



case study

## Workforce Management & Labor Optimization with OPTIX

Impact Advisors has worked with multiple clients to implement workforce management focused strategies to generate cost savings, optimize capacity, and prepare for future growth. Our labor experts leverage a proven, patient-focused staffing approach and our proprietary OPTIX reporting system to empower client teams to manage to their own targets and hard-wire results.

Key activities of our approach include:

- “Boot Camp for Managers” development and training program that teaches managers and directors how to run their departments like small businesses.
- Tools to help project staffing needs based on patient volumes and review daily productivity.
- OPTIX reporting system to monitor performance and simplify decisions.
- Daily “huddle” system to reflect on performance and group-think solutions.
- Tools to enhance employee engagement.

## Our Client Impact

### Mercy Health

A healthcare system with locations in Ohio and Kentucky including 30+ hospitals, 13 extended care facilities, multiple regional offices and hundreds of physician practices.

Timeframe: 2003 - 2016

Contact: Jim May, COO

#### Key Value Delivered:

- Saved over 4500 FTEs
- Consolidated 6 hospitals
- Implemented over **\$800M cumulative savings**

### CHRISTUS Health

A not-for-profit system made up of more than 600 health centers, including long-term care facilities, community hospitals, walk-in clinics, and health ministries.

Timeframe: 2016 - Present

Contact: Jeffery Puckett, COO

#### Key Value Delivered:

- **\$160M cumulative improvement** to the bottom line over a the initial 3-year period (remaining years have been spent maintaining improvements)

### Integrus Health

A non-profit health system with facilities across Oklahoma including 16 hospitals, rehab centers, physician clinics, pharmacies, mental health centers, and home health agencies.

Timeframe: 2020 - Present

Contact: Michael Weed, CFO

#### Key Value Delivered:

- Exceeded a **19% decrease in Cost per Adjusted Patient Day**

*“Impact Advisors was there for us. The work they did in our labor engagement far exceeded every expectation we had, and we are surviving. I made a great choice with Impact Advisors. I would buy the firm’s services over and over again. The services are well worth the cost.”* CEO / President (klasresearch.com / Nov 2023)