

## Genpact Helps Miami Children's Hospital Win Four 'Global Six Sigma & Business Improvement Awards'

*Hospital's Landmark Process Optimization Program Delivers Increased Efficiency & Improved Patient Experience*

(New York, NY) November 3, 2009 - [Genpact](#) (NYSE: G), a leader in the globalization of services and technology and a pioneer in managing business processes for companies around the world, today announced that its strategic healthcare provider partnership with Miami Children's Hospital is the recipient of four **2009 Global Six Sigma and Business Improvement Awards**. The awards, which come at a time when national attention is focused on improving the country's healthcare system, recognize this innovative partnership for its progress towards optimizing and improving work processes that directly impact patient care.

The four awards bestowed upon the program included **Platinum Recognition for a Process Excellence Project, Best Application of Lean Tools, Best Emerging Business Improvement Deployment, and Best Project Achievement in Health and Safety**. They were presented during an annual dinner gala ceremony hosted by the Worldwide Conventions and Business Forums (WCBF) on October 14 in Orlando, Florida. Judges for the Global Six Sigma & Business Improvement Awards must hold a position equivalent to Business Improvement Deployment Leader or VP of Six Sigma within their organization, be a certified Six Sigma Master Black Belt, and sign and comply with strict codes of confidentiality.

"We are honored that our work with the team at Miami Children's Hospital has been recognized by [WCBF's prestigious judging panel](#), which includes some of the world's leading Six Sigma practitioners," said S. Bala, leader of Genpact's Global Reengineering Practice. "Since the beginning of our engagement in 2008, our primary focus has been to help the MCH team focus on delivering a superior patient experience through a rigorous program of continuous improvement. Working together, we have made significant progress toward that end, but we will continue working to enhance the hospital's ability to provide world-class healthcare."

He added, "The collective insights gathered from projects like the one at Miami Children's Hospital are instrumental in supporting the ongoing refinement of Genpact's Smart Enterprise Process solutions for the Healthcare sector. The in-depth process analysis that powers the project allows us to scientifically deconstruct a hospital into multiple work flows that include cash flows, patient flows and others. These can then be optimized individually in order to deliver end-to-end impact across the organization."

Genpact's engagement with Miami Children's Hospital initially focused on optimizing 140 core processes that touch multiple aspects of the organization and impact more than 80% of all patient experiences. Concurrently, Genpact's team of re-engineering experts implemented a training program to teach lean process improvement principles and methodologies to 2 teams of 30 MCH employees – who then became "lean champions" within their departments. After gathering baseline performance measurements for the core processes, Genpact's personnel worked closely with the MCH "champions" and employees from multiple departments to prepare a set of Value Stream Maps (VSM's) to be used in identifying potential areas of improvement, called 'kaizens.'

"Genpact provided MCH with a unique opportunity to operationalize LEAN while learning the methodology," said Dr. Narendra Kini, President & CEO of Miami Children's Hospital. "The impact of the Genpact staff was profound as they acted as mentors and educators at the same time. The serendipitous finding was that this approach was non-threatening yet made the staff look good and accomplished the desired outcome. If one looks at the increasing number of self initiated kaizens and the overall interest in being educated on LEAN, it is obvious that Genpact has greatly contributed to the overall adoption of the methodology at MCH. The recent global awards that MCH won are a testament to the focus on detail and overall capability of the Genpact staff. We thank all of them for a job very well done. They are part of the MCH family."

Less than one year from the launch of the program, the hospital has already realized a substantial improvement in operations ranging from the administration of medicines to patient record management. Other benefits delivered as a result of the program include:

- As of June 1, the hospital is on track to achieve a 15% increase in net operating income for 2009. This increase comes as a result of reduced expenses; improved inventory management; a faster revenue cycle including billing, collection and reimbursement; and more efficient use of hospital resources;
- Streamlined clinical care processes in MCH's Emergency Department resulted in an 18% decrease in patient wait times, which translated to a 3% boost in customer satisfaction. Wait times were also improved in other departments including radiology, same-day surgery and pre-operative processing;
- MCH realized the greatest savings from the creation of a centralized patient registration and scheduling center that enhanced customer service procedures and allowed staff members to offer patients more flexible appointment scheduling options.

"This has been an incredible journey and I certainly look forward to continuing our improvements as we move forward in pursuit of new innovations that will allow us to better serve our patients," said Jackie Gonzalez, Senior Vice President and Chief Nursing Officer at Miami Children's Hospital. "I would like to extend thanks to our friends from Genpact, who have been not only an ever present source of wisdom and energy, but also a mighty driving force for the achievements that have been gained. All of us at MCH are proud of the work we have done and the difference we have made."

This recognition for innovative management reinforces Miami Children's Hospital as a leader among the nation's hospitals. In 2008, it was named one of the country's Top 30 pediatric hospitals and one of the Top 10 centers for 'emergency care' by *U.S. News & World Report*.

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### **About Genpact**

Genpact is a leader in the globalization of services and technology and a pioneer in managing business processes for companies around the world. The company combines process expertise, information technology and analytical capabilities with operational insight and experience in diverse industries to provide a wide range of services using its global delivery platform. Genpact helps companies improve the ways in which they do business by applying Six Sigma and Lean principles plus technology to continuously improve their business processes. Genpact operates service delivery centers in China, Guatemala, Hungary, India, Mexico, Morocco, the Netherlands, the Philippines, Poland, Romania, South Africa, Spain and the United States. For more information, see our website at: [www.genpact.com](http://www.genpact.com).

### **About Miami Children's Hospital**

Founded in 1950, Miami Children's Hospital® is South Florida's only licensed specialty hospital exclusively for children, with more than 650 attending physicians and over 130 pediatric sub-specialists. The 289-bed hospital is renowned for excellence in all aspects of pediatric medicine and is routinely ranked among the best children's hospitals in the nation.

### **For more information:**

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