

Harnessing eCW data across 100 clinics to improve operational efficiency, financial health, and clinical outcomes

issues and goals

The client's rapid growth and commitment to being an industry leader requires maintaining a handle on the data needed to optimize revenue cycle management, clinical outcomes, and operations. According to the Director of Analytics, "We manage millions of procedures and claims. With our procedures and claims. With our EMR, we didn't have analytics, but data-dumps, v-lookups, and pivot tables."

The client needed more timely financial reporting and revenue calculations, and they needed to get analytics to the front-line in real time. "With monthly pdfs, the information is static and already stale." The company also needed more operational insight into open orders, no-shows, and critical measures. Medical data is high-volume with a high number of exceptions that create chaos.

"Our data was hitting a critical point. It was a volume issue, where processing speed and stability was starting to hinder our visibility. Excel would just break."

solution

BMI helped the team develop a data warehouse in Azure to store structured eCW data for Power BI reporting. Additionally, BMI deployed a cube to power financial statements and a revenue estimate calculator.

impact

- "We now have a data solution that most practices can't touch."
- Improved accuracy of revenue estimates
- Instant access to bookings, doctor productivity

results

The client successfully made the shift from flat-file operations to a business-intelligence culture. "There's trust in the information," reports the Director of Analytics. "Having everyone looking at the same source of truth calms things down. We now have a data solution that most medical practices can't touch."

With real-time visibility, the client has significantly improved its operations, finance, and clinical measures.

"We now have very accurate revenue estimates. Just having a radar, a granular 'smell check,' improves finance operations by light years. We also have instant access to accurate bookings and accurate expectations from operations."

Visibility into patient impact has improved as well. "We're able to instantly see doctors' productivity in making patients better for a given population."



"Blue Margin has exceptional talent on their team.

We live and breathe these dashboards."