**vizient**

# Provider Connections Analytics

## The right strategy for network optimization and physician engagement

### The landscape

Referrals are one of the most common and important forms of primary-specialty care communications. For patients, a referral is a key moment that reflects a change in diagnosis or an escalation in care. The efficient flow of patient information and resources throughout the health care system is crucial to patient satisfaction and effective coordination of care.

Today, providers struggle with larger patient panels, specialty access and poor communication with hospitals and health systems. While providers have many choices when referring patients, care retention is critical to ensuring organizations' near- and long-term financial and market share success.

### Critical components for successful referral management

• Robust inpatient and outpatient data
• Insights from referral metrics to improve outcomes
• Integrated referral management across clinical workflow
• Engaged key stakeholders and influencers

> Approximate percentage of physician referrals going out of network
> **60%**

> Annually, patient leakage can cost organizations
> **$200M–$500M**

### Superior provider analytics

Physician liaisons and business development leaders need best-in-class data, quick access to critical insights, and key market indicators to optimize and strengthen physician alignment and create a superior customer experience.

### Market challenges

• Improve physician network integrity
• Achieve short-term growth initiatives
• Assess physician loyalty/leakage
• Identify splitter behavior
• Prioritize physician outreach planning
• Improve physician liaison fieldwork efficiency
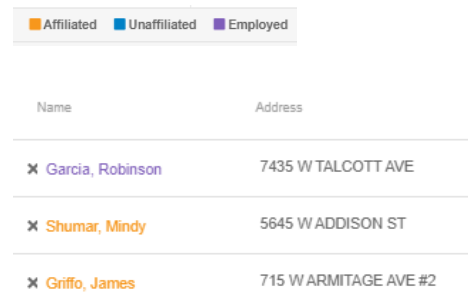• Monitor physician liaison progress toward goals

Over **33%** of patients under 65 years of age are referred to a specialist by their primary care physician.

## What we do

Provider Connections Analytics is the foundation of a successful physician loyalty initiative. This tool helps achieve network optimization and drive physician engagement and loyalty through referral pattern insight.

Optimize your health system network by uncovering your greatest areas of opportunity to grow volumes and gain revenue lift.



## Optimizing your health system network

Insights from our robust all-payer claims database, including the industry's largest complete patient journey longitudinal claims data set, help you:

- Find and execute on specific service line revenue capture opportunities
- Improve physician network integrity
- Prioritize physician outreach planning



### My Physicians

| | Name | Practice | Specialty | Dollars | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | Apr '21 - Jun '21 | | | Jul '21 - Sep '21 | |
| | Name | Practice | Specialty | Total $ | Leakage $ | % Leakage | Total $ | Leakage $ |
| − | Griffo, James | Main Street Medicine | Internal Medicine - MD/DO | $165.22 | $35.89 | 22% | $170.68 | $45.23 |

| Service Line | Dollars | | | | | | |
|---|---|---|---|---|---|---|---|
| | Apr '21 - Jun '21 | | | Jul '21 - Sep '21 | | | Change |
| Service Line | Total $ | Leakage $ | % Leakage | Total $ | Leakage $ | % Leakage | Leakage $ |
| Cancer | $16.45 | $12.78 | 78% | $10.12 | $7.43 | 73% | $5.35 |
| Endocrine | $10.62 | $5.76 | 54% | $8.97 | $4.32 | 48% | $1.44 |
| General Surgery | $10.79 | $3.22 | 30% | $8.86 | $2.54 | 29% | $0.68 |
| General Medicine | $7.95 | $6.73 | 85% | $5.92 | $4.67 | 79% | $2.06 |
| Spine | $6.85 | $2.73 | 40% | $6.82 | $3.81 | 56% | -$1.08 |



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| Name | Address |
|---|---|
| ✕ Garcia, Robinson | 7435 W TALCOTT AVE |
| ✕ Shumar, Mindy | 5645 W ADDISON ST |
| ✕ Griffo, James | 715 W ARMITAGE AVE #2 |

## Value to you

We help physician liaisons and business development teams easily identify who to build relationships with and how to execute referral pattern initiatives.

- Tablet-enabled tools for fieldwork
- Physician relationship management connectivity via import/export

- Referral activity by volumes and dollars
- Outreach list creation on the fly
- Patient volume growth and keepage across your network
- Increased short- and near-term revenue potential through network service line optimization

▶ To learn more about Provider Connections Analytics, contact the Member Center at membercenter@sg2.com or 847.779.5500.