



CLINICAL OPTIMIZATION:

Deep-dive assessment of clinical areas to rapidly uncover and capture value

After implementing a new Epic EHR, a nationally recognized academic medical center* shifted its focus to clinical optimization and engaged Impact Advisors to identify opportunities and provide guidance for clinical performance improvement.

*Comprised of a 650+ bed main campus hospital (a regional Level I Trauma Center) and a network of outpatient health care centers

FOR MORE INFORMATION ON HOW TO OPTIMIZE CLINICAL PERFORMANCE:

visit www.impact-advisors.com or call 800-680-7570

Tech-Enabled Improvement

Is your EHR not delivering anticipated ROI? New technology alone won't drive performance improvement. Optimizing your EHR and associated clinical operations in parallel will unlock your potential and deliver against expected ROI.

1

Identify "Low Hanging Fruit"

Although each provider organization is different, there are areas of a healthcare operation that consistently deliver results, such as patient throughput / excess day reduction, OR utilization, and clinical documentation integrity (CDI) improvement. Impact Advisors starts with this list of focus areas or opportunities, prioritizing those that can directly impact key performance indicators or are aligned with current and planned future performance improvement initiatives.

2

Partner Clinical Leads with EHR Subject Matter Experts

Our unique pairing of your clinical and operational resources with our EHR and clinical experts (most of whom have operational backgrounds themselves) brings the best of both organizations together to rapidly identify inefficiencies and drive clinical workflows with better patient outcomes across the system.

3

Apply Differentiated and Proven Approach

To identify and quantify actionable opportunities for improvement (e.g., reduce length of stay, improve clinical utilization and workflow efficiency), Impact Advisors performs a rapid assessment of targeted focus areas, including:

- Quantitative Analysis & KPI Benchmarking
- EHR & Clinical Operations Alignment & Optimization Review
- On-site Process Mapping & Gap Analysis
- Hardwiring Results to Ensure Long-term Sustainability

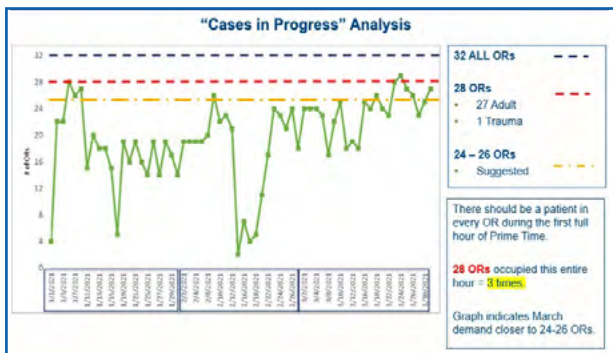
Our Client Impact

Impact Advisors' 12-week rapid assessment model, focused on the alignment of people, process and technology for the long-term health and viability of the organization, identified opportunities quantified at a minimum of a 5:1 ROI across all clinical focus areas. Example focus areas include the following:

Operating Room (OR) Performance

OR performance is predicated on appropriate governance, scheduling, staff coverage, and clinical alignment. We conducted "cases in progress," turnover time, and OR utilization analyses to identify performance and cost savings opportunities.

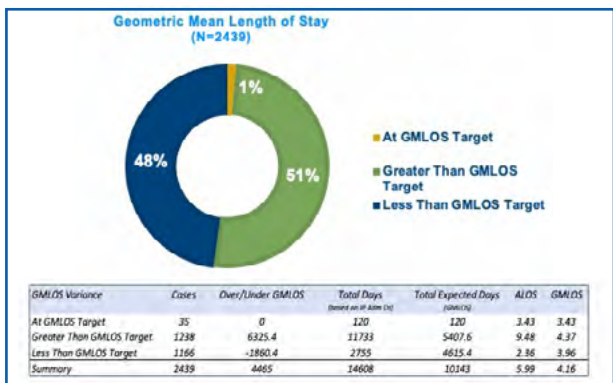
Identified more than \$38M in recurring annual costs by matching OR utilization to leading practice.



Patient Throughput & Excess Day Removal

A high-performing patient status management program maximizes bed utilization, reimbursement, and patient satisfaction while minimizing the risk of clinical denials. By managing care progression to a Geometric Mean Length of Stay (GMLOS) target, protecting the acute care bed base, and enabling proactive patient discharge planning, the team identified the specific levers to improve patient throughput and increase bed utilization by driving efficiencies within the ED, Care Coordination and patient discharge processes.

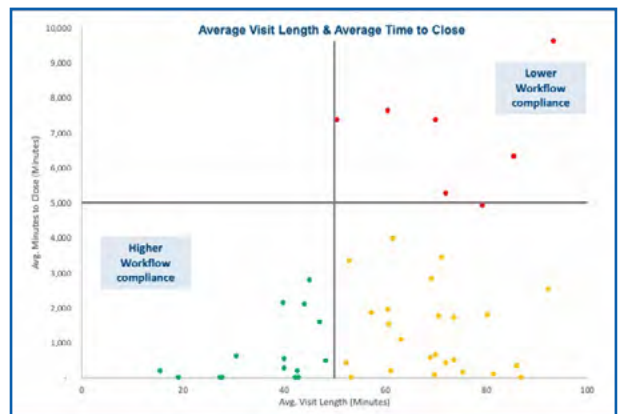
Identified opportunity to **increase revenue by \$28.9M** by reducing more than 66,000 excess days and accommodating more than 8,000 additional patients.



Epic Workflow Compliance and Performance

A combination of Epic module and KPI analysis, distributed surveys, and a repeatable observation approach identified Epic workflow performance and optimization opportunities across the system.

32% of the clinics were performing well, while 53% of the clinics had some areas for improvement, and 15% of clinics required a deeper dive with on-site observation to make additional recommendations.



CDI Performance Improvement

Clinical documentation integrity (CDI) optimization is driven by streamlined program architecture and automation aligned to all master payer files, coupled with a high-performing clinical team. We conducted analyses of CDIS Team Performance, Work Queue and Case Assignment, CDI KPI benchmarking and dashboards to identify opportunities to improve documentation efficiency, reduce patient length of stay and increase Case Mix Index (CMI) accuracy.

Identified opportunity to capture more than \$13M in "expected" additional CDI annual revenue based on MEDPAR peer performance data.

KPI	Current	Benchmark
Query Rate	8%	20% - 35%
Concurrent Query Rate	91%	>90%
Coverage Rate	62%	95% - 100%
New Case Review Rate ²	4 avg	10-12 avg
CMI Peer Groups	1.70	1.65 - 1.82
MCC Capture Peers	37-46%	47% - 51%
Denials req'd Query	50%	0% - Stated Goal
MD Response Rate	79%	>95%