

Service Line Analysis Methodology

Hospitals play a vital role in our nation's communities, not only for the health care, but for the economic contribution they make. Hospitals are not immune to the effects of an economic downturn.

The economic downturn coupled with a high level of competition with nine area hospitals, University Medical Center is challenged to develop a methodology for determining the appropriateness/value of various services provided by the hospital. The service line methodology developed provides the potential to achieve both operational and financial efficiency and effectiveness.

The model developed for University Medical Center is an approach that takes into account processes to assess and prioritize existing and future health care services starting with service line definition to meet the hospital's goal of efficient use of resources and/or effectively attaining value outcomes and whether these are competing priorities. The diagnostic questions facilitate the identification of misalignments that may deteriorate efficiency and/or effectiveness. The methodology designed for hospital service line decision making creates the potential to pay off debt, maintain a contingency for unforeseeable expenses and maintain long term sustainability similar to private hospitals, without significant reliance on government funding. This is particularly important in today's environment given the economic and financial challenges confronting hospitals and health care enterprises.

Project Description

Methodology to increase operational and financial efficiency

Team Member: Daisy Guillermo, Kathleen J. Huddleston, Canetana Hurd, Maria Lara

Faculty Advisor: Phyllis Bushardt