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

**Project Deliverables:**

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

**TOP-DOWN - Corporate Governance Design**

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