

Implementing Business Excellence

Revenue Cycle Management

Scale: 2,400 employees | \$100M Annual Revenue

Adonis Partners collaborated with a revenue cycle management company to launch a Lean Six Sigma deployment, achieving significant operational improvements and cost savings.

- ✓ Launched Lean Six Sigma program
- ✓ Decreased patient wait times through front-end registration kaizen event at a client
- ✓ Devised sustainable savings through a variety of projects, including one focused on reduced postage costs



400k+

Increase In Monthly
Client Collections

15M

Savings Across Tech
and Services

55%

Reduction in Patient
Wait Times at a Client

AA revenue cycle management service works with thousands of health systems, hospitals, physician practices, and payors, providing them with technology that simplifies and automates the revenue cycle from end to end.

Partnering with the Executive team and the Operational Excellence Leader, Adonis launched a Lean Six Sigma training program, which included the training of 60+ employees in Executive Continuous Improvement Training and 24 employees in Black Belt Training. Four Kaizen events were led by the Adonis team, resulting in \$850k in savings, and three Master Black Belts were certified in the training and development program. Through Adonis' approach, partnership, and guidance, the company developed and successfully maintained a World Class Operational Excellence Program.

The lasting impact of these efforts radiated throughout the company. In a postage cost reduction project, frontline staff were trained on PDCA, replicating results across three sites and saving over \$0.8M in carrier costs. A Hospital Registration Kaizen event immensely improved the front-end registration process, reducing patient wait times by 55%. Additionally, client collections improved by over \$400K per month, yielding a \$4.8M yearly improvement in cash flow and \$500K of revenue recognition. Finally, a redesign and standardization of the RFP process increased the win rate by 5%, resulting in a \$1M EBITDA gain. With these triumphs, the company is now positioned for continued success and long-term growth.

"I have received input from leaders at all levels in the organization that Adonis are among the most effective coaches and trainers they have learned from."

- Barry Murash

Former Chief Transformation Officer at nThrive