

# Operations Module for Medical Practices

## Reduce Expenses and Improve Margins

Operational data is the bedrock of performance. From marketing to scheduling to patient visits, operational excellence is paramount for practice efficiency. To achieve this, visibility to key performance indicator (KPI) data is needed. If you do not know which operational workstreams are under performing, you are probably losing money right now. In the absence of data that quantifies your operational health, it is impossible to course correct and keep expenses as low as possible to drive optimal margins.

## Excel and Data Rendering Tools are Obsolete

If you have ever built KPI dashboards in Excel, you know it is time-consuming. First, you have to download data from disparate systems and consolidate it into one file. Then, the data must be cleaned up before filters are applied. Once claims that obviously need work are parsed out to staff, a deeper level of analysis needs to take place. You and your team may have found yourselves going back and forth between systems to cross reference data just to understand issues. A modest time estimate for this work is an hour or two building daily.



Automated organizational health report cards that are available with data rendering tools are a huge visual improvement over Excel. However, data rendering tools are only toolboxes whose components need to be put together to create data displays. It takes time to learn and requires a normalized dataset from which to pull data for display that you may not have. There may be other skills gaps with data management and steep learning curve or the need to leverage costly outside consultant resources. Even if you can solve for these basic requirements, you will still need to follow up on any issues with manual investigation - often through multiple systems.

Both these vintage approaches are inefficient and unnecessary. The obvious lack of timely, actionable information has with hard dollar costs. Let us make a quick estimate of what it could be costing you. Assume you earn \$50 per hour, and it takes 2 hours a day to create KPI reports. Conservatively, that is \$500 a week and \$26,000 annually of your precious time creating reports that should already be automated. Researching specific claims, answering off-cycle questions, and providing information for strategic planning purposes doubles this number or more.

What could you be doing all this extra time? Have you ever wanted to spend more time educating staff, solving problems, talking with providers, resolving issues with payers and others - and driving operational efficiencies? Perhaps you might like to eat lunch somewhere else besides at your desk. By automating your KPIs, you can.

## The Future is here - AI Enabled Platform

Because technology is so advanced and artificial intelligence (AI) can be applied to normalized datasets, there is no reason to avoid automating KPIs. It makes no sense spending time on low risk,

highly repeatable tasks that a machine can do more efficiently and accurately. The WhiteSpace Health Operations Module quickly identifies which workstreams are underperforming - and reports root causes from trends down to the claim level. Additionally, the platform prioritizes which claims will net the largest revenue lift so your team can devote time and energy to accounts with the biggest pay off.



The delta between collections and staff expenses are the two of the biggest components influencing margin. Managing staffing by location, work RVUs, net income and loss as well as revenue and expense and more are contained in the Financial Operations tab.



When front office tasks are performed well, the number of denials and unpaid claims will trend lower. Metrics in the Patient Team Operations tab include eligibility verification, scheduling staff productivity, follow up scheduling at check-out, time spent completing prior authorizations, number of missed appointments due to prior authorization and prior authorization counts.



The Referrals and Orders tab identifies the providers and referral sources that are generating the most patients. Watch trends and act immediately if they begin to fall off and monitor performance when welcoming new referral sources.



Patient scheduling is the lifeblood of healthcare organizations. The Schedule Management tab provides transparency to your patient volumes, no-shows, cancellations, and other behavioral trends to inform scheduling patterns that increase provider utilization and billings.



The heart of healthcare is provider time spent with patients. The Cycle Time tab tracks productivity and digs into through put, lead time, third next available appointments, actual versus scheduled appointment time, cycle time check-in/check-out and more.

The Operations Module surveilles your data and automatically identifies poorly performing workstreams. It provides transparency to the root causes and answers the operational questions you have right out of the box. Each tab makes it easy to pinpoint specific areas affecting your organizational performance.

An integral component of the Revenue Intelligence Platform, the Operations Module provides the fresh, actionable intelligence needed to efficiently manage your medical practice. It is fully integrated with our Resolution Insight Module. Together, they rapidly address your most pressing operational issues. Through the rapid resolution of denials, patient no-shows, scheduling gaps and more, your organization will further reduce operating expenses, collect more cash, and improve financial performance.