

# \$3.5 Million saved for Delaware Hospice

## The client

Delaware Hospice is the largest nonprofit provider of hospice, palliative, and transitional care to patients throughout Delaware and parts of southeastern Pennsylvania. Their mission is to deliver superior comfort and care that addresses the medical, emotional, and spiritual needs of patients and their loved ones during life's most critical times.

## The challenge

Although Delaware Hospice demonstrates strong fiscal responsibility, leadership recognized the need to ensure they were receiving the greatest possible value from contracted service providers. Rising costs across multiple categories, including medical supplies, pharmaceuticals, administrative services, and telecommunications, created pressure on resources that could otherwise be directed to patient care. One pressing example was their answering service, which occasionally struggled with message accuracy and was set to increase prices. Delaware Hospice leaders reached out to ERA Group for help.

## The solution

ERA experts conducted a comprehensive review of Delaware Hospice's expense base, leveraging industry benchmarks and supplier expertise. The ERA team worked closely with Delaware Hospice's financial and clinical staff to analyze spend categories, including medical supplies, ambulance services, durable medical equipment, IV therapy, pharmaceuticals, payroll/HR administration, landscaping, snow removal, and telecommunications.

For the answering service specifically, ERA compared the incumbent provider against alternatives and identified more efficient providers who could deliver higher quality service at a lower cost. Delaware Hospice ultimately transitioned to a new provider that better met its needs.



We see opportunities where you never thought possible.

## The result

ERA delivered \$3.5 million in total savings to the health center. These savings, captured across both large-scale and niche expense areas, provided Delaware Hospice with significant additional cash flow to reinvest in patient care and expand its impact in the community.

**Annual savings: \$3,500,000**

## Cost Categories:

- Medical Supplies
- Ambulance SVC Durable Med Equipment
- IV Therapy Pharmacy Benefit Management
- Landscaping & Snow Removal Payroll
- HR Administration
- Answering Services

“ ERA has assisted us in saving over \$3M in reviewing over a dozen expense categories. They provide expertise in all these areas & assist us in operational areas beyond cost savings. The relationship has been outstanding. I would highly recommend other organizations that struggle with cost control, taking advantage of their services. ”

**MICHELLE BURRIS**  
CFO (2016-2021), DELAWARE HOSPICE



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