

Saint Thomas Physician Services

MSO Ramps-up Service, Value with New Business Intelligence System

At a Glance

CLIENT

Saint Thomas Physician Services
Nashville, TN

ORGANIZATION

- ▶ Medical Services Organization
- ▶ Manages 14 Medical Practices
- ▶ 217 Physicians
- ▶ 17 Mid-level Practitioners
- ▶ Multi-specialty
- ▶ 17 Locations
- ▶ 30 Anodyne Analytics Users
- ▶ 30 Anodyne Dashboards Users

ISSUES

- ▶ Multiple clients with varying reporting needs
- ▶ Data difficult to extract from practice management system
- ▶ Report generation time-consuming and costly

SOLUTION

- ▶ Anodyne Analytics
- ▶ Anodyne Dashboards

RESULTS

- ▶ Reports easy to customize for individual clients
- ▶ Data gathered on multiple key indices
- ▶ Clients able to improve performance, increase revenue

Client Needs Motivate MSO to Seek Better Reporting System

Imagine facing each month knowing that you had a three and a half week sprint ahead of you — ten hour days, multiple deadlines, and inadequate data — then you would get a 2 or 3 day break — time to clear your desk, grab a cup of coffee (the Gatorade of office workers) — and then back to the starting line.

That's the situation Sandra Hudson, Director of Decision Support for Saint Thomas Physician Services, found herself in prior to the practice implementing Anodyne Health's business intelligence solutions — Anodyne Analytics and Anodyne Dashboards.

As a medical services organization (MSO) and incorporated health system, Saint Thomas Physician Services provides a wide range of management services to both their employed and contracted physician practices, including billing and financial management.

Hudson's job when she joined the organization two years ago was to provide each of the five medical practices that Saint Thomas managed with a "scorecard" detailing key metrics that were indicators of the practices' financial health.

Much, much easier said than done, Hudson reports, since each practice wanted different information, the raw data was provided in different formats, and the overall quality of the data provided was unreliable. Regardless, Hudson says, "I produced the reports — hundreds of pages of Excel spreadsheets, lots of data, lots of room for human error — all to produce a report that was completely static."

"It was very frustrating. I am very conscious of the need to provide our clients with excellent customer service. But as hard as we worked, the information we provided wasn't as complete as we thought it should be."

New System Puts the Focus on Physician Data

She was ready to throw in the towel when Saint Thomas made the move to Anodyne Health. Hudson was impressed with Anodyne from the get-go. "You could tell, even from just watching the demo, that Anodyne was physician-centric, not hospital-centric," Hudson says. Some of the solutions they had looked at previously had been developed for hospitals and didn't provide the type or level of information needed for physician reporting. Plus, it interfaced very well with NextGen, Saint Thomas' practice management system.

Anodyne Health's impact on the practice was immediate. Hudson says, "It allows us to serve clients in a much more timely fashion, the quality of the data is excellent, and it allows us to identify potential revenue sources for our clients — those are huge advantages." Saint Thomas has grown from five clients to fourteen clients in the last three years and their growth continues.

With Anodyne Health, Saint Thomas can customize its scorecard for each client, focusing on the metrics the clients want to see. For example, the correct RVU value is programmed in for each provider in a practice, thus producing results that are much more accurate for each client.

“It allows us to serve clients in a much more timely fashion, the quality of the data is excellent, and it allows us to identify potential revenue sources for our clients — those are huge advantages.”

— Sandra Hudson, Director of Decision Support

Additional Revenue Opportunities Identified

Hudson reports that Anodyne Health’s contract analysis functionality also produces valuable information for each client. “We can look at each provider, by payer, by CPT code, and by just about any other metric and identify outliers — much like what doctors do when they review lab reports. This information is very helpful to our clients.” As an example, she points to the fact conducting a contract analysis of its major payers resulted in it identifying missed revenue opportunities for several practices.

With that data in hand, clients are then able to address any issues that the reports identify within their practices — with the data necessary to change behavior. Plus, more and more clients are starting to utilize Anodyne Health’s dashboard function, which allows providers to pull up overviews of their individual financial performance and benchmark it against their performance in previous months and years, against others in their practice, and nationally within their specialty. Hudson says clients find this information very helpful in motivating improvement, all the more so since it is displayed not just in numbers, but also in charts and other visual aids. “People learn differently.”

In fact, it is the availability of data from all aspects of practice performance that has made Saint Thomas so successful. “Anodyne has allowed us to drill down into our AR so we can better work the accounts that we could have a better opportunity to collect.”

MSO Works Smarter, Quicker

In fact, signing on with Anodyne Health has made a big improvement both within Saint Thomas itself and for its clients. Hudson says, “We work smarter, we are able to be more analytical, and provide more accurate data and better turnaround time...”

That assessment is backed up by the fact that questions from clients that used to take weeks to answer now takes minutes. “We can ‘wow’ our clients now. I love that.”

She’s even impressed with Anodyne Health’s customer service. “It delivers what it says it will deliver, when it says it’s going to deliver it — all in a calm, professional manner.” High praise from a customer service expert.

And, how has Hudson’s life changed? “I got my life back,” she reports. “I was able to free up approximately two and a half weeks each month, which I now use to work on other projects. From a financial aspect, this is a huge savings in FTE.”

And from a personal perspective, she is enjoying her job much, much more. So much so, in fact, if Saint Thomas ever thought of switching to a new system: “I’m out of here! I can’t go back.” Luckily, she says, given Anodyne Health’s performance, that’s something she doesn’t have to worry about.



2550 Northwinds Parkway
Alpharetta, GA 30009
770.777.3500

[Better Insight. Better Results.]

Contact us for more information **770.777.3500**
or **anodynehealth.com**