

Using Analytics to Effectively Manage Clinical and Financial Operations in an Accountable Care Organization (ACO)

Healthcare Market Dynamics Demand Robust Clinical And Business Information Tool

To comply with the increased regulatory environment and reimbursement reform, healthcare practices and systems need a powerful data analysis, reporting and visualization tool. This is increasingly important as providers in the healthcare sector consolidate, enter into shared risk agreements with payors, and strive to meet ACO requirements for increased healthcare quality and decreased costs. In addition, certification bodies are increasing their quality requirements for patients. Meanwhile, the healthcare environment continues to focus on reduced costs and improved quality care delivery, but grapples with a squeezed healthcare dollar.

A data analysis and reporting tool should work easily with any healthcare data source, especially Electronic Health Record and practice management systems. It should also offer healthcare providers flexibility to run ad hoc and tailored reports based on clinical and financial metrics to meet reporting and reimbursement needs. An easy-to-use analytics tool allows clinical and operations staff to easily extract, analyze and monitor data, and take action to meet ACO, and other payor and regulatory guidelines (MU, PCMH, etc.).

An innovative healthcare analytics tool should be:

- Easy to learn and implement
- Scalable across organizational locations and entities
- Designed to easily access and integrate siloed clinical, operational and financial data from multiple platforms
- Able to support complex analyses associated with NCQA, HEDIS, MU, ACO, PCMH and other quality and reimbursement measures
- Able to engage physicians and staff through easy-to-use, browser-based visualization tools
- Able to create customized reports that are relevant, timely and actionable
- Able to allow the option of monitoring performance reports
- Able to meet organizational transparency needs
- Able to incorporate data analysis, reporting and dashboard design in one platform

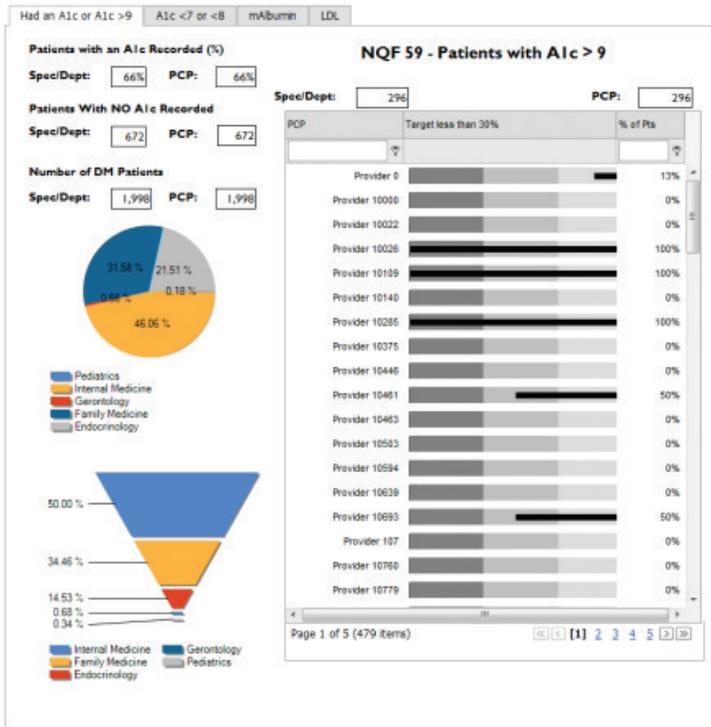


fig. 1: A1c value

Customized Dashboards and Reports

Because of the complex nature of patient care, and the regulatory and reporting environment, an analytics tool should easily present meaningful views of data from across the continuum of care. This helps collect baseline information, track trends and benchmarks relevant to patient populations, and operations and financial processes.

An analytics tool should employ a visually rich display with dashboards that supply at-a-glance information. This should include the relevant metrics for the maintenance and improvement of quality care standards, including adherence to care plans. Also, operations processes and financial performance measures should be easily captured and displayed to meet payor and other performance requirements. An intuitive interface should enhance user experience and increase employee productivity.

Customization of each dashboard is vital. For example, an endocrinologist who is concerned for patients with a chronic health condition such as diabetes, may create dashboards that monitor and display the metrics that are indicated in figures 1 and 2.

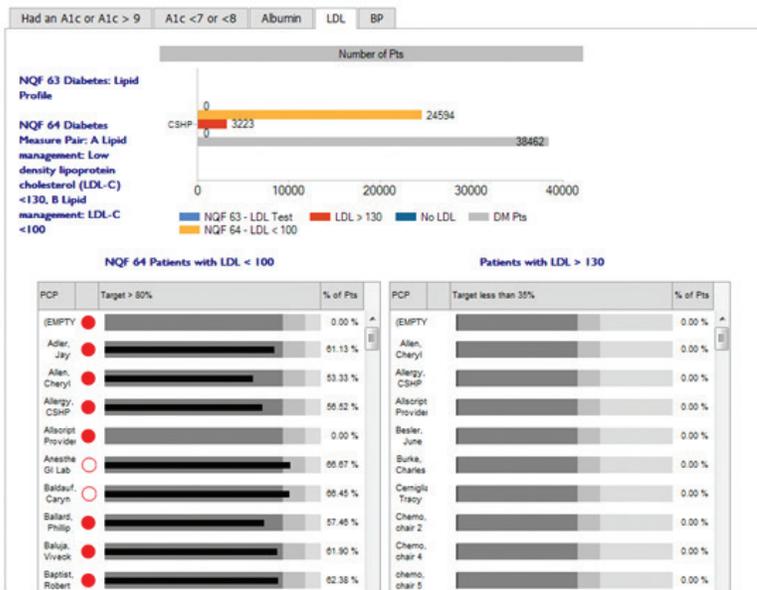


fig. 2: DM-Ild

A user who is interested in patient processing data may create dashboards that monitor and display **Productivity** and **Appointment Activity** measures for the department, as seen in figures 1 and 2 below.

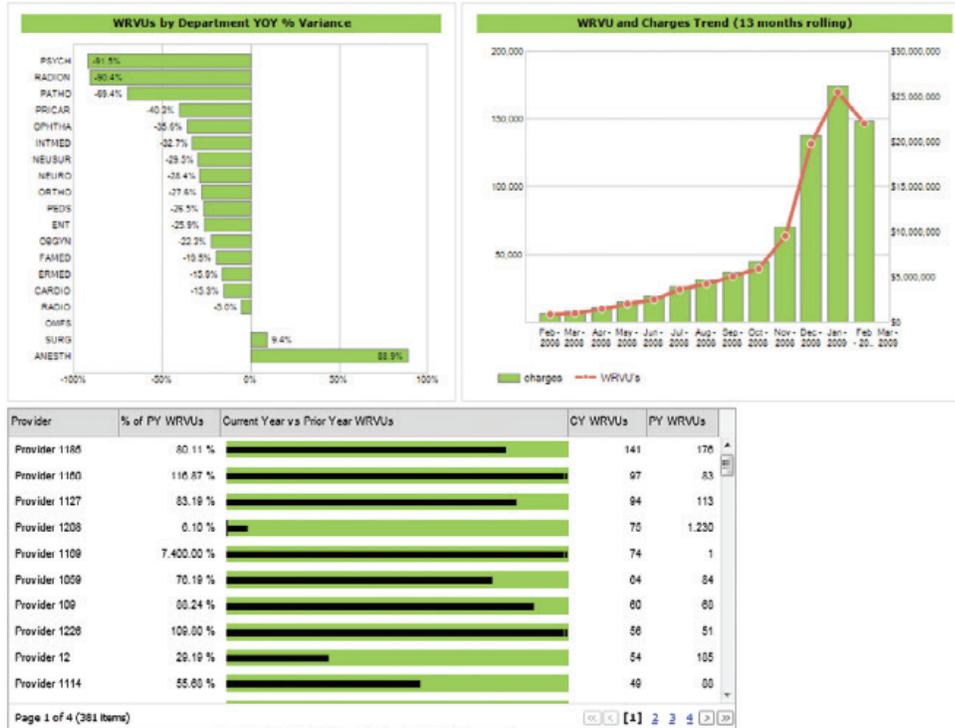


fig. 1: Productivity

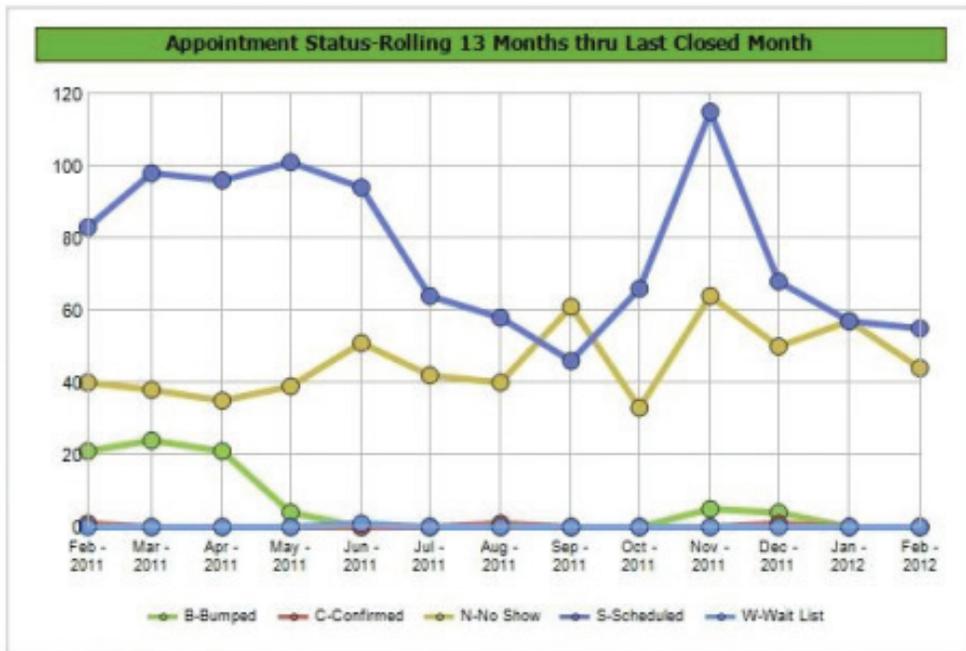


fig. 2: Appointment Activity

Patient profiles for individual clinician performance, compared to the overall department's performance, should be included in a transparent analytics tool. Such profiles may include patient population measures based on items such as **Childhood Immunizations** and **Hypertension**, referenced in figures 1 and 2 below.

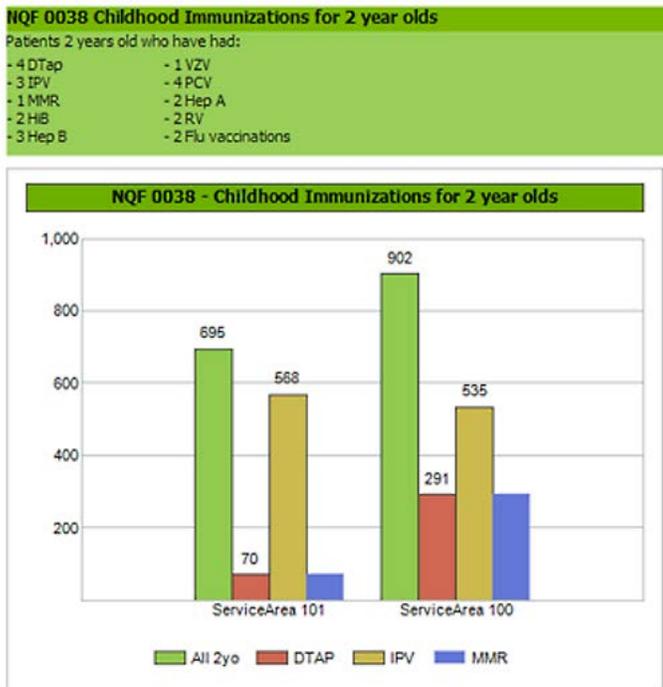


fig. 1: Childhood Immunizations

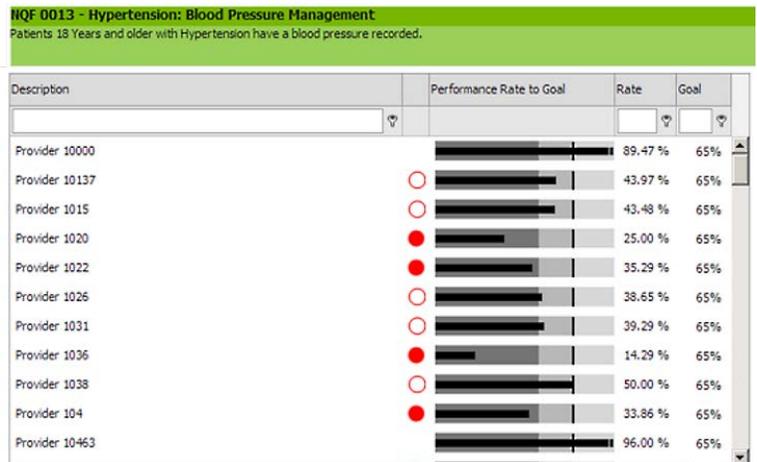


fig. 2: Hypertension

Flexible reporting for KPI and outreach

Healthcare providers and systems benefit from an analytics product with an enhanced search function and intelligent solution sets, so users can identify and measure areas of improvement for additional organizational key performance indicators, such as budget versus actual financial performance, RVU, provider-specific outcomes, and performance progress.

An analytics tool should easily integrate with additional technology platforms, such as scheduling software, notification systems, accounting systems, etc. for improved patient engagement and outreach.

About PrecisionBI

PrecisionBI is a division of **Meridian Medical Management**. With adaptable RCM solutions backed by leading-edge analytics, Meridian partners with healthcare providers to empower them with actionable business insights from data they can see, trust, access, and interact with independently. Ultimately this benefits the provider by uncovering hidden business opportunities and optimizing their long-term performance.