Enterprise Revenue Cycle Dashboard

Goal:

To create a revenue cycle management reporting solution for Gray Medical Group (GMG), enabling its central management team to understand the financial performance of each region and Professional Billing Office (PBO), while empowering their analytics group to assume ownership over time.

Client: Gray Medical Group*

Setting: Multi-Specialty Medical Group
Locations: 800+ (Western Region)
# of Physicians: 8,000+
# of Professional Billing Offices: 6

*Note: Gray Medical Group is a pseudonym.

Challenges:

- **Lack of standardized data** elements **and reporting** across the PBOs

- Reliant on **manual and ad-hoc reporting** to evaluate performance

- **Inconsistent definitions, benchmarks, and targets** informing operational decisions

- **Multiple billing systems**, including various instances of Epic

Results:

- Implemented a **system-wide revenue cycle management reporting solution**

- Identified **$15M+ financial opportunity** with improvement recommendation

- **Defined clear metrics and benchmarks** to measure performance

- **Transitioned ownership and responsibility of reporting** to GMG's analytics group

Enterprise Revenue Cycle Dashboard Process

In collaboration with GMG, Ancore Health created a revenue cycle management reporting solution to serve as the single source of truth by which GMG's management team can evaluate performance. Upon completion, Ancore Health transitioned management and monitoring to GMG's internal analytics group.

Defining the Standards:
Ancore Health standardized and validated each PBO's data extraction process and data definitions. Ancore Health used standardized data extracts to help GMG automate the data cleaning process and metric calculations.

Trust & Understanding:
Ancore Health met with each of the six PBOs to establish a healthy working relationship early in the process. These strong relationships allowed Ancore Health to work closely with each PBO to create trust in the new process and comfort in how performance would be measured going forward.
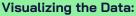During the on-site meetings with the PBOs, Ancore Health sought to understand unique operational aspects of each region and how they calculated various metrics, set benchmarks, and extracted data.
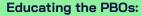
Visualizing the Data:
Ancore Health created a Tableau-based revenue cycle management reporting solution that highlights trends, best practice targets, and gaps to benchmarks by region and PBO. GMG can now drill into each region or PBO to uncover reasons for variances against targets.

Educating the PBOs:
To ensure reception and utilization throughout the organization, Ancore Health provided education on each of the revenue cycle management reports in terms of the metric calculations, comparisons to target, and functionality to identify root cause.

Transitioning the Reports:
After a successful rollout and utilization of the reports, Ancore Health trained and empowered GMG's analytics group to populate and maintain the reporting suite independently.

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