

Healthcare Improvement Sprint

Eight weeks to shorter waits, and a front desk that holds the gains.

Our partners and your managers fix the top access bottlenecks in eight weeks: phone coverage, scheduling templates, intake and patient flow. Every change is piloted, measured on a weekly scoreboard and handed to the people who will run it.

WHAT WE FIX

Phone coverage

Staffing to call peaks, scripts and callbacks.

Scheduling templates

Slot mix, lead times and overbooking rules.

No-shows

Reminders, waitlist backfill and recall.

Intake & eligibility

A clean front end and fewer day-of surprises.

Patient flow

Rooming standard work and less provider waiting.

Huddles & scoreboard

A daily huddle and a weekly access review.

WHAT YOU GET

- Redesigned workflows, piloted and rolled out
- Standard work for the front desk, call center and medical assistants
- Weekly access scoreboard showing before and after
- Manager playbook to run the huddles and the review
- 90-day sustainment plan with owners and targets

HOW IT RUNS

Weeks 1-2	Baseline, then design with your staff
Weeks 3-5	Pilot in one area, measured weekly
Weeks 6-7	Roll out across the site
Week 8	Handover to your managers

INVESTMENT

\$24,000

Fixed fee for one site, eight weeks. Multi-site groups: \$35,000 to \$45,000. Afterward, we can stay on to sustain the gains at \$5,000 a month.

BUILT FOR

Medical groups, specialty practices, surgery centers, outpatient and rehab clinics that have finished a Patient Access & Experience Assessment or already know their top bottlenecks.

WHAT IT IS NOT

- Not a clinical care redesign
- Not a staffing agency: your team does the work, we lead it
- Not a reason to share patient data: we work from de-identified reports