



Hospital Español Auxilio Mutuo de Puerto Rico, Inc.

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To whom it may concern:

Hospital Auxilio Mutuo founded in 1883, is a leading and precursor health institution in Puerto Rico with over 530 beds to care for. It is the most complete and largest health complex in the Caribbean. It has an Adult and a Pediatrics Emergency Room, 17 Operating Rooms, a Transplant Center, a Cancer Center, a Radiotherapy Center and an extensive diversity of ancillary areas.

From June 2015 to April 2016, along with the firm London Consulting Group we developed the project named "UNIDOS". The scope of this work included the Use and Planning of Discharge Department.

As part of the benefits achieved through the project I would like to highlight the following:

Quantitative Improvements:

- A 344% increase in concurrent reviews
- A 7.8% reduction in the stay of Medicare patients
- We recovered 241 denied days through appeals strengthened with the use of the InterQual clinical guides.

Qualitative Improvements:

- Operational Active Supervision tools were implemented for administrative and clinical personnel, which allows us to better utilize our personnel.
- Reports and management tools were created and implemented to facilitate the analysis of the indicators and to improve the proper decision-making.

This project has represented one of the highest priorities for our organization, and we are confident that we are well prepared to face the current challenges we have in our environment.

As a result of the implementation of the tools we achieved a ROI (Return on Investment) of 1.2 to 1 at the end of the project and we expect a projected ROI of 2.6 to 1.

I finally would like to highlight the work performed by London Consulting Group in the application of their methodology as well as their commitment and the high level of professionalism of their personnel who are focused on results, therefore I have no problem in highly recommending their services.

Cordially,


Jorge L. Matta, MHSA, FACHE
Chief Executive Officer