PrecisionBI

PrecisionBI offers CT Hospital ability to *interact with its data*

Andrew LeBlanc, supervisor of revenue cycle management at Middlesex Hospital, has an interesting story to tell. He was looking for a tool that could take his team's analytics to the next level. They attempted a few quick fixes, which turned out to be just Band-Aides. Ultimately, it was the implementation of GE Healthcare's Centricity Business Informatics, based on the PrecisionBI solution, that finally helped satisfy the true needs of this 215-bed hospital.

The Company

Located in Middletown, CT, Middlesex Hospital is home to world-class medical technology, Magnet nurses and has achieved some of Connecticut's highest quality and patient satisfaction ratings. The hospital provides healthcare services to a geographic area consisting of 24 towns in Middlesex County and the Lower Connecticut River Valley, with a combined population of over 265,000 persons. Middlesex Hospital has been named one of the 100 Top Hospitals in the United States by Thomson Reuters—the only hospital in Connecticut to receive the distinction two years in a row.

The Challenge

Middlesex Hospital's challenges were multifaceted. Almost 10 years ago, they implemented the GE Centricity Business system to replace a legacy HIS system. This launch relied on "standard" reporting with some DBMS-based reporting tools that the organization was later trained on.

"Immediately there were significant gaps in what we wanted versus what we could deliver," explained LeBlanc.

The hospital's short-term solutions included: DBMS-extracts to Excel and/or MS Access-based applications which were very manual, custom DBMS reports that lacked formatting and branding capabilities—which were all less than ideal. Finally they hired vendors to write AES-based reports to help bridge the information gap.

All of these attempted solutions were known Band-Aids and never once did they really satisfy the needs of the organization, explained LeBlanc. Ultimately, it was the implementation of GE Healthcare's Centricity Business Informatics, based on the PrecisionBI solution, that finally helped satisfy the true needs of this 215-bed hospital. After solving their complex financial reporting needs, Middlesex worked with PrecisionBI and expanded this deployment to include data from other core systems across the hospital.

The Solution

"The PrecisionBI tool offered us something we had never worked with as an institution—the capability to interact with data and mine down deeply on specifics," said LeBlanc.

The Middlesex team was very much accustomed to printing a multipage report and pawing over it endlessly, trying to figure out what the "next" report was that they really wanted. Unfortunately, this process continued through multiple iterations.

Then the PrecisionBI's crosstab tools opened up a whole new world to the Middlesex users. PrecisionBI enabled its business end-users to hold both the questions needing answers, as well as the power to answer them.

"That was huge," said LeBlanc. "We teamed with GE to build-out the HPA/VM data model and the result was an extremely robust and scaled tool which delivered value from day one."

The Value

The value-add is a simple formula, LeBlanc said of PrecisionBI. **The more his team used its analytic tools, the more they realized how much they could build.**

He explained, the more his team builds, the deeper and more sophisticated they have become with their usage. The Middlesex team has turned a corner in the past year from being an organization that only distributes reports to an organization that develops toolsets for end-users.

"We know that providing one end-user a single report will almost never quench their appetite for information," he said. *"So we've pushed hard to leverage all of the tools (both application and SQL) to deliver analytical tools rather than a pretty report."*

Return on Investment

Product flexibility is the largest differential from the Middlesex team's perspective. *"There are many other applications that have similar functionality, however, most of those tools are black box or offer very limited backend manipulation," said LeBlanc. "The fact*

that we have control over the data model, can integrate additional data and basically create whatever is lacking, gives us the ability to answer almost any request with a yes, presuming we have the time to build it."

"That type of response, particularly to executive-level staff," said LeBlanc, "and the timeliness with which we can deliver information have been big crowd pleasers."

With only three dedicated FTE's, delivering high quality information when needed provides for maximum impact throughout the hospital.

Future Direction

The forthcoming needs of Middlesex are ever-evolving. Patient-focused and visionary, Middlesex purchased an Enterprise license of PrecisionBI to augment their existing implementation of Centricity Business Informatics. This will allow them to realize even greater efficiency in other areas by analyzing all data presented from across any system in use throughout the organization. Their current efforts are surrounding an engagement to develop a robust standardized toolset for department leads and managers that supplies insight into productivity-based metrics, including gross revenue, volume statistics and labor/payroll data. They are also working to merge clinical EHR data in order to provide financial-based metrics in conjunction with previously siloed clinical metrics.

About PrecisionBI

PrecisionBI (PBI) pioneered healthcare analytics and business intelligence. Since 1993, PBI has elevated healthcare analytics and business intelligence by automating it and providing our clients with clinical and financial decision support. PBI empowers its users with an enterprise-ready, self-service solution that continually seeks to exceed the demands of today's healthcare industry. With over 20 years' experience in healthcare analytics and BI, our 350+ clients are backed by some of the best talent in the industry and continually advancing the future of healthcare.

PBI is a division of Meridian Medical Management. For more information, visit www.m3meridian.com.

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