

# vitalware **USER GROUP**



# Dan Unger

MBA, SVP & GM, Health Catalyst

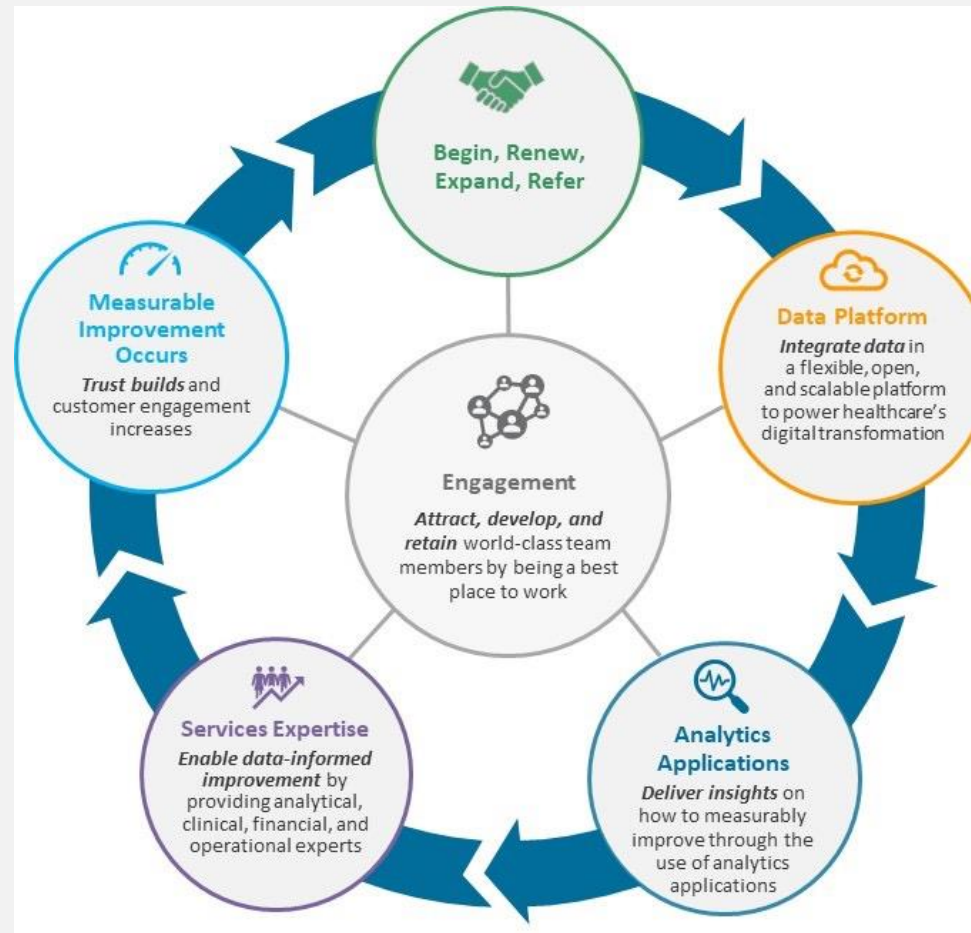
# Opening Remarks

2021 in Review and Insights into What's Next

# Health Catalyst Mission

Our **mission** is to be the catalyst for massive, measurable, data-informed healthcare improvement

Our **flywheel** represents how we accomplish our mission



# What We Offer



[Offerings](#) [Learn](#) [Company](#) [Contact Us](#)



## AI and Data Science

Self-service analytics, advanced AI, and expert guidance to expand AI use.



## Clinical Quality Analytics

Clinical operations and performance insights.



## COVID-19 Response

Pandemic prevention, detection, and recovery.



## Data and Analytics

Data platform and sourcing and analytic workflows.



## Financial Empowerment

Revenue enhancement and cost-saving initiatives.



## Health Catalyst University™

Analytics skills and data literacy improvement.



## Life Sciences

Real-world evidence, global provider partnerships, and research and development.



## Payer

Payer-provider collaboration and reimbursement.



## Population Health

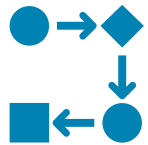
Patient stratification, care coordination, and clinical care models.

# Healthcare Success Framework



- 1 Integrate All of Your Revenue, Cost, and Quality Data
- 2 Identify Variation and Generate Actionable Analytics Insights
- 3 Apply Expertise to Drive Sustainable Improvements
- 4 Quantify and Communicate Value

# Acquisition Rationale



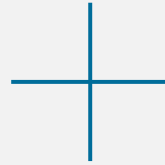
Workflow



Content



Customer Service



Analytics



Machine Learning



Data Integration

# Acquisition Updates



# Continued Success

## World-class Team Member Engagement



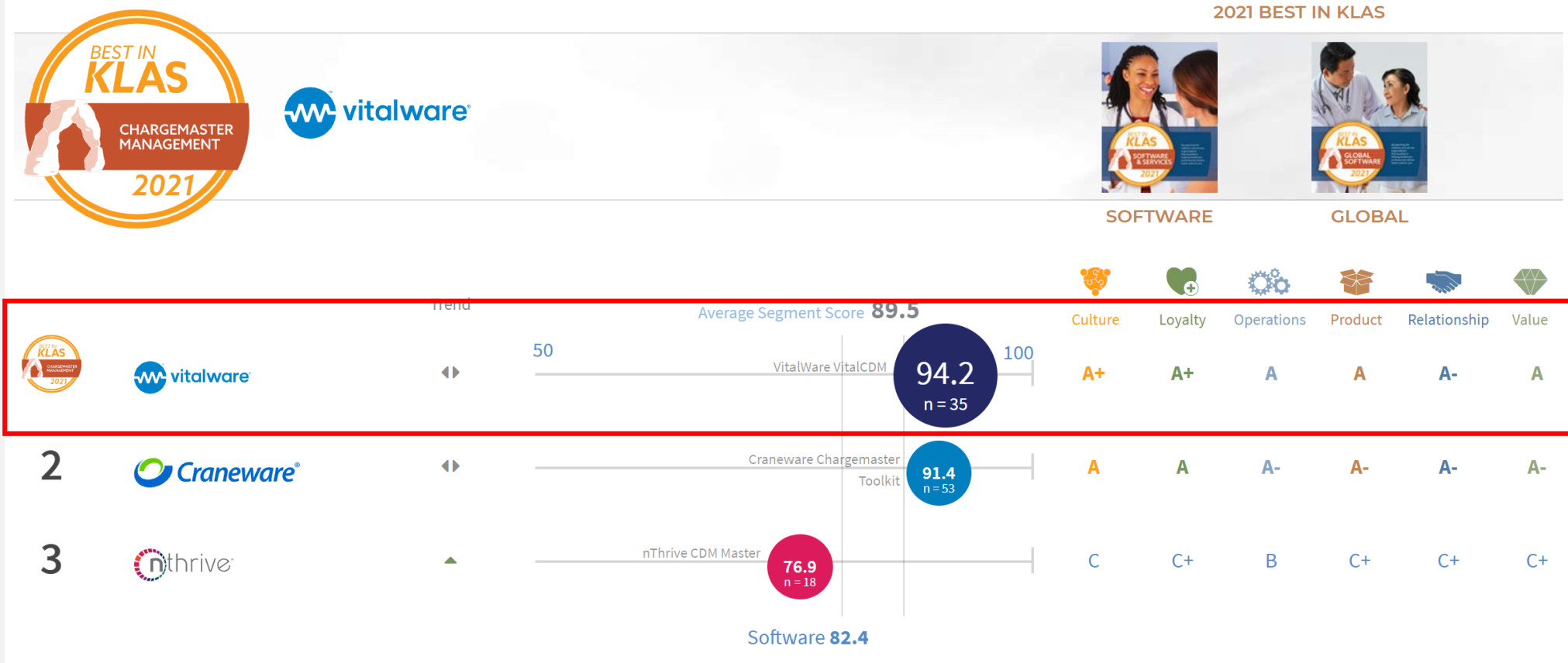
One of our key differentiators is retaining and hiring the best talent to serve our customers. We are thrilled by our Vitalware team member experience to date.

**98th** percentile team member engagement scores

# Continued Success

## Best in KLAS...again

### Revenue Cycle – Chargemaster Management



# Areas of Improvement

## Client Success Management Training/Certifications



### Robust Onboarding Process

- Dedicated Training Resource with ongoing support after onboarding process
- Every Client Success Manager goes through a 120-day training program
- Each Team Member must be certified, prior to supporting a product
- 34 Product Certifications last 12 months

# Healthcare Finance Trends to Watch

# Healthcare Finance Trends 2022

## Volume

**7.1%** ▼ Adjusted discharges

**0.2%** ▼ Adjusted patient days

**16.1%** ▼ ED Visits

## Expenses

**16.6%** ▲ Expense per adj. discharge

**16.9%** ▲ Labor Expense

**18.0%** ▲ Non-Labor Expense

# Fragmentation of Provider Revenue



Permanent impact on  
revenue and growth?

# Fragmentation of Provider Revenue (cont.)

## Vertically Integrated Insurers



## Innovative Care Delivery



## Large Corporations



**Well-funded – focused – consumer centric – free to innovate**

# Implications of Price Transparency



- Impact on revenue?
- Changes to regulations?
- Will it fizzle out?
- Long-term ramifications?



# What to Expect in 2022

# Vitalware Themes for 2022



Continued investment in R&D and client experience



Focus on expanding improvement/ROI driving features and products



Modernize core products for future scale and support

# Enjoy the User Group!



Product updates and Q&A from our team



Informational sessions to keep up with 2022 changes



What you really came for...prizes and awards 😊

# Stay Tuned

Next Up



**10:45 am CDT**

**Break**

10:45 am – 11:00 am CDT

**11:00 am CDT**

**Round 1 Product Breakouts**

11:00 am – 11:50 am CDT