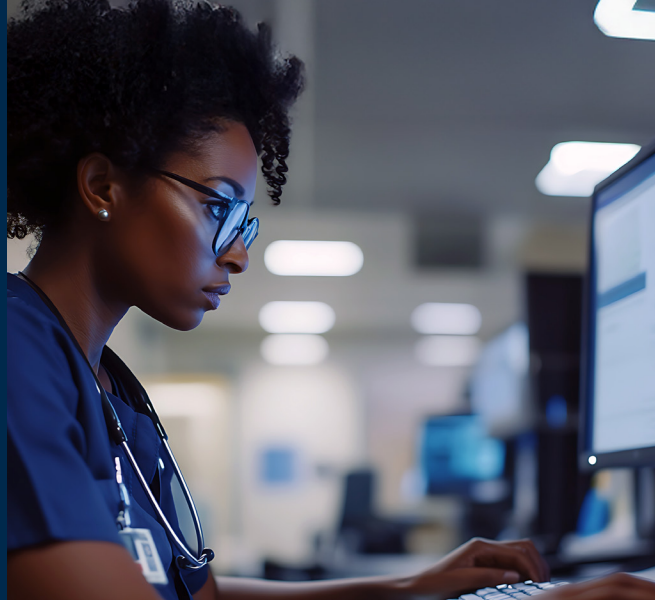
CHARTIS

Improving Mortality Outcomes

An integrated approach to safer patient care and better outcomes



Mortality rates, whether observed or expected, are often viewed as a barometer of quality performance and patient care safety. They reflect an organization's clinical care and operational performance, with high mortality rates being associated with higher readmissions, constrained capacity, and patient flow variability.

Improving mortality outcomes including sepsis, one of the most diagnosed causes of death and costliest conditions to treat, is a strategic imperative for all health systems. It is not only essential to patient outcomes, but also to an organization's reputation, with mortality ratings weighing 25% or more in most national rankings, including US News and World Report. But moving the needle can be challenging and requires leadership and medical staff commitment coupled with a systematic, integrated approach.

How we can help

Chartis brings deep subject matter expertise and advanced analytics to address the root causes of higher mortality rates. Our integrated approach accelerates efforts to improve observed and expected mortality and sepsis outcomes focusing on 5 key drivers:

1. **Comprehensive mortality review:** A multidisciplinary peer review process to identify trends affecting mortality and educate and engage palliative and hospice care providers.
2. **Transfer center enhancement:** Increased medical oversight to ensure appropriate placement, optimized triage and transport, high mortality risk identification, and effective communication to all stakeholders including patient caretakers.
3. **Hospice and palliative care engagement:** Assessment of medical staff culture to identify opportunities for early recognition and intervention, and to operationalize advanced care and end-of-life (EOL) discussions and care.
4. **Effective sepsis management:** Processes to support early detection and response, ensure compliance to sepsis bundles and continuation of orders, and identify delays in care by level of care.
5. **Optimized clinical documentation and coding:** A clinical documentation integrity (CDI) program that accurately reflects the complexity of care, risk of mortality, and severity of illness for all patients including relevant patient comorbidities to maximize the capture of risk adjustment variables used in calculating expected mortality.

These drivers directly impact observed mortality while also improving expected mortality rates. We work with clients to engage medical staff across all five areas, while decreasing clinician burden and improving patient and family experience.

Example results

Improved mortality domain ranking from #83 to #6	$5-$10M+ increased compliant reimbursement per year	61% improved capture of major comorbid conditions per top DRGs	Increased CMS Stars ranking from 3 to 5	Expanded capacity and better patient flow

Key success factors

Create organizational governance to drive improvements

- Extend this responsibility beyond the Quality department
- Set an audacious goal of top performance and ensure the entire organization prioritizes the work

Ensure front-line physicians, nurses, and ancillary staff are aligned and working on the top priorities

- Create a reliability infrastructure with an interprofessional, facilitated team at the unit/clinic level to improve performance on an ongoing basis

Communicate with all stakeholders to build buy-in and sustainability

- Think broadly about who is responsible for and impacted by these changes
- Implement a thoughtful communication and change management program that reaches across the continuum of care

A proven partner you can trust

For more than a decade, Chartis has consistently been recognized as Best in KLAS by KLAS Research. In 2025, Chartis became the first firm to be recognized as the Best Overall Healthcare Management Consulting Firm (fifth consecutive year) and the Best Overall IT Services Firm in the same year. In addition, we rank Best in KLAS for Data and Analytics Services, ERP Implementation Leadership, and HIT Core Clinical Implementation Leadership.



95.1 Client Satisfaction Rating—Ranked Best Overall Management Consulting Firm by KLAS

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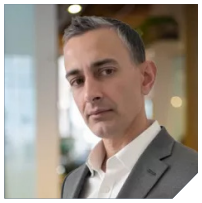

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The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.

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