

# ... follow the facts, wherever they land

... James Q Wilson

... these programs (ACA) will soon become the new normal in healthcare. They will then be expanded in a much bigger and broader scale. Joining this experiment now means becoming part of a new system of care at the ground floor. Becker's Healthcare News, Feb 2012



By deep diving into the recorded patient experience (ie database) the provider becomes an enabler for acquiring insight and changing behaviors within the organization. By integrating diverse datasets (demographic\clinical\financial) obtained across delivery units, the total patient experience becomes transparent. It provides a clearer focus, a more contextualized view of operations. As Ben Franklin put it – *diligence is the mother of good luck*·

... for informed decision making

Capitol Spending

Pt Discharge Records

Staffing

251

"follow the facts"

Continuous Process Improvement

Professional Service Agreements



Merging encounter files from across the organization – enables the **provider with** a single handle on care delivery and cost and revenue information.

					Day/I	Department,	/Procedure		Units	Charges	Cost
MRN					5	DIETARY RE	GRAM SODIUM	1800 C	1	0.00	0.0
	ACCT_NC . Dis	ch Dat				MEDICAL/SU					
555001	522455001 1	0/5/200	e · 1st_Dx	Admit_D;	6	0241001 6F	L SEMI-PRIVA	TE ROO	1 11	03.00	917.1
555002	and the second se	13/200	9 481	485	Work_Dx · 2nd_D			CHECK	1	41.00	17.1
555003		/19/200	9 482.9	492	+0.5 253.5	x - 3rd_Dx	* 1st_Tx + 2r	d T	1	49.00	20.4
555004	0.000	/12/200	9 426	420.2	85 401.9			a_1. • 3rd ]	2.4	×	10.0
555005	2.2	23/200	9 786.50	4	01.9 782.1	263.1				DOA .	2.2
555030	22245500	/4/2009	715.8	429.2 4	13.9			Ethnicil •	Mar_St •	10/1/2009	26.7
555002		2/2010		821 1	10	E. ZIP	3310	C		10/1/2009	2.2
SEELOR	322455035	MI	Financial	Na	me_F · Sex · AG	44 10003	232-32-4545	B	M 1	0/11/2009	427.3
555 demog		- AC	CI_NO	UTILIZA	2	++	454-55-4544	C		11/5/2009	
5556 ID	. WILCON	3	22455001 Tat	JALDI ZA	TION SUMMARY:		0352	C	D	10/22/2009	36.6
55568	6 555001	2	22455005 Be	De	-				10 1 1 1 2 1 2 1 2 1 1 1 1 1 1 1 1 1 1 1	12009	36 3
55503	7 555002	3	22555020 Ha	De	partment			1.0.1.2.1.1.			
2203	o 555003	3	2233355					Units			
10000	8 555005	-	00555020 M	5062 m	TETTO			OUTES	Charge	S Topas	-
The second se	9 555004	3	22556020 M		IETARY REVENUE	E			Charge	di	Cost
The second se	9 555004	3	322556020 M 322455225 N	6024 M	EDICAL/SURGICA	AT.	n Juli			di	
45759	9 555004 10 555005		22556020 M 322455225 K 322455230	6024 M	EDICAL/SURGICA	AT.	Exp_Reimb ·	Paymt_1 ·	Charge PaymtDate • 2/24/2010	Paymt_2 ·	0.0
45759	9 555004 10 555005		22556020 M 322455225 K 322455230 CARRPLAN -	6024 M 6170 R Subscriber_I -	EDICAL/SURGICA	AT.	\$9,800	Paymt_1 - \$9,400	PaymtDate • 2/24/2010	Paymt_2 • \$200	0.0
	9 555004 10 555005 11 555030 ACCT_NO • FIN		22556020 M 322455225 K 322455230 CARRPLAN • 400110	6024 M 6170 R Subscriber_l • 405555001	EDICAL/SURGICA ESPIRATOR EMPOYER_NAME • ABC Metals	AL TOT_CHGS ·	\$9,800 \$9,400	Paymt_1 ·	PaymtDate_ •	Paymt_2 • \$200	0.0 5502.8 999.0
45759 IRN • 555001	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455001	ICLA -	22556020 M 322455225 K 322455230 CARRPLAN -	6024 M 6170 R Subscriber_1 • 405555001 7350005501	EDICAL/SURGICI ESPIRATOR EMPOYER_NAME • ABC Metals Main St Carpet	AL TOT_CHGS • \$32,000	\$9,800 \$9,400 \$8,600	Paymt_1 - \$9,400 \$9,000	PaymtDate_ • 2/24/2010 4/20/2010	Paymt_2 • \$200 \$300	0.0 5502.8 999.0 427.3
45759 IRN • 555001 555002	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455001 322455005	ICLA • B	22556020 M 322455225 K 322455230 CARRPLAN • 400110	6024 M 6170 R Subscriber_l - 405555001 7350005501 7350005501	EDICAL/SURGICE ESPIRATOR EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet	AL TOT_CHGS • \$32,000 \$26,000	\$9,800 \$9,400 \$8,600 \$12,400	Paymt_1 - \$9,400 \$9,000 \$11,800	PaymtDate - 2/24/2010 4/20/2010 5/5/2010	Paymt_2 • \$200 \$300	0.0 5502.8 999.0 427.3 624.1
45759 IRN • 555001 555002 555002	9 555004 10 555005 11 555030 ACCT_NO FIN 322455005 322455035	ICLA - B M	222556020 M 322455225 K 322455230 CARRPLAN - 400110 200110	6024 M 6170 R Subscriber I - 405555001 7350005501 7350005501 7165550001	EDICAL/SURGICE ESPIRATORY EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Alloy Tech	AL TOT_CHGS • \$32,000 \$26,000 \$18,000	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201	Paymt_2 • \$200 \$300 0 \$2,500	0.0 5502.8 999.0 427.3 624.1 226.3
45759 IRN • 555001 555002 555002 555002 555003	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455035 322555020	B M M	222556020 M 322455225 W 322455230 CARRPLAN - 400110 200110 200110	6024 M 6170 R Subscriber_l • 405555001 7350005501 7350005501 7350005501	EDICAL/SURGIC: ESPIRATONA EMPOYER_NAME - ABC Metals Main St Carpet Alloy Tech Main St Carpet Main St Carpet	AL TOT_CHGS - \$32,000 \$26,000 \$18,000 \$38,500	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$8,800	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201 3/15/201	Paymt_2 • \$200 \$300 0 \$2,500 0 \$100	0.0 5502.8 999.0 427.3 624.1 226.3 89.6
45759 IRN • 555001 555002 555002 555003 555003	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455035 322555020 412228950	ICLA • B M M M	222556020 M 322455225 W 322455230 CARRPLAN ~ 400110 200110 200110 200110	6024 M 6170 R Subscriber I - 405555001 7350005501 7350005501 7165550001	EDICAL/SURGICE ESPIRATORNA EMPOYER_NAME - ABC Metals Main St Carpet Alloy Tech Main St Carpet Poor Buy	AL TOT_CHGS - \$32,000 \$26,000 \$18,000 \$38,500 \$56,250	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201	Paymt_2 • \$200 \$300 0 \$2,500 0 \$100	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00
45759 ARN • 555001 555002 555002 555003 555003 555004	9 555004 10 555005 11 555030 ACCT_NO FIN 322455005 322455005 322455035 322555020 412228950 322556020	RCLA + B M M M M HM	222556020 M 322455225 M 322455230 CARRPLAN - 400110 200110 200110 200110 200110 200110	6024 M 6170 R Subscriber_l • 405555001 7350005501 7350005501 7350005501	EDICAL/SURGIC/ ESPIRations EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Alloy Tech Main St Carpet Poor Buy Green Landscape	AL TOT_CHGS * \$32,000 \$26,000 \$18,000 \$38,500 \$56,250 \$18,000 \$64,500	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$49,800 \$8,800 \$23,600	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201 3/15/201 5/12/201	Paymt_2 - \$200 \$300 \$300 \$2,500 0 \$100 0 \$900	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.90
45759 ARN • 555001 555002 555002 555003 555003 555003 555004 555005	9 555004 10 555005 11 555005 11 555005 11 555005 322455001 322455005 322455005 322555020 412228950 322555020 3222556020	ICLA - B M M M M HM S	222556020 M 322455225 M 322455230 CARRPLAN - 400110 200110 200110 200110 200110 200110	6024 M 6170 R Subscriber_l • 405555001 7350005501 7350005501 7350005501	EDICAL/SURGIC: ESPIRATON ABC Metals Main St Carpet Main St Carpet Alloy Tech Main St Carpet Poor Buy Green Landscape City Transit	AL TOT_CHGS + \$32,000 \$26,000 \$18,000 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400 \$24,500	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$49,800 \$23,600 \$12,400	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201 3/15/201 5/12/201 12/30/200	Paymt_2 - \$200 \$300 \$300 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,000 \$	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.90 76.20
45759 IRN • 555001 555002 555003 555003 555004 555005 555030	9 555004 10 555005 11 555035 11 555030 11 555030 12 2455001 322455005 322455005 322455035 322555020 412228950 322455225 322455230	RCLA + B M M M HM HM S HM	22556020 M 322455225 V 400110 200110 200110 200110 200110 200110 703120 709130	6024 M 6170 R Subscriber I - 405555001 7350005501 7350005501 7350005501 7350005501 25001	EDICAL/SURGIC: ESPIRATODA ABC Metals Main St Carpet Main St Carpet Alloy Tech Main St Carpet Poor Buy Green Landscape City Transit Canal Printing	AL TOT_CHGS + \$32,000 \$26,000 \$38,500 \$38,500 \$56,250 \$18,000 \$64,500 \$64,500 \$22,500 \$24,500	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400 \$24,500 \$13,600	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$49,800 \$8,800 \$23,600	PaymtDate - 2/24/2010 4/20/2010 5/5/2010 5/12/201 3/15/201 5/12/201 12/30/200 3/4/201	Paymt 2 * \$200 \$300 \$300 \$2,500 \$100 \$900 \$900 \$900 \$200	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.0 22.90 76.20
45759 IRN • 555002 555002 555003 555003 555003 555004 555005	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455005 322455035 32255020 412228950 322255020 322455230 322455230 3255753322	ACLA - B M M M M HM HM S HM HO	22556020 M 322455225 8 322455230 CARRPLAN • 400110 200110 200110 200110 200110 200110 200110 200110	6024 M 6170 R Subscriber 405555001 7350005501 7350005501 7350005501 235001 335005501 335005501	EDICAL/SUBGIC) ESPIRATONA EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Main St Carpet Poor Buy Green Landscape City Transit Canal Printing unemployed	AL TOT_CHGS + \$32,000 \$26,000 \$48,000 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500 \$24,500 \$24,500	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400 \$24,500 \$13,600 \$16,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$49,800 \$23,600 \$12,400	PaymtDate • 2/24/2010 4/20/2010 5/5/2010 5/12/201 3/15/201 5/12/201 12/30/200 3/4/200 2/15/20	Paymt_2 - \$200 \$300 \$300 \$2,500 \$100 \$900 \$990 \$200	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.90 76.20 18.56
45759 IRN • 555001 555002 555003 555003 555004 555005 555030	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455005 322455005 322455005 32255020 412228950 32255020 322255020 322255225 322455225 322455225 322455225 322455225 322455230	B M M M M HM HM HO K	22556020 M 322455225 V 400110 200110 200110 200110 200110 200110 200110 200110 703120 709130 818320	6024 M 6170 R Subscriber J • 405555001 7350005501 7350005501 7350005501 25001 3850510 D-22-545	EDICAL/SUBGICS ESPIRATONA EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Nain St Carpet Poor Buy Green Landscape City Transit Canal Printing unemployed ABC Metals	AL TOT_CHGS + \$32,000 \$26,000 \$18,000 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500 \$22,500 \$24,500 \$15,500 \$46,700	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$8,400 \$24,500 \$13,600 \$16,400 \$8,400 \$13,8,600	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$8,800 \$23,600 \$12,400 \$7,200	PaymtDate - 2/24/2010 4/20/2010 5/5/2011 5/12/201 3/15/201 5/12/201 12/30/200 3/4/201 2/15/20 2/15/20 2/21/20	Paymt_2 * \$200 \$300 \$300 \$2,500 \$	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.96 76.20 8.56
45759 IRN • 555001 555002 555003 555003 555003 555030 555030 555030	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455035 322455035 322455035 32255020 412228950 32255020 322455225 322455230 3522455230 35553322 344553555 355444629	ICLA - B M M M M HM HM HO K B	22556020 M 322455225 V 322455230 CARPLAN - 400110 200110 200110 200110 200110 200110 703120 709130 818320 400110	6024 M 6170 R Subscriber_I * 405555001 7350005501 7350005501 7350005501 25001 3850510 D-22-545 7455995	EDICAL/SUBGIC) ESPIRATONA EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Main St Carpet Poor Buy Green Landscape City Transit Canal Printing unemployed	AL TOT_CHGS • \$32,000 \$26,000 \$18,000 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500 \$24,500 \$15,500 \$46,700 \$34,750	\$9,800 \$9,400 \$8,600 \$12,400 \$33,800 \$34,00 \$14,000 \$16,400 \$18,400 \$18,400 \$18,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$8,800 \$23,600 \$12,400 \$7,200 \$17,900 \$20,400	PaymtDate - 2/24/2010 4/20/2010 5/12/201 3/15/201 12/30/200 3/4/200 2/15/20 2/15/20 3/20/20	Paymt_2 - \$200 \$300 \$300 \$2,500 \$2,500 \$300 \$300 \$300 \$300 \$300 \$300 \$300 \$	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.90 76.20 8.56
45759 ARN • 555001 555002 555002 555003 555003 555030 555033 555033 555120	9 555004 10 555005 11 555005 11 555005 11 555001 322455005 322455005 322455005 322555020 412228950 322555020 322255220 322255220 322455225 322455225 322455225 3255753222 34553555 355444629 3445646466	ICLA - B M M M M M HM HM HO K B HO	22556020 M 322455225 V 322455230 CARRPLAN - 400110 200110 200110 200110 200110 703120 709130 818320 400110 818201	6024 M 6170 R Subscriber_I × 405555001 7350005501 7350005501 7350005501 25001 25001 3850510 D-22-545 7455995 405555001 A555099	EDICAL/SUBGICS ESPIRATONA EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Nain St Carpet Poor Buy Green Landscape City Transit Canal Printing unemployed ABC Metals	AL TOT_CHGS • \$32,000 \$26,000 \$38,500 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500 \$24,500 \$15,500 \$46,700 \$34,750 \$34,750	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$24,500 \$13,600 \$16,400 \$8,400 \$18,400 \$18,400 \$18,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$23,600 \$12,400 \$7,200 \$17,900 \$20,400 \$32,250	PaymtDate - 2/24/2010 4/20/2010 5/5/2011 5/12/201 3/15/201 5/12/201 12/30/200 3/4/201 2/15/20 2/15/20 2/21/20	Paymt_2 - \$200 \$300 \$300 \$2,500 \$2,500 \$300 \$300 \$300 \$300 \$300 \$300 \$300 \$	0.0 5502.8 999.0 427.3 624.1 226.3 89.6 0.00 22.96 76.20 8.56
45759 MRN • 555001 555002 555003 555003 555004 555030 555030 555033 555120 555222	9 555004 10 555005 11 555030 ACCT_NO • FIN 322455005 322455035 322455035 322455035 32255020 412228950 322255020 322455223 322455223 322455230 355753322 344553555 355444629 344564646	ICLA - B M M M M HM HM HO K B	22556020 M 322455225 V 322455230 CARPLAN - 400110 200110 200110 200110 200110 200110 703120 709130 818320 400110	6024 M 6170 R Subscriber_I * 405555001 7350005501 7350005501 7350005501 25001 3850510 D-22-545 7455995 405555001	EDICAL/SUBGIC) ESPIRATONIC EMPOYER_NAME - ABC Metals Main St Carpet Main St Carpet Alloy Tech Main St Carpet Poor Buy Green Landscape City Transit Canal Printing unemployed ABC Metals Robinsons	AL TOT_CHGS • \$32,000 \$26,000 \$18,000 \$38,500 \$56,250 \$18,000 \$64,500 \$22,500 \$24,500 \$15,500 \$46,700 \$34,750	\$9,800 \$9,400 \$8,600 \$12,400 \$53,800 \$24,500 \$13,600 \$16,400 \$8,400 \$18,400 \$18,400 \$18,400	Paymt_1 - \$9,400 \$9,000 \$11,800 \$49,800 \$23,600 \$12,400 \$7,200 \$17,900 \$20,400 \$32,250	PaymtDate - 2/24/2010 4/20/2010 5/12/201 3/15/201 12/30/200 3/4/200 2/15/20 2/15/20 3/20/20	Paymt_2 - \$200 \$300 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$2,500 \$1,000 \$2,	22.96 76.20 8.56

UTILIZATION DETAIL:

## Demographic

- age
- sex
- Zip
- Ethnicity
- Marital status
- Admit Source

#### Clinical

ASP ASSA

- 1<sup>st</sup>-Diagnosis
- working diagnosis
- admitting diagnosis
- co morbidities
- MDC
- DRG#
- Tests/drugs/meds
   per charge item
- Admit date
- Discharge date
- ED visit date
- Discharge Status

### Financial

- financial class
- insurance type
- Insurer contract #
- total charges
- net revenues
- account balance
- Account location
- Amt paid by insurer
- Final Bill Date
- Paid dates
- Payment codes
- Adjustment reasons

#### Physician

- attending
- surgeon
- ED-MD
- Admit MD
- Consult MD
- Med specialty
- Med license



Meaningful Use IT Purchases

# **Capitol Expenditures**

in tight financial markets

Plant Additions

Advanced Medical Technology Investing

### Physician metrics

Enhanced Peer Review

# **Pay for Performance**

Clinical trial participation

Post merger reviews/audits



Capital expenditures	<ul> <li>ACO Infrastructure</li> <li>Plant Additions</li> <li>Practice Purchasing</li> <li>Service Line Segmentation</li> </ul>
Physician Integration	<ul> <li>Quality Metrics</li> <li>Physician Performance Metrics</li> <li>Volume linked to Quality Metrics</li> <li>Clinical Pathway Monitoring</li> </ul>
IT infrastructure	<ul> <li>Technology as Accelerator</li> <li>Advanced technology investing choices</li> <li>Meaningful Use applications</li> <li>HER selections</li> </ul>



Brian Rucco collaborates with healthcare providers, insurers and industry watchdog organizations producing fact based insights about rapidly changing local healthcare environments. Business Intelligence actions have helped clients better *manage risk*, understand *disruptive innovation* and locate *root cause* issues through data driven analyses.