

# O'Bleness Memorial Hospital

## Athens, OH

*"Best Practice" Resources  
Solving Business Problems in Healthcare*

### Client:

O'Bleness Memorial Hospital, a 76 bed not-for-profit hospital in Athens, Ohio, has provided healthcare services to the residents of southeastern Ohio since their beginnings as a maternity facility in 1921. O'Bleness is an acute-care facility operated by the Sheltering Arms Hospital Foundation, Inc. The hospital offers the latest technologies and services with highly skilled, trained, and experienced healthcare professionals in the most up-to-date facilities.



**Problem:** OMH had been experiencing a four-year financial bleed that caused a cumulative operating loss of approximately \$17M. In 2008 alone, OMH was operating at an \$8M loss.

**Solution:** Our Solution Partner provided a full suite of services including comprehensive organizational assessments, labor and productivity management, strategic planning, and interim executive management.

**Results:** OMH moved from an \$8M operating loss in 2008 to a \$4M operating surplus in 2010. Through the implementation of our services, OMH returned to fiscal stability and built a rock-solid foundation for sustainable growth.

### Additional results include:

- Reduced management-to-staff ratio from 1:11:49 (2Q08) to 1:15:64 (1Q10), surpassing median-level performance of national hospital industry standards.
- Implemented daily monitoring and staffing guides which resulted in a reduction in personnel cost as a percentage of unrestricted revenue from 53.2% to 39.4%, meeting Best Practice Performance standards
- Recruited new physicians, effectively expanding service offerings and creating the foundation for a Center of Excellence around a new service that is projected to enhance reimbursement
- Increased awareness of OMH as the premier provider of choice in the region

For Further Information  
Please Contact



J. Greg Eisele, FACHE  
President & CEO  
723 E. Locust Avenue  
Suite No. 117  
Fresno, CA 93720  
Office: (559) 447-4488  
GregEisele@MDResources.net  
www.mdresources.net