



**CASE STUDY**

# Patient access limitations are as frustrating for providers as they are for patients.

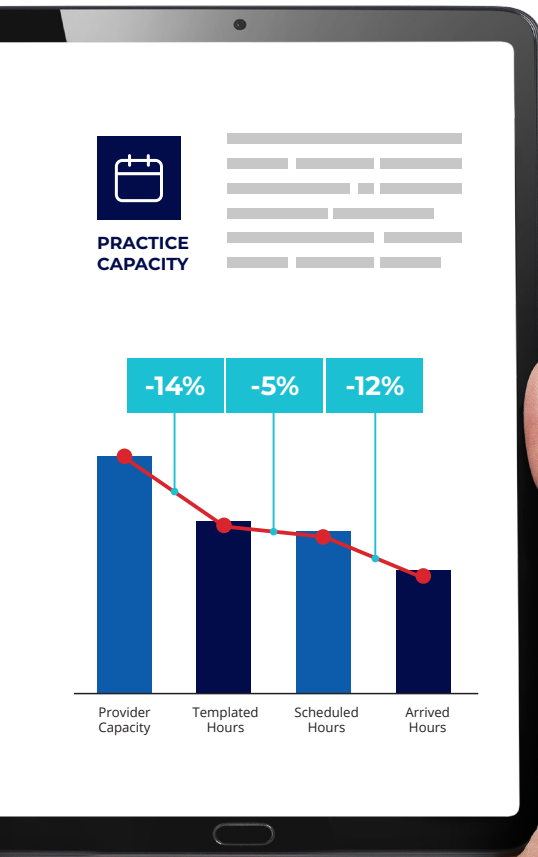
NewYork-Presbyterian was challenged to match provider capacity with the growing demand for patient care. The organization wanted its patients to receive timely care while protecting physicians from burnout.

**NYP achieved a 5% increase in capacity, enabling an additional 3,300 patient visits annually. These gains enhanced patient access while also providing the organization with a framework to manage future demand, enhancing financial sustainability.**

Leadership recognized the need for an objective, data-driven approach to identify provider constraints and unlock capacity, fundamentally reimagining patient access across their organization.

Using CapDx, NYP and ECG identified obstacles to access, including mismatches between scheduled and contracted hours and overly restrictive scheduling templates that hindered availability.

**WITH THESE INSIGHTS, NYP AND ECG LAUNCHED A STRATEGIC INITIATIVE GROUNDED IN THREE CORE OBJECTIVES:**



**Aligned templated hours with expected provider time.**

**Maximized provider utilization through template optimization.**

**Reduced the impact of no-show rates through revised scheduling processes.**

*At ECG, we transform complexity into opportunity. By combining cutting-edge technology with our healthcare management expertise, we empowered NYP to unlock new potential in its physician enterprise. Together, we redefined what patient access can and should look like—delivering outcomes that benefit patients, providers, and their communities.*