

# Main Line Health Saves \$133 Million in Two Years by Creating a Collaborative Culture

Initiative with Guidehouse integrates cost savings projects with enterprise performance transformation, leading to regional Baldrige award

“Our work with Guidehouse is helping us save tens of millions of dollars and making our processes safer, allowing us to better build the capabilities critical to our long-term success and positioning us very well for our Baldrige journey.”

Jack Lynch, FACHE, President and CEO,  
Main Line Health

## Challenge

In 2017, Main Line Health set an ambitious goal: eliminate disparities and preventable harm while achieving top-decile results around quality and performance, reduce costs through more informed operational decisions, and improve the patient and employee experience.

Main Line Health, a not-for-profit health system serving portions of Philadelphia and its western suburbs, adopted Baldrige as a framework in 2017 to better serve these communities. The health system sought to apply Baldrige best practices to reduce operational costs by millions of dollars and achieve next-level performance excellence throughout the system.

But the work would not be easy. Many of the “low-hanging fruit” in operational cost reduction had been optimized, and Main Line Health needed to change their culture and build new capabilities to achieve their operational goals. It would take strong leadership, dedicated oversight, expertise in change management, and deep familiarity with Baldrige principles and processes to achieve these goals.

## Solution

Main Line Health partnered with Guidehouse on the initiative, “Performance Excellence 2020,” due to its deep expertise in assisting healthcare organizations in cultural transformation and operations improvement.

Beginning in 2017, Main Line Health worked with Guidehouse to apply the highly structured Baldrige performance excellence framework to:

- Identify opportunities for performance improvement and cost reduction.
- Connect and coordinate with such ongoing initiatives as installing a new electronic health records system.
- Apply standardized process improvement techniques to create efficiencies, improve operational performance and clinical outcomes, and reduce care disparities.

Early in the initiative, Main Line Health identified \$120 million in financial performance improvement opportunities: \$60 million in clinical transformation, \$28 million in workforce efficiency, \$27 million in corporate services, and \$5 million in physician enterprise.

The health system then reviewed their regional Baldrige program feedback and Guidehouse’s Baldrige assessment to determine priorities for improving organizational capabilities. The reviews cited opportunities for improvement around “systemness,” or consistency in processes and services delivered throughout the system:

- Key processes lacked evidence of being systematic, consistently understood, or utilized systemwide.
- Variation and gaps existed in the deployment of new processes across all campuses and departments.
- Significant opportunities existed to establish and consistently utilize systemwide metrics and indicators to manage day-to-day operations.

To effectively lead the team's efforts, Main Line Health established a governance structure for Performance Excellence 2020 with executive ownership; an executive steering committee; a project management office; and leaders for clinical transformation, workforce, physician enterprise, and corporate services. Each level of governance included Main Line Health and Guidehouse leadership trained in Baldrige principles.

Main Line Health leaders guided project design, identified best practices for areas of focus and barriers to implementation, provided clinical insight, and were accountable for achieving initiative objectives.

Guidehouse leaders facilitated analyses and design processes, shared actionable clinical and operational insight based on findings, and collaborated with Main Line Health's educational resources, performance improvement, and IT teams to operationalize design decisions.

## Examples of projects undertaken include initiatives to:

**Reduce variation in throughput and care coordination that contributed to greater-than-expected length of stay (LOS).** Main Line Health implemented standardized care-progression tools and processes to ensure patients receive timely and appropriate care from admission to discharge. The approach included care-progression rounds, a physician escalation process, continued-stay reviews, standardization of care coordination roles and responsibilities, education on avoidable days, geometric mean LOS, and ensuring discharge to appropriate care settings.

**Improve supply chain pricing and utilization in orthopedics, spine, cardiology, purchased services, perioperative, and more.** The goal is to achieve top-decile pricing and reduce item variability to increase safety and reduce waste. Main Line Health completed more than 30 projects, from renegotiation of implant prices to transcatheter aortic valve repair rebates.

**Enhance care for complex patients with congestive heart failure. Main Line Health implemented hospital-based standards of care and therapeutic pathways for emergency departments, observation units, and inpatient units.** They also coordinated with outpatient providers to ensure appropriate care is provided across settings, improving patient satisfaction and reducing costs and readmission rates.

**Create a culture of accountability. Main Line Health is focusing on clarifying leadership and work group roles, and strengthening organizational goal-setting, measurement, and performance review.** Learning tools and change management approaches are deployed consistently to create a more unified systemness mindset and enhance efficiency and effectiveness.

## Impact

### Main Line Health Saves \$133 Million Through Performance Excellence Initiative, Earns Baldrige Recognition

**\$133 million overall**

**\$68M: Clinical Transformation**

**\$30M: Workforce**

**\$30M: Corporate Services**

**\$5M: Physician Enterprise**

Main Line Health achieved \$46.7 million in cost savings by July 2018, exceeding its target goal of \$33.5 million in FY 2018 improvements.

Based on its performance and its use of the Baldrige performance excellence framework in achieving clinical and operational savings, Main Line Health also received a regional award for excellence from the Mid-Atlantic Alliance for Performance Excellence Baldrige program.

## Get in Touch

 [linkedin.com/showcase/guidehouse-health](https://www.linkedin.com/showcase/guidehouse-health)

 [twitter.com/GuidehouseHC](https://twitter.com/GuidehouseHC)

[guidehouse.com](https://www.guidehouse.com)

### About Guidehouse

Guidehouse is a leading global provider of consulting services to the public sector and commercial markets, with broad capabilities in management, technology, and risk consulting. By combining our public and private sector expertise, we help clients address their most complex challenges and navigate significant regulatory pressures focusing on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that help our clients outwit complexity and position them for future growth and success. The company has more than 12,000 professionals in over 50 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving national and global economies. For more information, please visit [www.guidehouse.com](https://www.guidehouse.com)

©2021 Guidehouse Inc. All rights reserved. W329721

This content is for general informational purposes only, and should not be used as a substitute for consultation with professional advisors. This publication may be used only as expressly permitted by license from Guidehouse and may not be otherwise reproduced, modified, distributed, or used without the expressed written permission of Guidehouse.

