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CLIENT APPRECIATION WEEK

Find Focus and Monitor Change with Augmented Intelligence
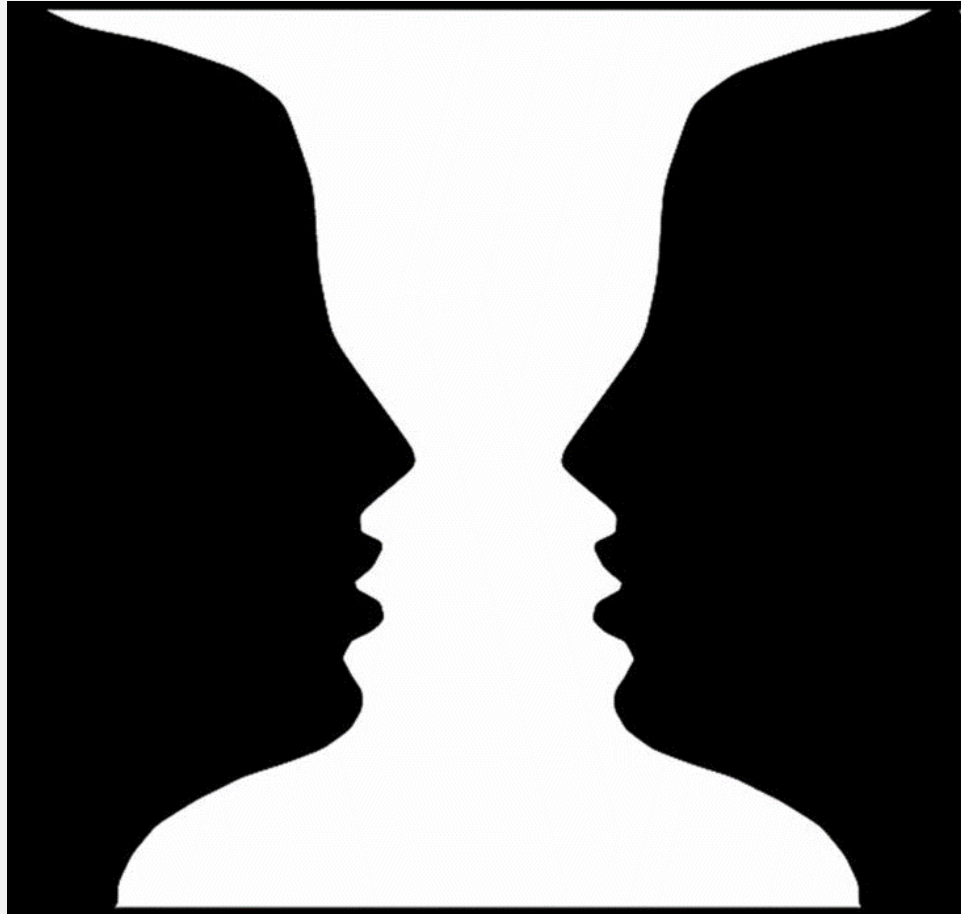
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What do you see?

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What Leaders Need to Make Better Decisions

Separate Signal from Noise

- Is this hospital better than that one?

- Have we improved over time?

- If we set an improvement goal, is it statistically different from current performance?

Focus on the Future

- Where will we be in a year?

- Are we satisfied with that?

- If not, what will we change, and when can we expect to see the result?

- If we are satisfied, is performance sustainable?

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Separating Signal from Noise

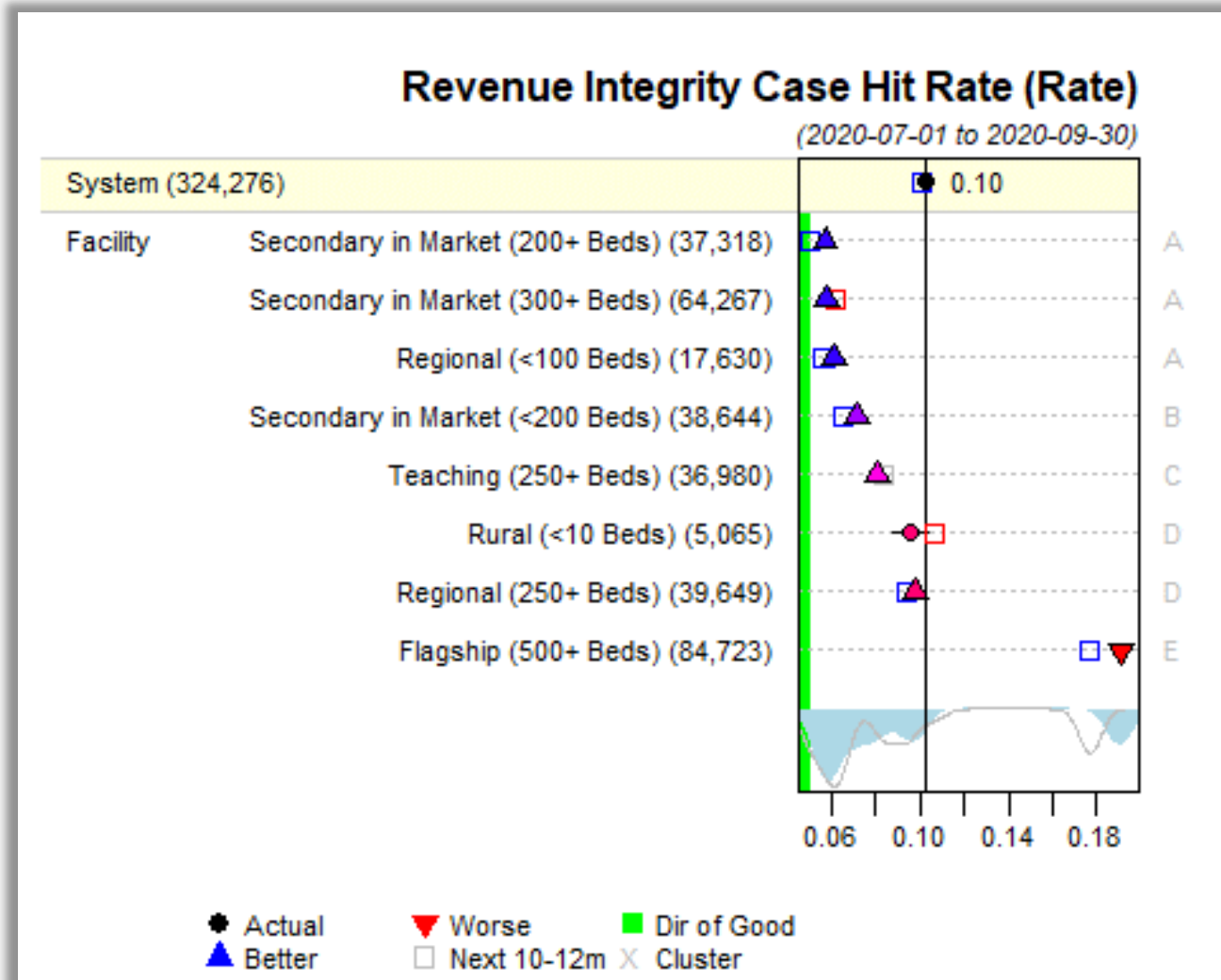## Statistical Process Control ++

- Take 24 months of history
- Algorithms point to:
  - Segments of consistent performance (vertical lines)
  - Outlying points (red)
  - Unlikely sequences (orange)
- Both hospitals have more hits since April/May—new coding delays and costly duplicate claim submissions?
- Rural more stable

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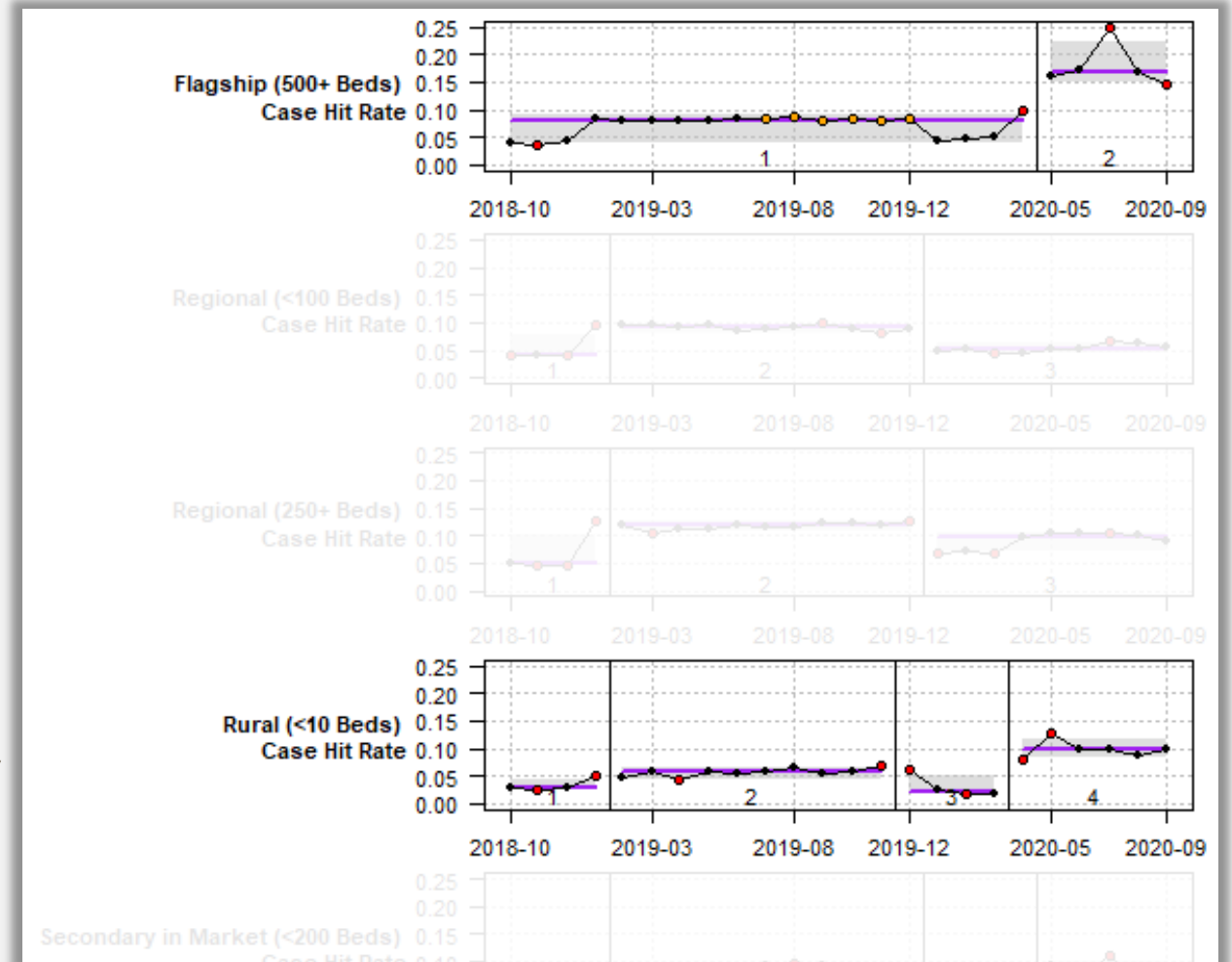
Separating Signal from Noise & Future Focus

Forest Plot

- Same data

- Cluster hospitals into similar performance

- Which are different from "system"

- Forecast 1 year out

- Rural getting slightly worse

- Flagship improving

Revenue Integrity Case Hit Rate (Rate)
(2020-07-01 to 2020-09-30)

System (324,276)	0.10	
Facility	Secondary in Market (200+ Beds) (37,318)	A
	Secondary in Market (300+ Beds) (64,267)	A
	Regional (<100 Beds) (17,630)	A
	Secondary in Market (<200 Beds) (38,644)	B
	Teaching (250+ Beds) (36,980)	C
	Rural (<10 Beds) (5,065)	D
	Regional (250+ Beds) (39,649)	D
	Flagship (500+ Beds) (84,723)	E

0.06 0.10 0.14 0.18

Legend:
- Actual
- Better
- Worse
- Next 10-12m
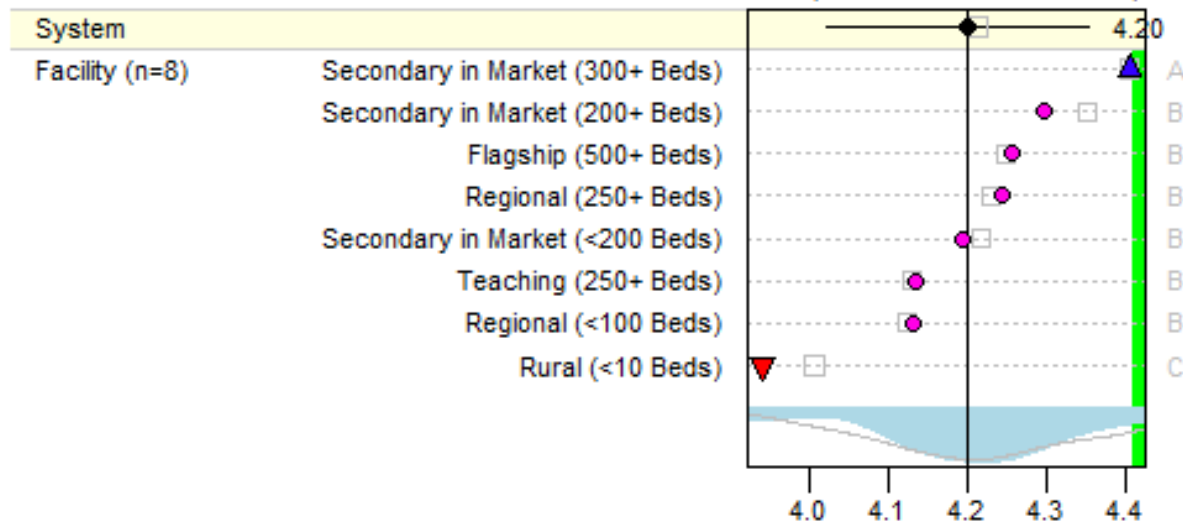- Dir of Good
- Cluster

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What Is "Good" in the ED?

- Secondary 200-300 bed hospitals have different E/M levels and rates—why?

- E/M rates lower in Flagship and Teaching—different case mix important for interpreting other data?

- E/M levels are low and rates high in rural hospital—access?
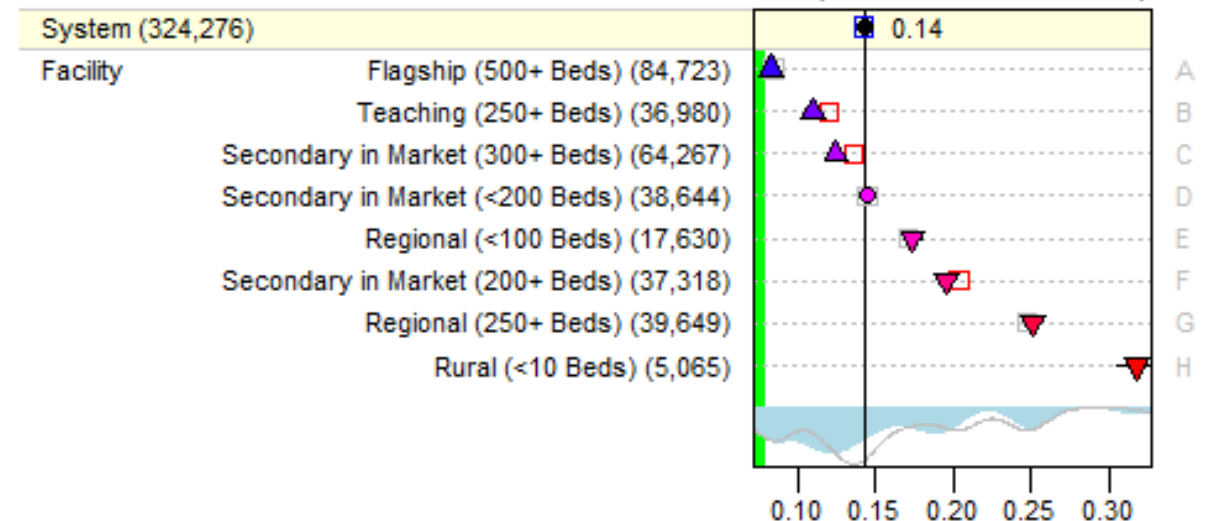
- E/M levels rising in Rural—COVID-19?

Average ED E/M Level (Value)
(2020-07-01 to 2020-09-30)

System	4.20	
Facility (n=8)	Secondary in Market (300+ Beds)	A
	Secondary in Market (200+ Beds)	B
	Flagship (500+ Beds)	B
	Regional (250+ Beds)	B
	Secondary in Market (<200 Beds)	B
	Teaching (250+ Beds)	B
	Regional (<100 Beds)	B
	Rural (<10 Beds)	C

ED E/M Encounter Rate (Rate)
(2020-07-01 to 2020-09-30)

System (324,276)	0.14	
Facility	Flagship (500+ Beds) (84,723)	A
	Teaching (250+ Beds) (36,980)	B
	Secondary in Market (300+ Beds) (64,267)	C
	Secondary in Market (<200 Beds) (38,644)	D
	Regional (<100 Beds) (17,630)	E
	Secondary in Market (200+ Beds) (37,318)	F
	Regional (250+ Beds) (39,649)	G
	Rural (<10 Beds) (5,065)	H

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Questions?

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