

# MULTIHOSPITAL HEALTH SYSTEM

## CLIENT PROFILE

### WESTERN CONNECTICUT HEALTH NETWORK (WCHN)

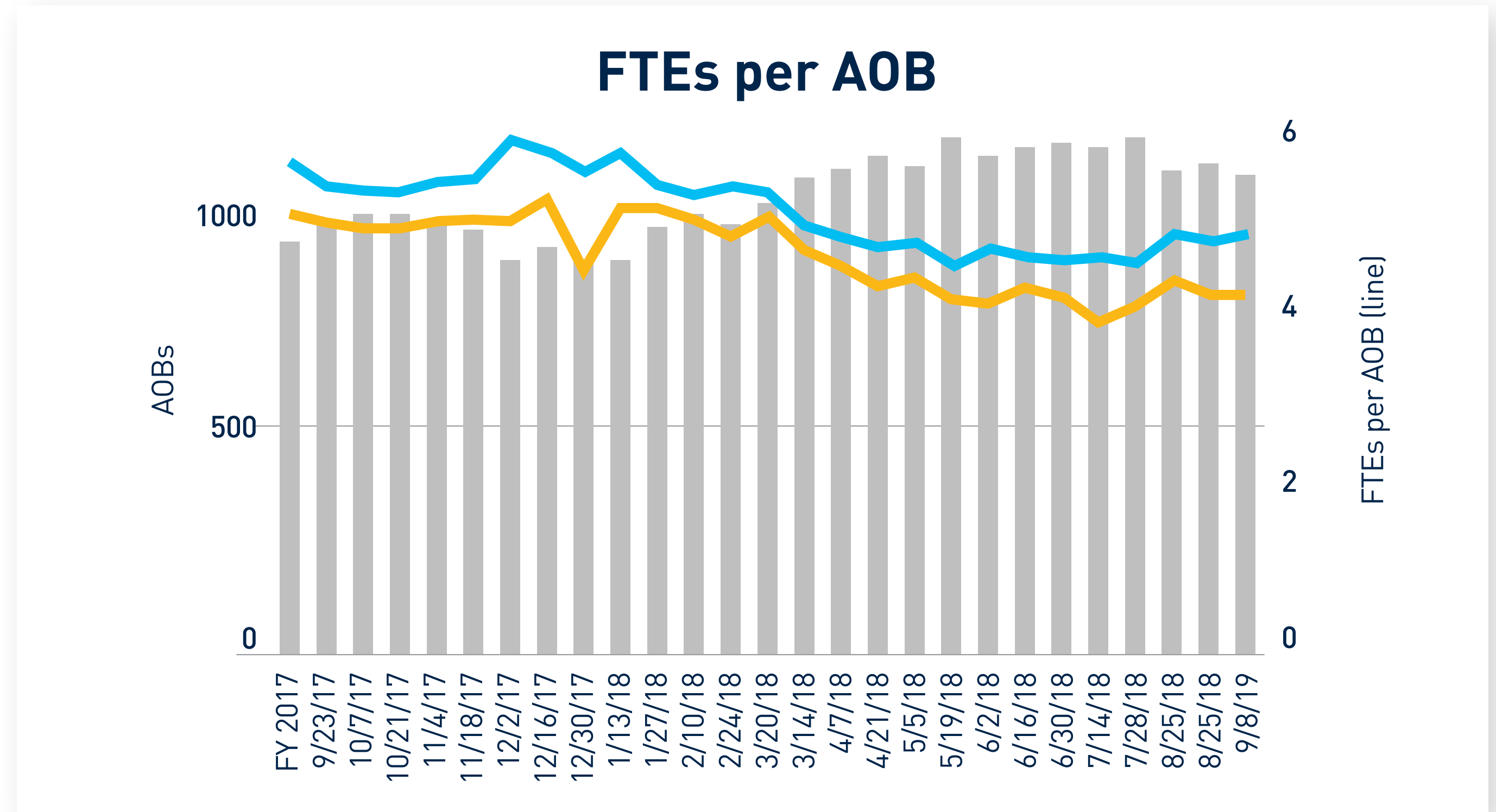
#### DESCRIPTION

WCHN was formed when New Milford, Norwalk, and Danbury hospitals affiliated between 2011 and 2013. The three-hospital (110,000 adjusted discharges) community-based academic health system had achieved strong operating margins after the affiliation; however, as with many Connecticut hospitals, the hospital tax levied by the state significantly impacted financial performance. WCHN recognized that to continue to serve their communities, they needed to reset their cost structure. BRG was selected to help identify and implement opportunities to improve their operational performance (cost reduction and revenue improvement) and enhance their position as a high-performance network. BRG professionals helped WCHN implement over \$75 million in annualized recurring improvements.

#### RESULTS

**Financial** – \$75+ million annualized bottom-line improvements

**Other** – Helped implement a robust referral management system and BRG’s DRIVE platform to help monitor and sustain improvements



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