

Ponce, Puerto Rico, August 2019

To whom it may concern:

Hospicio & Home Care San Lucas is a nonprofit entity with a history of over 50 years of service in health care and quality of life of patients staying at home. Through an excellent group of clinical, nursing, and general staff Hospicio & Home Care San Lucas offers Nursing services, Physical Therapy, Occupational Therapy, Speech and Language Therapy, Social Work services, Health Assistant services, Enteral Nutrition, among others, according to the family doctor (GP) recommendations for home care treatment.

Between January and September 2019, we partook in “*Transformación*” Project, working with London Consulting Group. This project focused on improving home care processes, including referrals management, patient evaluation and care visit schedule and execution in all the Hospicio & Home Care San Lucas locations (Ponce, Mayagüez, Arecibo, Trujillo Alto, Caguas, Bayamón, and Lares).

We would like to highlight some of the main results achieved:

- ✓ 6% increase in nursing productivity (regular employees) in Ponce, Arecibo, and Mayagüez.
- ✓ 11% increase in physical therapy productivity (regular employees) in Ponce, Arecibo, and Mayagüez.
- ✓ 4% increase in physical therapy assistants’ productivity (regular employees) in Ponce, Arecibo, and Mayagüez.
- ✓ 18% increase on Initial Assessment compliance within 48 hours from referral date (nursing and physical therapy) in Ponce, Arecibo, and Mayagüez.
- ✓ 38% increase in opportune printing of the Plan of Treatment within the following 5 days from Initial evaluation, recertification and discharge.

Furthermore, we carried out key activities which improved the level of productivity, such as:

- Development of a new position in back office to assure the correct scheduling of evaluation and treatment visits (quantity and frequency according to the authorization from the medical plan).
- Enabling special nurse attendance on Saturdays to apply Initial Assessments.
- Implementing a management model based on KPI, which promotes analysis and definition of improvement plans and activities. These KPIs cover the whole Agency, with the appropriate reports for Regional, and individual location management.

As a result of the implemented initiatives, we quantified the economic benefits and they yielded a return on investment ROI of **1.2 to 1** forecasted after a year’s time.

We recommend London Consulting Group as a professional and committed firm which has an effective methodology which allows them to develop these types of improvement projects.

Sincerely,



Isuanet Castillo Medina, MHSA, CPA  
Operational Executive Director