

North Memorial  
Health Care System



## The Client

North Memorial Health Care is a comprehensive health care system that serves the north, central, and west communities in the Twin Cities metro area.

Through two major hospitals and a metro-wide network of primary, specialty and urgent care clinics; outpatient centers; medical transportation; and home and community outreach, North Memorial is a regional leader in advanced medical care.

## Pain Points & Challenges

- At North Memorial, "Length of Stay" (LOS) exceeded healthcare industry standards across all areas of the hospital. The most significant problems were associated 'Complex-to-Discharge' patients
- Significant process differences were in place on every hospital floor – in fact, even Wards on the same floor did things differently. A lack of standardization resulted in hospital stays that extended longer than necessary.

## Pragmatek Solutions

- Pragmatek delivered an approach to identify key issues and standardize hospital processes to positively impact Length of Stay metrics without impacting patient care.
- Root causes were identified and action plans were established with strong team ownership that led to improved performance in the Pilot Area – Complex-to-Discharge Process.

