



October 2023

To whom it may concern,

Salud Integral en la Montaña (SIM), is a private, non-profit organization that provides health services and primary and preventive care in Puerto Rico. Recognized by the federal government as a "Federally Qualified Health Center" under section 330 of the Federal Public Health Act, it has 8 Comprehensive Health Centers and 4 Emergency Rooms located in the following municipalities: Naranjito, Barranquitas, Orocovis, Corozal, Comerío, Toa Alta and Bayamón. Been the leading provider of primary health services in Puerto Rico.

Between April and October 2023, we developed along with London Consulting Group the **SIM TEAM** project, focused on optimizing the Materials and Services Purchasing process, as well as the Inventory Management and Control.

The project yielded several results, of which the following stand out:

Materials and Services Purchasing Process:

- \$0.25 USD reduction in cost per patient in terms of their recurring product expenses
- 100% reduction in late payment penalties
- 32% increase in the use of the actual negotiations of prompt payment with suppliers
- 65% reduction in the number of days between the creation of the purchase order and the merchandise receipt
- 35% increase in complete deliveries made by the suppliers
- 17% increase in productivity regarding the creation of purchase orders
- 34% reduction of purchase orders that are more than a month old

Inventory Management and Control

- 16% increase in the inventory's quality within the parameters
- 7% increase in compliance of the merchandise reception plan
- 40% decentralization of the merchandise receipts transactions from the central warehouse to the health centers

Furthermore, a Change Management Program was implemented to support the departments in the adoption and usage of the new processes, work tools, and management indicators. The organization's leaders were trained in a change management methodology, which facilitated the implementation of the initiatives with their personnel.

The project generated an annualized forecasted ROI of **1.75 to 1**.

We are pleased to recommend London Consulting Group as a professional and committed firm that helps organizations shift towards a result-orientated culture that is continuously seeking out new ways to improve their processes.

Sincerely: 

Gloria del C. Amado Fernández, DrPH-HSAM, MHA, CEO
President & Chief Executive Officer

DocuSigned by:


Lcda. Anabelle Torres Roman, MHA, MBA
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