

Improving Healthcare Productivity *Reporting in the Anesthesiology Department*

Our client

Our client, a multi-billion dollars corporation, is one of the leading healthcare service providers in the Northeast region. Activities include primary and specialty care, mental health, rehabilitation and home care.

Its subsidiary, one of the oldest general hospitals in the United States, is a world-renowned medical center offers sophisticated diagnostic and therapeutic care in virtually every specialty of medicine & surgery.

Objectives and issues

Administrators wanted a mechanism to measure physician clinical productivity and billing for anesthesia services in order to compensate individual physicians appropriately and improve revenue capture. There were a billing system already in place, but it did not feature any productivity reporting tools or reconciliation of multiple data sources with billing.

What Universal delivered

Working in conjunction with our client's IS department, Universal built an integrated productivity reporting solution using Microsoft IIS & SQL servers, with an web-based front-end interface using ASP. The system is designed to extract billing and case data from different sources, cross-reference the data as to detect any inconsistencies, and use the reconciled information to calculate concurrency (anesthesiologist working many cases at once). This data is thereafter used for performance analysis and compensation, which is determined using 20+ user defined parameters defined by managers.

Value to our customer

With the reconciliation process in place, administrator could now detect inconsistencies between case data and billing, resulting in tighter control of unbilled cases. Physicians and Administrators could easily generate productivity analysis through an intuitive Web interface. This gave managers the tools they needed to evaluate and improve overall productivity.

In addition, the reconciliation process helped the Hospital optimize revenue generation. First, more accurate billing led to fewer disputes and thus fewer collection issues. Second, cross-checking the data across systems enabled the billing system to capture many cases that would previously have gone undetected. Benefits started accumulating in the very first month of operation, and led to a substantial increase in revenues.

Additional savings are to be expected in the long-run, as the system promotes a cultural change around time tracking and helps the creation of incentive programs designed to increase profitability.

Objectives

- Analyze productivity from anesthesiologists

Issues

1. Little or no reporting capabilities
2. No concurrency calculation available
3. Billed activities not reconciled with actual case data

Solution

A custom-developed, Web-based reporting system that reconciles multiple data sources with billing

- Back-end: Microsoft SQL Server & custom-developed reporting tools
- Front-end: Web-based using ASP

Results

- ✓ Highly customized productivity reports from an intuitive Web interface
- ✓ Reconciliation process detecting inconsistencies, resulting in more accurate billing
- ✓ Fewer collection issues
- ✓ All billable cases are captured

ROI delivered

- ✓ On the very first month, the system detected many *additional* inconsistencies
- ✓ Substantial increase in revenues