

Breaking Down Silos for Greater Collaboration Through Lean & Project Management Training

Healthcare Revenue Cycle Management
Scale: \$105M Annual Revenue

Adonis Partners helped a healthcare revenue cycle management company streamline operations and established cross-functional collaboration in just one month.

- ✓ Results achieved over a one-month engagement
- ✓ Generated 200k in annual savings from automating the claim status process
- ✓ Facilitated Lean Yellow Belt and Project Management training for 25 employees



Adonis
PARTNERS
Creating Value Through Business Excellence

\$200k

Annual Savings from
Automated Workflows

95

Net Promoter Score
Achieved for Training

20

Yellow Belts Trained

A healthcare company that works to alleviate administrative burdens for physicians partnered with Adonis to address operational inefficiencies and resistance to change. Historically, the company had grown through acquisition but never truly integrated the acquired companies. As a result, key stakeholders were unfamiliar with each others' work and processes. Leadership recognized that this lack of cross-functional collaboration was hindering growth company-wide.

Adonis' expert consultants began by conducting discovery interviews to understand the scope of work processes and potential challenges. Standard training was then tailored to those areas of need. Next, Lean Yellow Belt (YB) and Project Management (PM) training were rolled out, followed by an exam and final certification. All participants were provided with coaching and guidance from the expert consultant. Additional measures included standardizing onboarding and operational processes, consolidating facilities, and improving document and knowledge management.

Through this structured approach, Adonis was able to automate the claim status process, allowing 20 employees to be repurposed, and generating \$200k in annual savings. The training in lean fundamentals allowed the entire team to work simpler, faster, and better. The client's team was so pleased with the training they received, they gave Adonis a Net Promoter Score of 95.

Following Adonis' one month engagement, cross-functional collaboration increased, resistance to change lessened, and continuous improvement practices were adopted in all business functions. This partnership positioned the company for long-term growth and set a collaborative work environment in place in a very short period of time.