



*¡Aquí, sabemos cuidarte!*

April 2024

To whom it may concern,

**HealthproMed (HPM)** is a non-profit private organization that provides primary and preventive health services in Puerto Rico. It is recognized as a Federally Qualified Health Center under Section 330 of the Federal Health Statute of the United States Federal Government. It operates six health centers in the cities of San Juan, Caparra, Carolina, Guaynabo, Vieques, and Culebra. It is the eligible Medicaid population's primary and preventive health provider. HealthproMed integrates primary health services with behavioral health and dental health services.

From October 2023 to April 2024, we developed the project **"RENOVA"** with London Consulting Group. The project focused on process optimization of the Registry & Call Center, Clinical, Invoicing & Collection, and Pharmacy departments to increase and improve access to health services for the patients of our community.

Among the results of the project, I would like to highlight:

**Clinical Department:**

- **25% improvement in additional daily patients per clinical provider**, increasing the productivity of medical staff.
- **20% improvement** (2.5 minutes) in patient preparation time (Triage) by the Nursing department.
- **0.82-day** reduction in the average closing time of clinical documentation by clinical providers.
- **24 additional encounters** per medical provider per month through a reduction of cancelations and reschedules (**0.49% increase**)
- Developed and Implemented an App to define the attention order for patients of the Walk-In Clinic based on their state of health.
- Developed and implemented an App to measure patient satisfaction, connected to dashboards to monitor patient experience in real-time.

**Billing & Collection:**

- **27% decrease in invoice denials**, translating into **2,925 average monthly invoices** denied by the health insurance companies.
- **60% increase** in productivity of medical encounter invoicing by reducing the elapsed time between the encounter date and the invoice date by an average of 6.3 days.
- Developed and Implemented an App to evaluate and follow up on collection letters sent to manage patient debt collection.
- Developed and Implemented an App to manage the registry and credentialization of medical providers with health insurance companies.

**Pharmacy**

- **2.2% increase** in dispatch of medication prescribed by our medical providers in our pharmacy.
- **1.4% increase** in on-time prescription refills.
- **17% increase** in electronic prescriptions.
- We implemented the sales of specialty and over-the-counter (OTC) medication.
- Developed and implemented the suggested order method and inventory quality metric, which serves as the primary input to ensure a reliable and balanced stock of goods and avoid stockouts or surplus.

**Registry & Call Center**

- **6.82% reduction** in patient no-shows.
- **51% increase** in answered calls.
- **15-second reduction** in time to sign consents by the patient.
- Developed and Implemented an App to ease and speed up the lab registry process and automate the calculation of patients' due payment for lab services.

Additionally, the HPM undertook the Change Management Program to support all departments in adopting and using new processes, applications, and key performance indicators. The organization leaders received training in the change management methodology to ease the implementation of initiatives with their teams.

The project resulted in a 3.24 to 1 forecasted ROI for one year after the project termination.

For the aforementioned, we are glad to recommend London Consulting Group. They are a professional and committed consulting firm with a deep results-driven culture that contributes to transformation and continuous betterment.

  
Ivonne I. Rivera Hernandez  
Chief Executive Officer