

Boosting Patient Satisfaction in Healthcare

Challenge

A leading U.S. hospital was under pressure to improve operational performance and raise patient satisfaction scores while keeping costs in check. But their efforts quickly hit a wall. System requirements were unclear, collaboration with IT was inconsistent, and data validation and reporting proved time-consuming and error-prone. Even when initiatives were defined, making measurable improvements in efficiency and quality remained out of reach.

Solution

SEI partnered directly with stakeholders across the organization to realign on strategic goals and operational priorities. Together, we:

- Facilitated executive alignment around a focused set of business objectives
- Designed and deployed clear, actionable reporting tools and scorecards to track progress against those goals
- Introduced proven Lean techniques like process mapping, Kanban, and load leveling to drive measurable improvements
- Strengthened collaboration across administration, IT, and clinical staff to streamline operations and improve patient flow

Results

Our hands-on approach drove rapid improvements that impacted both efficiency and experience:

- Exam room utilization jumped from 3% to 25%, cutting patient wait times dramatically
- Pharmacy efficiency soared, with prescription processing times reduced by 35%
- Achieved a significant increase in patient satisfaction while reducing hospital costs



**Strategy
Operations**



Data Analytics



**Concept to
Delivery**



AI Technology