



## Healthcare Advisory Services

Proven results from your  
trusted, full-service laboratory  
consulting team

**ARUP**<sup>®</sup>  
LABORATORIES

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## Unique Challenges, Tailored Solutions

ARUP Healthcare Advisory Services offers full-service laboratory consultations tailored to meet your unique needs.

For more than 25 years, our industry-leading healthcare consultants have helped health system laboratories grow revenue, optimize their test menu, save costs, and reduce waste.

Services include all aspects of outreach development, operations efficiencies, revenue cycle management, utilization, quality systems management, and more.

## Outreach Growth and Development

### Reach More Patients and Generate More Revenue

Successful outreach programs generate upwards of 30% additional revenue year over year by capturing patient services moving to specialty clinics, surgery centers, and other ambulatory settings. Our healthcare consultants have a wide variety of tools and experience to help you develop, grow, and maintain your outreach program in any market your patients may visit.

- **Outreach Business Planning:** Evaluate your market, determine operational needs, and develop the best business strategy for revenue growth.
- **Preliminary Financial Assessment:** Find out how much your outreach program could be making.
- **Outreach Operations Assessment:** Achieve cost-effective operations and greater contributions to margins.
- **Preliminary Market Evaluation:** Identify potential market opportunities.
- **Market Opportunity Assessment:** Pinpoint opportunities in your existing market to recapture lost business or expand for growth.

*Hospital laboratory-based outreach programs have an average contribution margin of*

**33%<sup>1</sup>**





## Revenue Cycle Management Consulting

### **Offset and Contain Increased Costs With Better Cost Structures**

All health systems are facing declining reimbursements, changing payor methods, and increasing costs. ARUP Healthcare Advisory Services offers a variety of tools to help revitalize your cost structure and increase your overall net margin. Our consultants provide benchmarking, then create a custom program to improve billing and collections, manage denials and contracts, and develop pricing strategies for maximum reimbursements.

- **Revenue Cycle Assessment:** Improve your entire revenue cycle, from order to billing through final claims adjudication.
- **Reimbursement Analysis:** Get a break-even analysis to support informed decisions on costs, pricing, and reimbursements.
- **Pricing Strategy:** Implement an effective pricing strategy that covers costs, meets margin, and supports systemwide goals.

**20%**

*of all claims are  
denied, rejected, or  
underpaid <sup>2</sup>*



69%<sup>3</sup>

*of physicians order  
unnecessary tests at  
least once a week*

## Analytics and Reporting Tools


### Implement Cost Savings With Advanced Analytics

Detailed analyses and reports enable laboratory managers to make timely decisions about day-to-day operations. ARUP Healthcare Advisory Services has created several tools to visualize and analyze your inpatient, outpatient, ambulatory, and referral testing data to help you keep costs down and workflows efficient.

- **AnalyticsDx™ Sendout:** Track referral testing sent to ARUP to aid you in cost analyses and targeting opportunities for utilization best practices.
- **AnalyticsDx™ Comprehensive:** Identify systemwide cost-savings initiatives at a glance and quickly correct outlying utilization trends that affect quality patient care.
- **Analyzing Test Ordering Patterns™ (ATOP®) Report:** Review your top opportunities for utilization intervention, complete with a detailed report of current industry recommendations.







*Each year, low-value  
screening, testing, or pro-  
cedures cost as much as*

**\$28B<sup>4</sup>**

## Stewardship

### Development and Assessments

#### **Eliminate Waste, Reduce Costs, and Improve Patient Care**

Quality care balanced with cost-effectiveness is the goal for every hospital lab. ARUP can provide you with the right tools, processes, and policies to achieve that balance. ARUP Healthcare Advisory Services can set your laboratory up for success with in-depth data analyses, functional governance structures, and robust quality programs. Each piece will elevate the quality of care you deliver to your patients and allow you to find and implement more cost-saving initiatives.

- **Laboratory Stewardship Program Development:** Create an effective laboratory stewardship program to help your hospital or health system eliminate waste, reduce costs, and improve patient care.
- **Utilization Analysis:** Identify your top opportunities for improvement and the associated cost savings without putting a strain on your valuable IT resources.
- **Workflow and Lean Evaluation:** Determine if your laboratory is meeting Lean and Six Sigma best practices to minimize waste and reduce costs.
- **Pharmacogenetics Stewardship:** Prevent adverse drug reactions and the costly hospitalizations associated with them.
- **Order Set Analysis:** Improve clinician satisfaction by creating standard order sets based on industry guidelines and your hospital's unique needs.
- **Patient Blood Management:** Conserve limited blood resources with standardized workflows and order sets based on Choosing Wisely guidelines.
- **CMS Quality Metric Reimbursement Strategies:** Impact CMS incentives and payment reduction rates by implementing point-of-care utilization best practices.



## Quality Management Assessments

### Improve Quality and Close Inspection Gaps

According to one study by the American Society for Quality, better quality can mean a nearly 4.8% reduction in costs. ARUP consultants have the expertise to evaluate your quality management program for gaps in processes, workflow, and CAP-inspections requirements.

- **Quality Management System Assessment:** Create a robust quality management system to streamline processes, reduce errors, and improve patient care.
- **CAP Readiness and Response Evaluation:** Prepare for your next CAP inspection by developing and standardizing processes and procedures for continual survey readiness.

## Operational and Workflow Assessments

### Build Daily Cost Savings With Optimized Operations

With acute labor shortages and increased supply costs throughout the industry, you need optimal workflows and robust test menus. ARUP's experts work interactively with your staff to identify pain points using 5S Lean and Six Sigma principles, along with industry best practice utilization guidelines. We then customize our recommendations to benefit both your clinicians and technical staff in many ways, including easier ordering, lower cost per test, and decreased maintenance.

- **Technical Operations Assessment:** Identify workflow, space, and staffing inefficiencies to offset shrinking budgets and increased testing.
- **Space Planning Evaluation:** Focus on instrumentation, work benches, or other areas your laboratory may have outgrown.
- **Workflow and Lean Evaluation:** Determine if your laboratory is meeting Lean and Six Sigma best practices to minimize waste and reduce costs.
- **Preliminary Test Menu Analysis:** Get a preliminary view of what tests could be insourced, outsourced, and consolidated as you begin optimizing your test menu for cost-effectiveness.
- **Test Menu Optimization:** Curate the optimal test menu for your organization that is cost-effective and provides the best quality care for your patients.

*One ARUP client  
achieved a daily pending  
log reduction of*

**86%<sup>5</sup>**







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Visit [aruplab.com/consulting](https://aruplab.com/consulting)  
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