



TURN ANALYSIS INTO ACTION WITH ASSESSMENTS AND PLANNING



Creating value for...Hospitals • Health Systems • Health Plans
Accountable Care Organizations • Public Health and Community Initiatives

With smart use of information, you can generate greater results faster and more strategically. Do you have the data you need from all critical sources? Do you know what it reveals – and how to use those insights?

The Center conducts comprehensive assessments and planning to optimize your organization’s practices, structures and partnerships. An initiative of a national nonprofit working with partners in more than 40 states, we’ll help you improve your health care delivery now, while building your momentum for the future.

As your partner, the Center will help you...

- ✓ **Explore** how to engage your community and your consumers as partners in their care
- ✓ **Strengthen** your business model and build the capacity of your staff and partners
- ✓ **Gain** greater insight into your diverse stakeholder perspectives
- ✓ **Identify** your best opportunities for community collaborations
- ✓ **Increase** your capacity to address people’s complex health and social needs
- ✓ **Monitor** results and effectiveness

Trust in the Center’s...

- 20 years of experience in diverse healthcare settings
- Knowledgeable, collaborative staff
- Expertise and nuanced skill with diverse stakeholders
- Proven commitment to practical solutions

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“We needed a new lens. The Center examined our historical approach and showed us illuminating options for doing our work differently. We benefitted from their expertise—and their help in processing their findings.”

— Dawn Butler, Project Manager,
Geriatrics Education & Training Center,
Indiana University School of Medicine

Case Study

A clearer picture of its opportunities positions a hospital collaborative to gain more referrals and clients

Eager to improve care and health outcomes for older adults, a West Coast hospital collaborative asked: how can we get more provider referrals for our services? They engaged the Center to find out.

Discoveries & Opportunities

Studying patterns, digging into numbers and conducting qualitative interviews, the Center explored the entire patient experience with fresh eyes. By looking at referral processes and policies, care and treatment algorithms, pre- and post-appointment communications and resources, and “no-show” statistics, the Center found numerous untapped opportunities for becoming more provider-responsive and patient-centered.

The hospital group is now turning the Center’s recommendations into action. Rethinking “business as usual,” it is considering fresh choices such as taking its clinics to satellite locations, restructuring the length and intensity of patient visits, leveraging telehealth technology, and increasing multi-lingual capacity – while also following the Center’s roadmap for more directly engaging its consumers and caregivers. What’s more, they intend to share their results, generating models for care and collaboration that other cities can replicate.