Partners in Health
Bringing Elite Care to You

- Lakeland Regional Health (LRH) loses an average of 20,000 patients and $300 Million in revenue annually to out-migration.
- They seek to stem this outflow by partnering with a nationally-renowned medical group practice.
- This analysis highlights key areas of improvement and sets benchmarks to maintain quality.

Extra Distance Traveled by Patients Across Service Areas

- The majority of out-migration patients travel up to 50 miles farther than they would to visit LRH.

Top Primary Service Area Out-Migration Destinations

- Tampa General Hospital and H. Lee Moffitt have the strongest reputations. LRH should target the remaining competitors.
- Further analysis has been conducted based on diagnosis-related group.

2015 National Benchmarks Report For Partner Network

- The partner network excels at low mortality, 30-day readmission rates, and short average length of stay.

2015 National Benchmarks Report For LRH

- LRH’s strengths include operating profit margin and low complication rates.

Recommendations

- Investing in cardiac service line would help minimize out-migration from LRH.
- Use partner expert knowledge libraries and resources to educate staff and evaluate current processes.
- Quality improvements prioritization for LRH include mortality rates, 30-day readmission rates, and healthcare-associated infections.

Navin Hegde | Amanda Thompson Meza | Bibin Varghese