



CASE STUDY // NCH HEALTHCARE

With more than 3,700 team members and 715 beds, NCH Healthcare is a nationally-recognized organization, headquartered in Naples, Florida with two hospitals and medical facilities at dozens of locations throughout Southwest Florida.

NCH Healthcare increases revenue by \$13 million in first 14 months



Business issue

Turn \$5.6 million operating loss into profit



Problem

Medicare sequestration
Increased RAC activity
Payor reform
Long term effects of Gulf oil spill
Takeover threats by for-profit organizations



Solution

The nThrive team instituted a CDI program to include:

- Education
- Process reengineering
- KPI definition and tracking.
- CDI technology



Value

Revenue increased by \$13 million in first 14 months
Improved physician engagement
Medicare CMI increased from 1.586 in 2013 to 1.71 in 2018
Sepsis rate fell to 4.4% – well below national rates*

*National rates of 28 to 50%, according to the National Institute of General Medical Sciences