

Optimizing clinical practices within your organization

Ensuring these practices are productive, delivering high-value care, optimizing revenue and satisfying staff

Overview

What is it?

The Clinical Practice Solutions Center (CPSC) offers physician and provider organizations powerful analytics, peer collaboration opportunities and advisory services to measure, monitor and drive clinical and financial performance across the continuum of care.

What problems does it solve?

- One application with clinical activity, revenue and access metrics in one place
- Offers an easy-to-use dashboard with guided analytics to examine key metrics at the department, specialty and provider dashboard
- Provides transparency to clinicians to facilitate communication and engage providers throughout the process
- Ability to link practice and hospital data to offer insight into specific quality metrics across the continuum

What insight does it deliver?

- Provider productivity (relative value units [RVUs], charges, etc.)
- Coding distribution
- Patient access
- Physician and patient cancellation rates (and how this impact patient satisfaction and operational efficiency)
- Timeliness of charge entry
- Net collection rate, payer analysis, patient payment balances, denial rates
- How your providers and leaders can partner to improve operations and optimize revenue for your practice
- Benchmarks to help your practice understand where there may be opportunities

Unparalleled data quality, methodology and benchmarking

- Better insights from real data, not surveys
- Broader application with more specialties included
- More flexibility in technical and operational integration

92

participating organizations

5,000+

application users nationwide

>1.2M

reports run annually

128

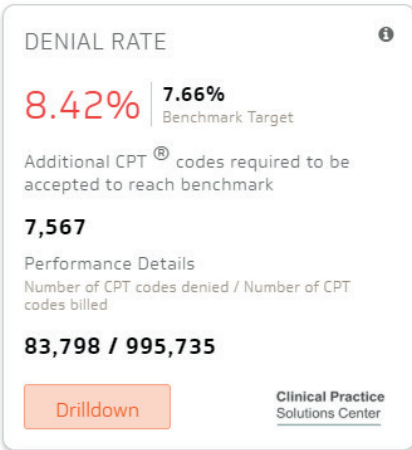
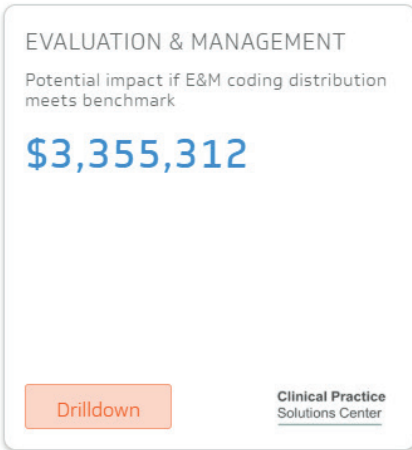
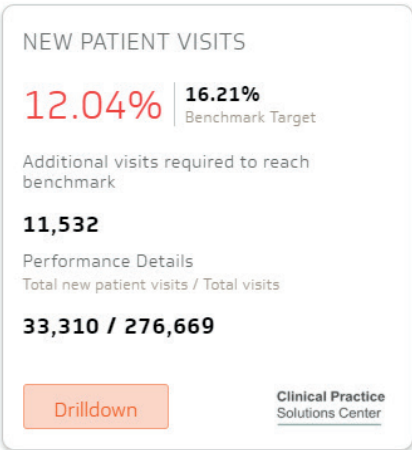
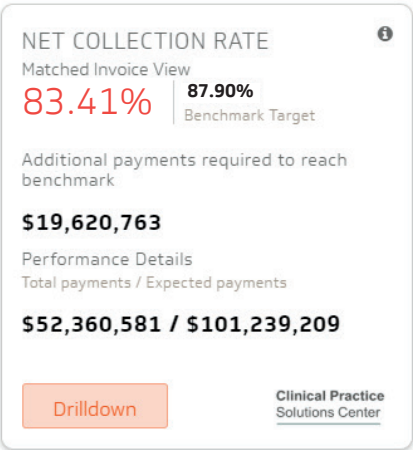
specialties benchmarked

20+

years of experience optimizing practice performance

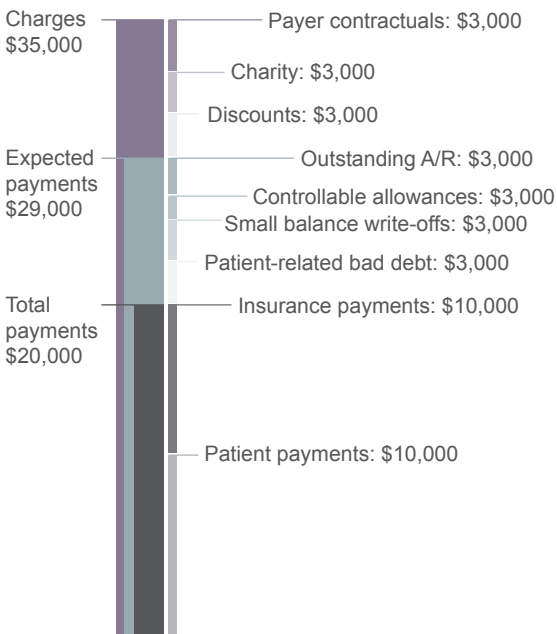
Know where to start and how to finish

Opportunity dashboard guides practice improvement



View components that impact collections

Net collection rate: 70%



Abbreviation: A/R = accounts receivable
Source: Echocardiography (Feb. 2018–Jan. 2019)

Understanding the drivers of performance

My Top 25 CPTs				Specialty's Top 25 CPTs				Dean Butler's Performance			
Echocardiology's Top 25 Most Frequently Used CPT code				Dean Butler's Performance							
CPTs	Frequency Benchmark	cFTE adj. wRVUs Benchmark	% of Provider Usage across Specialty	CPTs	Frequency Variance	cFTE adj. wRVUs	Charges				
92134 - Scanning computerize...	195	654	80%	334	139	<div><div></div></div>	986 \$737				
92014 - Ophthalmological service	105	136	78%	201	96	<div><div></div></div>	413 \$609				
67028 - Intravitreal injection	92	546	60%	CPT Not Billed							
92226 - Ophthalmoscopy	60	555	50%	262	102	<div><div></div></div>	199 \$964				
99213 - Office/outpatient visit	49	306	41%	7	-42	<div><div></div></div>	231 \$753				
92250 - Fundus photography	28	996	40%	43	15	<div><div></div></div>	481 \$297				
92012 - Ophthalmological service	27	559	30%	1	-26	<div><div></div></div>	711 \$716				
99214 - Office/outpatient visit	25	305	10%	52	17	<div><div></div></div>	902 \$130				
99214 - Office/outpatient visit	25	514	10%	52	17	<div><div></div></div>	289 \$360				
99214 - Office/outpatient visit	25	788	10%	52	17	<div><div></div></div>	251 \$126				
92225 - Ophthalmoscopy	17	386	10%	CPT Not Billed							
J2778 - Custom code	16	951	10%	104	88	<div><div></div></div>	510 \$170				
J9035 - Custom code	14	319	10%	76	52	<div><div></div></div>	219 \$937				
92235 - Fluorescein angiography	12	405	10%	57	35	<div><div></div></div>	529 \$593				
92004 - Ophthalmological service	11	443	10%	16	5	<div><div></div></div>	582 \$362				
J3300 - Custom code	10	956	10%	239	229	<div><div></div></div>	280 \$661				
J3396 - Custom code	10	961	10%	10	0	<div><div></div></div>	747 \$339				

Abbreviations: Adj. = adjusted; cFTE = clinical full-time employee; CPT = Current Procedural Terminology; wRVU = work relative value unit

Quality, access, throughput, revenue cycle and productivity



Clinical practices are key in driving service line strategy

Ensuring these practices are productive, delivering high-value care, optimizing revenue and satisfying staff

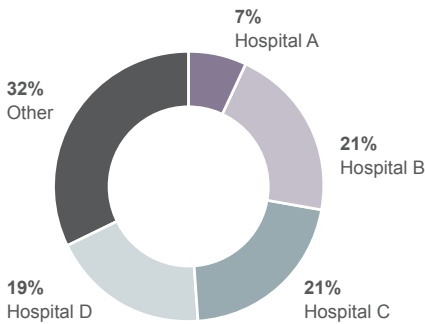
Case study: How an academic system optimized its faculty practice to grow its spine market share

What is your market share?

Inpatient market share by health system

DRG 460: spinal fusion except cervical without major complications or comorbidities

Primary, secondary and tertiary markets; calendar year 2017



What proportion of provider time is spent in surgical versus nonsurgical care?

The proportion of surgical conversions is less than the CPSC mean. Is this appropriate for your population?

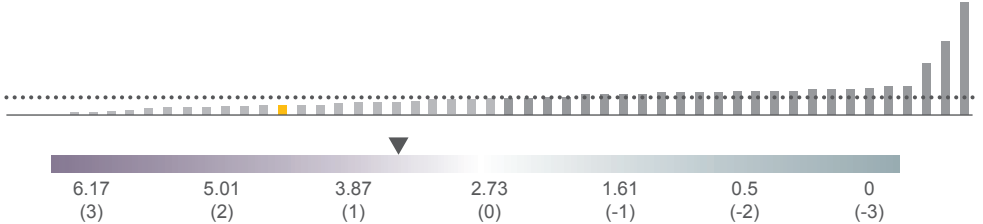
Patients per physician per day



What are your orthopedic readmission follow-up and readmission rates?

Returns within seven days post-outpatient procedure; (three submetrics); unit: percentage	36.63 of 25.00%	2.39 of 25.00%	2.10 of 25.00%
Post-orthopedic outpatient procedures	3.12 (0.26)	3.16 (0.31)	3.39 (0.58)

Numerator = 235; Denominator = 6,935

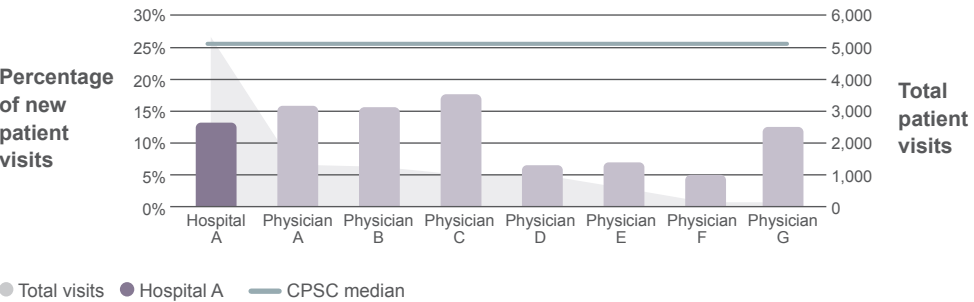


... Vizient median: 3.39%

How many physicians do you have to serve this market?

Service line headcount

Specialty	Hospital A	Mean	25th	Median	75th
Orthopedic surgery: spine	7	4.8	3.0	3.5	6.3



Abbreviation: CPSC = Clinical Practice Solutions Center; Source: June 2018–May 2019

While some rounding is needed, with these lower-acuity surgeries, is there an opportunity to involve hospitalists to free up surgical provider time to bring in more new patients and surgeries?

Data demonstrates that the member's surgical patient acuity is about 21% lower when compared with their peers

Department	Member wRVU per procedure	CPSC benchmark wRVU per procedure	RVUs per procedure demonstrate 21% lower acuity
Orthopedic surgery: spine	7.3	9.4	

And they are spending three times more time on the inpatient setting when compared to peers

Services	Member average	CPSC average	Three times more inpatient activity
Inpatient coding RVUs	732.7	261.6	

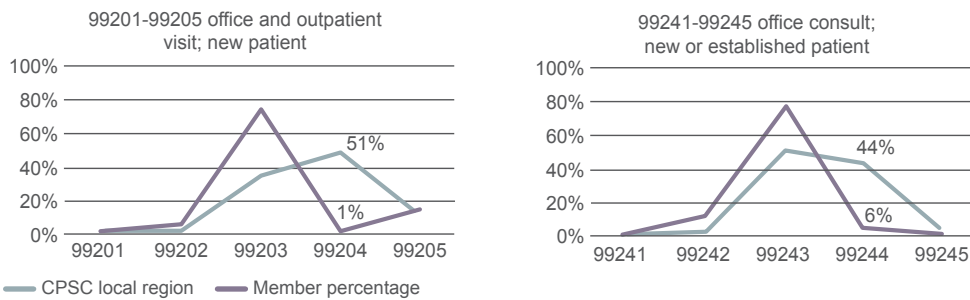
Are new patients getting into your practice within a reasonable time frame, or going elsewhere as a result?

34.6%

The percentage of new patients seen within 10 days of making an appointment for spine

Benchmark (n = 31)	Value
25th percentile	33.4%
50th percentile	38.5%
75th percentile	51.1%
90th percentile	61.2%

How does the acuity of new patients compare to existing patients?



Where are your patients coming from?

Top New Patient Visit Zip Codes by Department

#	Zip Code	% New Patient Visits	# of New Patients	# of Total Patients
1	60050	38%	6938	18129
2	60657	41%	6591	16055
3	45069	14%	4726	32995
4	45011	14%	3519	24373
5	45040	14%	3177	22786
6	45044	16%	2817	17867
7	45231	12%	2057	17300
8	60516	37%	2053	5496

Note: location has been altered to blind study

