WhiteSpace Health

Lessons Learned from Neurology Practice in the Southeast using Practice Analytics

Our Neurology Practice

Our client is a premier group neurology practice in the Southeast with over 40 providers who deliver outstanding care. Over the past three decades, they have grown to be one of the largest and most respected neurology practices in the nation, providing comprehensive neurological treatment and care for over 250,000 people.

Their large size affords the opportunity to offer highly skilled specialists in many different neurological areas. Everything they do supports the mission of being patient-focused, providing quality-driven care, and maintaining the same personal patient/physician relationships upon which the practice was founded.
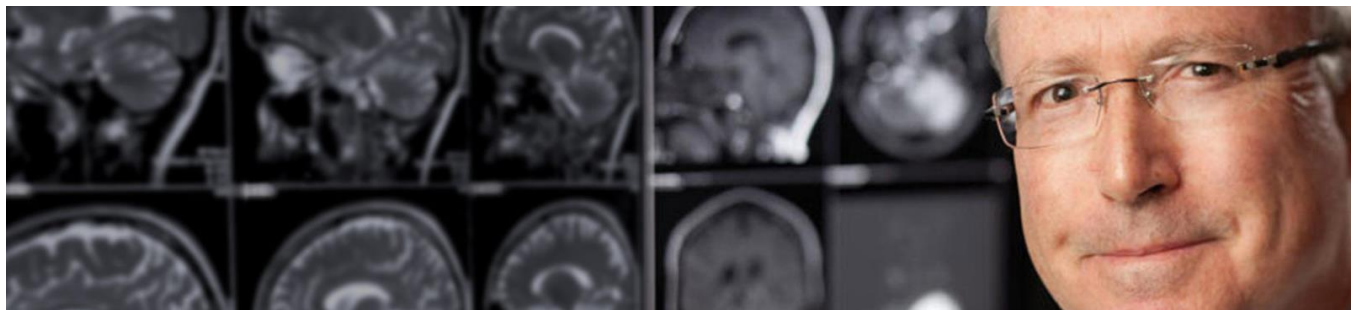
Implementing Call Center

Originally, the client planned to use Practice Analytics to monitor revenue cycle and operational KPIs. They quickly discovered insights on so much more could be gleaned from data already had on hand. Once data feeds were established to the Call Center module, they went live and began using the module to expand the breadth and depth of management insights. Important trends were immediately spotted that helped the practice deliver superior care, improve collections, re-imagine staffing patterns to support extended hours, and launch a new service line. Here are a few key lessons learned.

Improvements in Appointments Kept

Migraine patients frequently reach out to their neurologists when headaches occur. Using actionable insights from the Call Center module, the practice gained deep understanding of migraine patient call volumes. Combined with the Operations module, WhiteSpace Health analytics showed that migraine patients who were actively suffering from a headache at the time of call kept nearly a 100% of their appointments made via the phone.

Insights Result in New Service Line

The analytics also showed that if the practice was too busy to see migraine patients while they were hurting, even when a visit was scheduled within 48 hours of the migraine's onset, the patient's chance of cancelling, re-scheduling or not showing up for the appointment grew exponentially as time increased. By introducing a same day headache clinic for established patients that was staffed by a nurse practitioner, patients who were in pain received rapid care to abate their symptoms, increasing visit volumes, utilization rates, collections, and patient satisfaction.

Benefits of Extended Hours

Analytics also showed that patients who could not be worked into the schedule were likely to visit the emergency department (ED) for pain relief. Many of those unplanned ED visits occurred after work when our office was closed. As a result of this insight, the practice piloted evening hours two nights per week. By adjusting practice hours to meet the needs of our working migraine patients, these patients received pain relief on the same day as symptoms began, and they stayed out of the ED. An added benefit for our providers and support staff was a welcome bit of scheduling flexibility which increased their satisfaction with our organization, which lowered both planned and unplanned time for personal and family needs.

Achieve Value-based Care Incentives

By sorting call data by diagnosis code, particularly for migraine and headache patients, the practice was able to demonstrate the tremendous volume of migraine and headache patients were well-managed within the practice versus the ED. Care in the office is far less expensive. Patients have lower wait times and faster pain relief, and the practice's population was among the top quartile in performance, setting us up nicely for incentives from our payer contract.

About WhiteSpace Health

WhiteSpace Health answers revenue cycle and operational questions with quality data and actionable insights. We help you monitor and maintain optimal performance, enhance patient experience, and transform your business with our powerful, with our easy-to-use guided analytics platform.