowed Intermountain to provide the right care at the right time, while reducing length of stay.

**Producing sustainable results:** Establishing consistent expectations and common goals helped create a high-performance work culture, ensuring sustainable results.

**Improving satisfaction:** Intermountain saw significant increases in satisfaction among patient flow stakeholders.

“Our physician satisfaction has increased dramatically,” said William Hamilton, MD, Chief Medical Officer of Intermountain’s Urban Central Region. “I’m convinced that working with Huron Healthcare to achieve better patient flow helped that.”

**INCREASED CAPACITY**
- Created the equivalent of 21 virtual beds.
- Provided the capacity to serve 2,200 additional patients each year.

**REDUCED LENGTH OF STAY**
- Reduced average length of stay by nearly 7 hours.

**IMPROVED EFFICIENCY**
- Decreased bed turnaround time by 50%.
- Decreased clean bed requests by 92%.
- Increased the ability to accurately predict and communicate next-day patient discharges from 0% to 47%.
- Significantly reduced the time to place patients into beds from direct admission, the Emergency Department, and the Post Anesthesia Care Unit.

**INCREASED PATIENT SATISFACTION**
- Improved scores on eight patient satisfaction questions related to patient flow and care coordination.

“Huron Healthcare has a very professional team – engaging, trustworthy, and clear about goals. They are able to tell you what your performance looks like and what they can do for you. Then they deliver.”

Nancy Nowak
Chief Nursing Officer and Vice President, Clinical Operations

“What I experienced with Huron Healthcare was a whole new level of expertise in patient flow improvement. While the project was a significant investment, it would be a mistake to judge its value on financial return alone. The improvement in patient satisfaction, job satisfaction, and in collaboration and teamwork is where the real value lies.”

David Grauer
Administrator
Intermountain Medical Center