Like it or not, healthcare is subject to the same constraints as any business. Resources are scarce and stretched to the breaking point. Doing more with less is routine. Cost reduction strategies have failed to deliver the hoped-for bottom line results. But improvements in efficiency can enhance both clinical outcomes and business results.

Participants will learn what efficiency is and is not, along with a three-part approach focused on balanced productivity, proactive cost management, and aggressive management of throughput.

At the conclusion of this program, participants will be able to:

- Define and measure overall efficiency
- Identify opportunities to improve process efficiency using work process analysis
- Use benchmarking and bilateral performance mapping to identify opportunities for improvement
- Identify opportunities for insourcing and outsourcing

Registration and Breakfast: 8:30 a.m. - 9:00 a.m.

Program: 9:00 a.m. - 3:00 p.m.

Presenter:

William J. Ward, Jr., has presented highly-rated healthcare finance programs at CHA for several years and is one of our most popular speakers. He is the director of the MHS Degree Program in Health Finance and Management at the Johns Hopkins Bloomberg School of Public Health where he teaches accounting and finance. In addition, he is a principal with Healthcare Management Resources, Inc., a Baltimore-area consulting firm. Bill is a former senior healthcare executive with more than 20 years of experience in healthcare finance and operations.
- Effectively manage departmental and organizational throughput
- Describe how clinical quality and patient safety improvements can result in cost avoidance

Registration:
$175 per person for CHA Acute Care Hospital Member attendees.
$225 per person for CHA Other Member attendees.
$250 for non-CHA members.

Accreditation

This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training and Research, Inc. and The Connecticut Hospital Association. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is pending designation of this educational activity for AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE: The speaker and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

This program is pending approval of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.