

Omni-HealthData Insights: Physician Practice Management

A Multi-level View into the Key Financial and
Operational Metrics of a Practice

Highlights

- Benchmark practice performance against peers
- Highlight cost cutting opportunities
- Increase access to dependable and timely data
- Target practice areas that need improvement
- Drill through to detailed dashboards



Disparate and diverse information sources make it difficult for physicians and practice managers to obtain a comprehensive view of the operational and financial measures that indicate efficiency and productivity. More timely access to reliable and current data would ensure that areas of performance improvement can easily be identified allowing for the implementation of corrective measures.

The Physician Practice Management application, part of the Omni-HealthData Insights Suite, is a robust, interactive solution that provides executive, departmental, and operational dashboards, with complete drill through capabilities, in order to deliver unmatched visibility into the financial and operational performance of physician practices. It allows all stakeholders to track physician practice performance across a variety of important measures.

Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, improve performance, and drive growth.

Metrics and Measures

The Physician Practice Management app provides a single, centralized environment for monitoring 35 critical measures across 9 key performance areas including:

- Revenue
- Procedure Volume
- Patient Access
- Productivity
- Patient Satisfaction
- Billing
- Value-based Cash
- Physician Investment
- Citizenship

Users

- Physician Leadership
- Service Line Leaders
- Financial Administration
- Practice Managers
- Patient Experience
- C-Suite and Board
- Performance Teams

Features and Capabilities

Physician Practice Management collects data from a variety of internal and external sources, then presents the data through a series of executive, departmental and operational dashboards, with drill through capabilities that allow:

- Senior executives and department managers to monitor the metrics most important to them, then drill down to specific practices and physicians to analyze exceptions
- Practice managers to assess the performance of their practice, including individual physicians, and compare it to that of their peers
- Service line leaders and financial managers to track the performance of specific lines of business
- Financial and operational analysts to manage RVU's, referrals, and accounts receivable to improve the financial health of the practice

Benefits/Improvements

- Increase physician productivity by keeping a close eye on critical performance indicators, across the entire practice or by individual physician, or by benchmarking performance against peer practices
- Improve patient satisfaction by using key metrics for each line of business to proactively rectify potential issues that can negatively impact the patient experience
- Enhance revenue cycle generating analyses that dig deep into the financial health of the practice to uncover waste, cost-cutting opportunities, or utilization outliers
- Facilitate role-based accountability by allowing everyone to access the metrics that are directly related to their area of responsibility, with drill down to more detailed data
- Understand what physicians or practices need help with scheduling, patient satisfaction, patient volumes, productivity/RVU's, billing issues, etc.

Data Sources

- Ambulatory EMR & Billing Data
- General Ledger Data
- CG-CAHPS
- Attribution Data
- Modeled Cost

Background

Background - Information Builders and St. Luke's University Health Network, a non-profit, regional, fully integrated, and nationally recognized seven-hospital system, have joined forces to create Omni-HealthData Insights, a suite of out-of-the-box information applications - InfoApps - designed to help hospitals and other care providers to leverage data assets across the continuum of care to achieve their strategic priorities. St. Luke's is a Six time Truven Top 100 Award winner, HIMSS Stage 7 and CMS 4 Star Rated IDN.

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