

Solving for a Critical Lever to Turn Around Business

Medical Network

Scale: 5,000+ employees | \$734M Annual Revenue

Adonis Partners assisted a Medical Network in revitalizing its business, addressing declining performance and preparing for a profitable Private Equity exit.

- ✓ Minimized process timelines by teaching new hires to code 40-50% faster
- ✓ Drastically reduced missed opportunities
- ✓ Ensured consistent project management tactics



3%

Decrease of
Missed Appointments

4.2M

Annual
Savings

11%

Increase in
Patients Served

This home healthcare servicer helps seniors and other at-risk individuals receive improved quality of care, experience better health outcomes, and identify chronic conditions that may otherwise go undiagnosed. In 2021, the client's EBITDA declined, complicating a profitable Private Equity exit as their focus on new ventures overshadowed its struggling existing business. The COO came to Adonis Partners tasked with a turnaround effort, aiming to revitalize the legacy business.

In the diagnosis phase, Adonis' expert consultants identified that provider capacity shortages and missed appointments significantly impacted the client's ability to meet budget targets and goals. The client had proposed a "Fail-to-Keep" (FTK) project to reduce lost patient numbers and optimize the process for adding capacity in regions with provider shortages.

To address these issues, Adonis implemented new strategies in five major areas. Starting from the ground up, the lead time was reduced from requisition to field readiness for nursing staff. Next, scheduling and routing were improved for seamless clinician and member connections. In the coding department, new hires were taught to code faster. To ensure consistent project management, Adonis enacted proper methodology and tracking of activities toward process improvements. The final step was to provide the client with the appropriate key performance indicators and analytics, allowing them to make fact-based decisions.

By significantly improving operational efficiency, the medical network saw a 3% reduction in missed opportunities and \$4.2M in annual savings. By teaching new hires to code 40-50% faster, ensuring consistent project management, and minimizing missed opportunities, Adonis was able to revitalize the legacy business. These efforts, alongside improved scheduling and data analytics, positioned the company for a rebound and the company doubled their EBITDA.