

SUCCESS STORY

Primary Health Care, Inc. FQHC Saves Big After Cost Review



Managing a diverse healthcare organization with multiple locations and services requires a significant budget. **Primary Health Care, Inc.** (PHC) is a non-profit community health center dedicated to serving the medically insured, uninsured and underinsured with health care needs. PHC employs 425 employees that include 52 full-time physicians, dentists, physician assistants, nurse practitioners, dental hygienists and licensed social workers.

As a Federally Qualified Health Center (FQHC), the organization has provided medical and dental care to eligible individuals and families living in Central Iowa since 1981. PHC is the biggest FQHC in the state with three dental clinics, seven medical clinics, four satellite clinics and a mobile health unit. Over the past 30 years, the organization has established new locations, expanded services, added staff and upgraded technology. Naturally costs have increased over time, with some going up faster than others.

Chief Financial Officer Kris Glaser wanted to make an impact when he joined PHC in 2020. "It was the perfect time to review all our costs to set a baseline while finding meaningful savings for some of our regular services. SIB was recommended to me as a reliable resource for examining charges and touching base with vendors to check contracts."

"SIB is careful not to waste your time. They find savings without changing providers and strengthen vendor relationships in the process."

PHC was paying more than \$1 million annually for overhead costs that included phones and wireless devices, internet, solid and recycling waste, medical supplies and equipment, medical gases, document storage, printers and copiers, credit-card processing, bank fees and more.

Because SIB's in-house analysis teams work daily with service providers across the country, they can secure the lowest possible rates and favorable contract terms regardless of a company's size or industry. Their working knowledge often allows them to uncover unpublished rates and discounts that may be available.

For every vendor contract reviewed, a historical audit and contract compliance check is performed, including identification and elimination of illicit taxes for non-profits. Once the savings opportunities have been approved, SIB does all the work without disrupting your staff or interfering with your day-to-day operations.

"Finding \$143,000 in annual savings is a real game-changer for us!"

"SIB delivered great service, and it was a hands-off experience for me," said Glaser. "My accounts payable person had to be more involved, but SIB was clear on exactly what they needed, so there was no wasted effort. Finding \$143,000 in annual savings is a real game-changer for us!"

SIB finds savings for 98% of its clients. Though SIB can't uncover opportunities and cost savings in every category they review, clients average a 20-40% cut in overall spend.

For those category reviews that don't turn up savings, clients enjoy the comfort of knowing they have not been overpaying. There are no upfront fees for these services, and clients pay SIB a percentage of savings realized throughout the length of the contract term.

"I was very happy with the results. The process was easy, and SIB is careful not to waste your time. They find savings without changing providers and strengthen vendor relationships in the process. That's good for our patients, and it's good for business."

SIB works with Federally Qualified Health Centers (FQHCs) and other healthcare/medical clients to cut costs on essential services.
Savings average 20-40%.

