

# TrustWorks

Collective

## CLIENT CHALLENGE



A multi-hospital health system wanted to examine the financial performance and structure of its physician network to determine if the health system could reduce its annual investment in the network, while preventing any undesired physician attrition. Simultaneously, the physician network's President was transitioning out of the organization, leaving a critical leadership vacancy.

## TRUSTWORKS COLLECTIVE APPROACH

1

Within two weeks of initial client contact, TrustWorks deployed an Interim Executive to serve as the Interim President of the physician network. Prior to deployment, the Interim President conducted a thorough review of prior health system assessments, physician network performance dashboards, and other performance reports.

2

Once on-site, the Interim President further level set through discussions with key network physicians and managers, as well as health system executives, securing a deeper understanding of current state priorities, opportunities, and challenges.

3

Supported by TrustWorks' Executive Sponsor and wrap-around consulting resources, the Interim President created a detailed work plan to guide and communicate performance improvement expectations. The work plan identified areas of focus, essential actions, estimated financial impacts, and timelines.

## RESULTS



Improved net income 11% over prior year



Established Network IPA



Decreased net investment in Physician Network by ~\$8 Million



Conducted new physician group acquisitions and integration



Increased primary care visits by 10% and specialty care visits by 30%



Transitioned urgent care from an external vendor to system operated



Increased provider productivity by 11.2%



Facilitated PSA rate negotiation