

HEALTHCARE PROVIDER PERFORMANCE INSIGHT

ALL THE METRICS YOU NEED,
ALL IN ONE PLACE

Healthcare providers face multiple challenges across multiple fronts – from fierce competition and increased regulatory requirements to rising costs and growing patient demands for high-quality care. And common among all these challenges is the reality of rapid change in the healthcare industry. For example, the trend toward outcome-driven medical care forces you to do much more with much less. Many payers are refusing to reimburse for medical treatment unless there is a clear demonstrable benefit to the patient. This requires you to do more to link healthcare delivery to specific patient outcomes and to determine the context in which payers would approve payment.

Of course, patient care is your top priority, but increased competition and patient activism demand even higher levels of accessible, high-quality healthcare and an absolute minimum of medical errors. Adding to these pressures is the growing body of compliance mandates, which affect all aspects of your operation and require that regulatory reporting be an automatic by-product of everything you do. That's why today's healthcare providers must have instant access to comprehensive and accurate information to support provider performance insight.

SAP® BusinessObjects™ business intelligence (BI) solutions deliver that support, helping simplify the ways that decision makers use information. The software presents your executive and management teams with key perfor-

mance indicators (KPIs) in a graphically rich, user-friendly dashboard with drill-down features to the systems and interfaces you are already using. They can track crucial aspects of your operations, including staffing, capacity, growth, expenses, reimbursements, profitability, and patient satisfaction. As a result, the software offers an extremely cost-effective way of leveraging your existing IT systems so you can strengthen accountability, accelerate good decision making, and increase the quality of patient care.

Harness the Information You Already Have

There's no doubt that acute-care hospitals like yours are among the most complex organizations in the world, and gaining insights into performance can be an equally complex challenge. Typically, the clinical and financial information systems that support your operations are rigidly coupled to dedicated processes such as radiology, lab tests, or medication schedules. As a result, these systems share one major shortcoming: because they are not integrated, they are incapable of providing analytical data to your executives and managers fast enough to be useful.

SAP BusinessObjects BI solutions support provider performance insight by helping you bridge the information gap while minimizing complexity. Using a preconfigured dashboard of industry-proven healthcare KPIs, the software consolidates the information from your

SAP® BusinessObjects™ business intelligence solutions can help executives and managers access, format, analyze, and share key information across your healthcare operation. They get instant access to metrics they need to help ensure high-quality care, operational efficiency, and overall financial health.



disparate systems without the need for additional interfaces or applications. Your business users have the ability to drill down into detailed dashboards in response to automated alerts or to research issues further. This dashboard simplicity – supported by rich analytics and a balanced scorecard approach – lets you detect trends that impact operations, match staff levels to needs, and plan future healthcare delivery.

Agile and Responsive Operations with a Daily Dashboard

With information scattered and siloed throughout your hospital, your executive and management teams may lack the visibility needed to drive daily decision making. In fact, your key executives may fail to spot trends that could adversely impact critical care or financial performance.

That's why SAP BusinessObjects BI solutions provide your executive team with improved transparency into key aspects of your operation through a daily operation and performance dashboard. The constantly updated dashboard provides a quick visualization of the status of critical KPIs such as patient census, scheduled surgeries, and medical staff efficiency. Your executives get a current snapshot of patient care activities and gain the insight they need to constructively evaluate detailed and overall daily performance.

Displaying management alerts that are triggered by deviations in your KPIs, the daily dashboard enables your decision makers to identify problems and make corrections quickly – before

those problems turn into crises. The same functionality also lets them identify positive trends, so that they can take advantage of opportunities as they emerge. With automatic performance monitoring through the dashboard, managers can increase staff productivity and avoid using extensive clinical and administrative resources required by traditional performance monitoring.

Executives can also use the daily operation and performance dashboard to safely and effectively test “what if” scenarios by using key business parameters to project the return on investment (ROI) for potential changes. And because the daily dashboard's KPIs are drawn from your existing applications, you can keep the key reports that your people already use and link to them through the dashboard.

Greater Nursing and Patient Satisfaction with Staff Optimization

Your ability to keep critical nursing staff satisfied and effective goes hand in hand with achieving lasting satisfaction and loyalty among your patients. To get there, your nursing VPs and directors need clear, concise analytics to help them determine the right staffing levels – including the right mix of skills and contracted labor. Provider performance insight empowers your staffing decision makers to do just that.

Using KPIs for patient care, such as infection rates, readmission rates, and patient acuity, the software enables managers to optimize staffing levels to reduce overall cost while maximizing patient care. They can view critical,



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customized reports – comparing hourly patient census, bed capacity, and staff count, for example – to help them match staffing ratios to patient acuity.

Nursing managers can detect trends by tracking staffing ratios over multiple periods, from hourly to annual increments. For example, they can use the software to determine historic, seasonal, and weekly trends in bed capacity to better deploy nursing staff. They can then use this information to avoid having too few, or too many, nurses on the floor at any given time. They can even use the software's dashboard functionality to identify increases in certain diagnoses, like influenza, and get ahead of the infection by proactively ordering extra supplies of antiviral medications.

Performance monitoring of nursing care is also supported by SAP BusinessObjects BI solutions. Nursing executives can conduct comparisons across multiple nursing units and multiple facilities, including the specific peer facilities that have been identified as critical to your own performance monitoring.

In addition, through the software's dashboard, your people get the key information they need to plan effectively. Not only can they test "what if" scenarios, but nursing managers can conduct an admission, discharge, transfer (ADT) analysis to determine essential patient demographic and census data. They can use the ADT analysis to support payer-specific billing requirements as well as comply with all applicable regulatory requirements. Alerts can be configured through the software's dashboard to let executives know when KPIs tied to compliance mandates are not meeting threshold levels.

Accurate and Complete Reimbursement with Revenue Reporting

In today's healthcare environment, monitoring your hospital's financial performance can be just as critical as monitoring operational performance. Why? Because how well you manage your finance and revenue cycle can mean the difference between a hospital that's profitable and one that's on the brink of insolvency.

SAP solutions supporting provider performance insight give your financial managers the ability to assess in real time your hospital's overall financial

status. With cash-on-hand, net margins/profits, collections, and other critical KPIs, the software provides the metrics your financial managers need to gain visibility into revenues, expenses, and other key financial data. They can see revenue from all sources and at multiple levels of detail – across clinical service lines, facilities, departments, diagnostic-related groups, and physicians.

The software supports detailed, comprehensive reporting that lets your managers track financial performance relative to budget. They can measure the hospital's current performance against past performance and against peer facilities. Using the solution's dashboard functionality, your managers have the timely insight they need to make course corrections before they adversely impact hospital finances and quality of care. For example, a manager can be notified of a spike in department-wide expenses through an alert in the solution's performance dashboard. The manager can then immediately drill down into the details to investigate possible causes.

The Benefits of Cost-Effective, High-Quality BI

With SAP BusinessObjects BI solutions, you gain unprecedented insights into your healthcare operation. You can:

- **Improve decision making** through readily available business intelligence that consolidates key information from your critical systems and reports

With information scattered and siloed throughout your hospital, your executive and management teams may lack the visibility needed to drive daily decision making.

- **Reduce cost and improve productivity** through fast access to critical performance data and analytics without the need for manual information gathering and reporting
- **Lower total cost of ownership** through preconfigured dashboards that tie data and reports from the systems you are already using throughout your organization
- **Minimize risk of regulatory noncompliance** through critical KPIs and threshold alerts that notify you when compliance mandates are not being met
- **Gain a rapid return on investment** through simplified implementation and intuitive operation

Find Out More

For more information about how solutions from SAP can support provider performance insight – and help your organization meet its goals – please contact your SAP representative or visit us online at www.sap.com/sapbusinessobjects/bi.

Summary

SAP® BusinessObjects™ business intelligence solutions help executives and managers access, analyze, and share information across your healthcare operation. Your decision makers get the daily, instantaneous metrics they need to help ensure high-quality patient care, operational efficiency, and financial health.

Business Challenges

- Fierce competition among healthcare providers
- Growing demand for higher levels of accessible, high-quality healthcare
- Reduction in reimbursement from public and private payers
- Increased regulatory compliance

Key Features

- **Analytics through a graphically rich dashboard** – Visualize the daily status of your hospital operations through preconfigured metrics that provide insight into the critical aspects of your organization
- **Comprehensive revenue reporting** – Give your financial managers the metrics they need to assess your hospital's overall financial status and monitor financial performance relative to budget
- **Trend analysis** – Spot trends early with daily tracking of revenues, expenses, and other financial data across all departments, facilities, and organization levels
- **Historic and peer performance comparison** – Measure daily performance against your own historic data and data from peer facilities

Business Benefits

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- **Reduce cost and improve productivity** through fast access to critical performance data and analytics without the need for manual information gathering and reporting
- **Lower total cost of ownership** through preconfigured dashboards that tie data and reports from the systems you already have in place
- **Minimize risk of regulatory noncompliance** through critical key performance indicators and threshold alerts that notify you when compliance mandates are not being met
- **Gain a rapid return on investment** through simplified implementation and intuitive operation

For More Information

To learn more, call your SAP representative today or visit us online at www.sap.com/sapbusinessobjects/bi.

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