

# UTILIZATION MANAGEMENT

CONSULTING

*Balancing  
quality  
and cost  
of care*



**SULLIVAN  
LAKIER  
GROUP**

*Producing Results*

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The Sullivan Lakier Group Utilization Management consultants are ready to roll up their sleeves to help you assure appropriate utilization of resources while delivering high-quality, cost-effective care. We recognize the key role that physicians play in utilization resources and work very closely with your Medical Staff to incorporate them into the improvement process. Our goal is to work with your team to optimize your Utilization Management Program in a way that reflects your organization's culture and ensures an efficient health care delivery system.

*Additional Services >>*

## **BENEFITS OF OUR UTILIZATION MANAGEMENT CONSULTING SERVICES**

We will work with you to develop and implement strategies that result in:

- Appropriate use of inpatient, outpatient, ancillary and support services
- Optimized use of hospital resources
- Physician involvement and knowledgeable management of resources
- Maximized authorization for coverage (prospective, concurrent, and retrospective)
- Educational resources for staff and physicians
- Educational tools for patients
- Enhanced discharge planning
- Maximized use of referral network and resources
- Outcome tracking and monitoring tools and reports
- Enhanced effectiveness of UM organizational structure and roles
- Compliance to UM guidelines, regulatory, and accreditation standards

## **OUR APPROACH**

We utilize a four step process in our consulting which is tailored to the level of support you need. These four steps typically are as follows:

1. Evaluate your entire utilization management system or specific areas identified and make recommendations for improvement
2. Develop an action plan to guide the improvement work for either your team or a combined hospital-consultant team
3. Provide project leadership or hands-on support for implementation as needed
4. Provide an operations dashboard and training that allows the organization to monitor and ensure the gains are maintained.



## **KEY AREAS**

The areas of focus for a utilization management assessment typically fall into the following categories:

- Authorization process and timeliness
- UM organization structure
- Variations in delivery of care
- Utilization of resources
- Medical Record review for documentation of relevant information
- Medical staff roles and involvement
- UM reports and monitoring processes
- Regulatory and accreditation compliance
- Continuum of care and referral resources
- Policies and Procedures
- Staff and physician knowledge base