

Building Scalable Processes to Increase Billable Hours & Improve Client Experience

Behavioral Healthcare Services Scale: \$48.7M Annual Revenue

Adonis Partners helped a rapidly growing behavioral healthcare services company streamline their scheduling systems, resulting in significant operational and financial improvements.

- ✓ Streamlined operating procedures and reporting structures
- ✓ Facilitated a shift from on-demand scheduling to a system designed for efficiency & scalability
- ✓ Assigned dedicated resources with direct authority & accountability to focus solely on scheduling



27%

Improvement in Billable
Therapy Hours Per Week

45%

Reduction in
Cancellation Rates

24%

Increase in Revenue from
Direct Therapy Hours

A national provider of applied behavior analysis therapy for children diagnosed with Autism Spectrum Disorder had experienced five years of rapid growth, reaching \$48.7M in annual revenue. Their systems severely lagged from these heavy changes, leading to gaps in schedules, lost reimbursements, and a poor experience for families and learners.

To help address these issues, Adonis conducted a thorough analysis of the company's organization, processes, information, and technology (OPIT), along with interviews with staff and leaders. Key metrics like therapy hours per week, authorization fulfillment, staff schedule fulfillment, and cancellation rates were collected and analyzed. This allowed Adonis' expert consultants to understand the company's current state and create a path forward.

Based on these insights, Adonis standardized operating procedures with proper reporting structures to ensure adherence to company-wide practices. Next, the consultants facilitated a shift from "on-demand" scheduling to consistent blocks of standard lengths and times. The final step was to assign dedicated resources with direct authority and accountability to handle and optimize the scheduling process.

By implementing streamlined operating procedures and shifting to a system designed for efficiency, Adonis Partners helped the behavioral healthcare services company achieve remarkable improvements. They saw a 27% increase in billable therapy hours weekly, a 45% reduction in cancellation rates, and a 24% increase in revenue from direct therapy hours. These enhancements boosted financial performance and significantly improved the client experience, ensuring sustainable growth and operational excellence.