

BMC L - *Labor Productivity Benchmarking*

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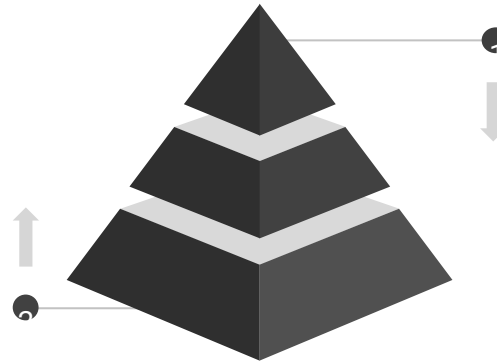
Client: Boston Medical Center is a non-profit academic medical center aiming to provide equitable care for the unique patient population that it serves.

Project Scope: capture immediate opportunities in improving productivity and reducing labor costs within departments, and establish labor governance & processes.

Project Methodologies:

BOTTOM-UP - Phlebotomy Lab

1. Conduct interviews, time studies shadowing
2. Data analysis on demands and work flow



TOP-DOWN - Corporate Governance Design

1. Key stakeholder interviews + academic research
2. Recommendations for best practices for processes and cadence

Project Deliverables:

1. Prioritized recommendations on lab operations and productivity improvements
2. Outline of labor governance work organizational structure

