



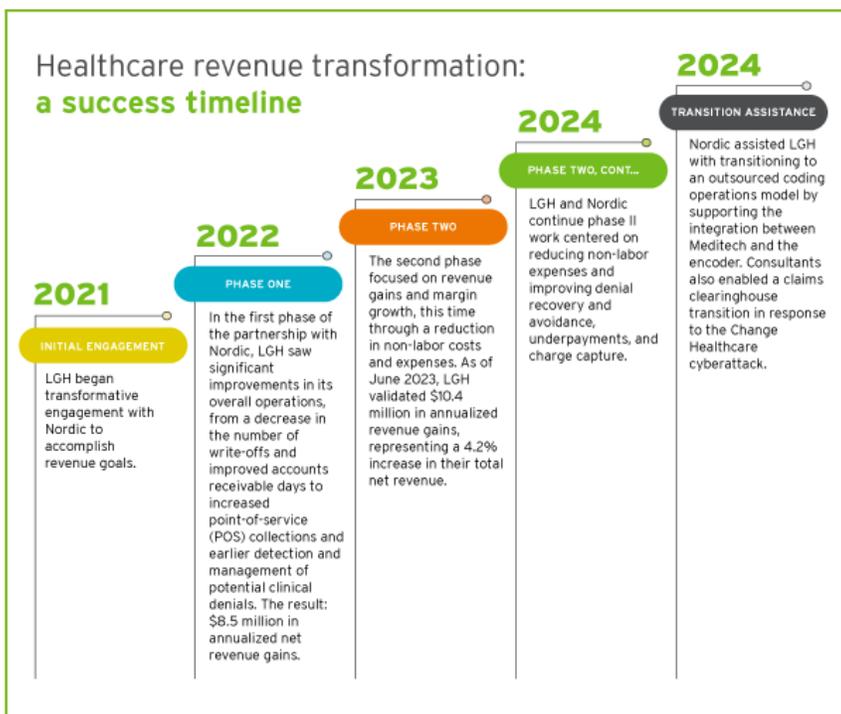
CASE STUDY

Lawrence General Hospital achieves 5.2% revenue growth with Nordic

Lawrence General Hospital (LGH), a private, non-profit, safety-net community hospital in Massachusetts' Merrimack Valley, partnered with Nordic to enhance revenue cycle performance.

KEY POINTS

- Lawrence General Hospital (LGH) collaborated with Nordic to **attain significant financial gains, demonstrating the power of strategic revenue cycle management and cost reduction initiatives.**
- By focusing on supply chain optimization, revenue cycle enhancement, clinical process improvement, data analysis, and pharmaceutical optimization, LGH has been able to **increase net revenue, manage costs effectively, and enhance the overall patient experience.**
- This case study underscores the importance of partnering with a trusted advisor to **drive sustainable growth and operational excellence in healthcare.**



BOOSTING THE BOTTOM LINE: KEY STRATEGIES AND RESULTS

In phase II of the project, LGH worked with Nordic to achieve significant financial gains, including increased revenue and reduced expenses.

NOTABLE OUTCOMES

- Enabled an estimated \$255,000 in potential savings with the introduction of a reprocessing program
- Identified duplicate freight charges, which allowed LGH to dispute charges as far back as four years and implement practices to reduce next-day purchases that incur overnight shipping costs
- Generated a usable value of \$286k by recirculating, disposing, or donating product from the off-site warehouse
- Optimized pharmacy expense reduction, resulting in potential savings estimated at \$128k annually

A collaborative approach to revenue growth and cost savings

LGH and Nordic focused on the following areas to enable meaningful revenue cycle advancement:

- **Supply chain optimization:** reducing purchasing costs, implementing efficient reprocessing procedures within the operating room, optimizing freight and shipping costs, and managing excess inventory
- **Revenue cycle enhancement:** identifying and recovering lost revenue through denial management, charge capture improvements, linking orders, documentation and charging workflows, and contract compliance
- **Clinical process improvement:** Collaborating with nursing, pharmacy, and supply chain leaders to optimize drug administration protocols and drive cost savings
- **Data analysis and reporting:** Using data to identify cost-saving opportunities and measure the impact of implemented initiatives
- **Pharmaceutical optimization:** Decreasing costs through formulary updates, insulin management, and extended infusion protocols

About Nordic

Healthcare leaders worldwide trust Nordic as their end-to-end strategic partner in navigating every step of health IT modernization. Our purpose is to help providers harness the power of technology to streamline operations, enhance clinician wellness, improve patient care, and achieve financial sustainability. Nordic provides clients with world-class solutions, including strategic advisory, managed services, implementation, and staffing. Clients benefit from our global presence and extensive experience across the top health IT platforms. Our team of over 3,000 professionals brings deep healthcare experience, extensive technical knowledge, insightful strategic vision, and proven operational capabilities.