



# Managing Financial Health of your health system using Data

With Innovaccer's  
Healthcare Data Platform

Case Study

*A leading health system in Florida was able to reduce the time required for researching and identifying root causes of variances by 90% and saw less than 5% of self-pay A/Rs beyond 90 days by leveraging financial analytics on InGraph.*

# Overview

Ability to connect disparate data sources followed by comprehensive and robust analytics and monitoring processes is critical for health systems and hospitals. Not only does it help in making agile and appropriate adjustments to financial and operational plans for the future but also create a broader view of organizational processes, problems, and successes.

A Florida-based health system with 50+ hospitals including medical centers, rural, critical access hospitals, and urgent care clinics needed insights to understand their financial health and critical cost drivers. This would help them manage their margins for the care network of 285,000+ managed lives.

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## Challenges in understanding Financial Performance

The organization's data (including financial, billing & claims, human resource management, and clinical systems) was distributed without a structured relational schema. Without this, there was no common source for data management and reporting layers. The organization faced several challenges in analyzing and visualizing financial parameters for driving cost-reduction interventions:

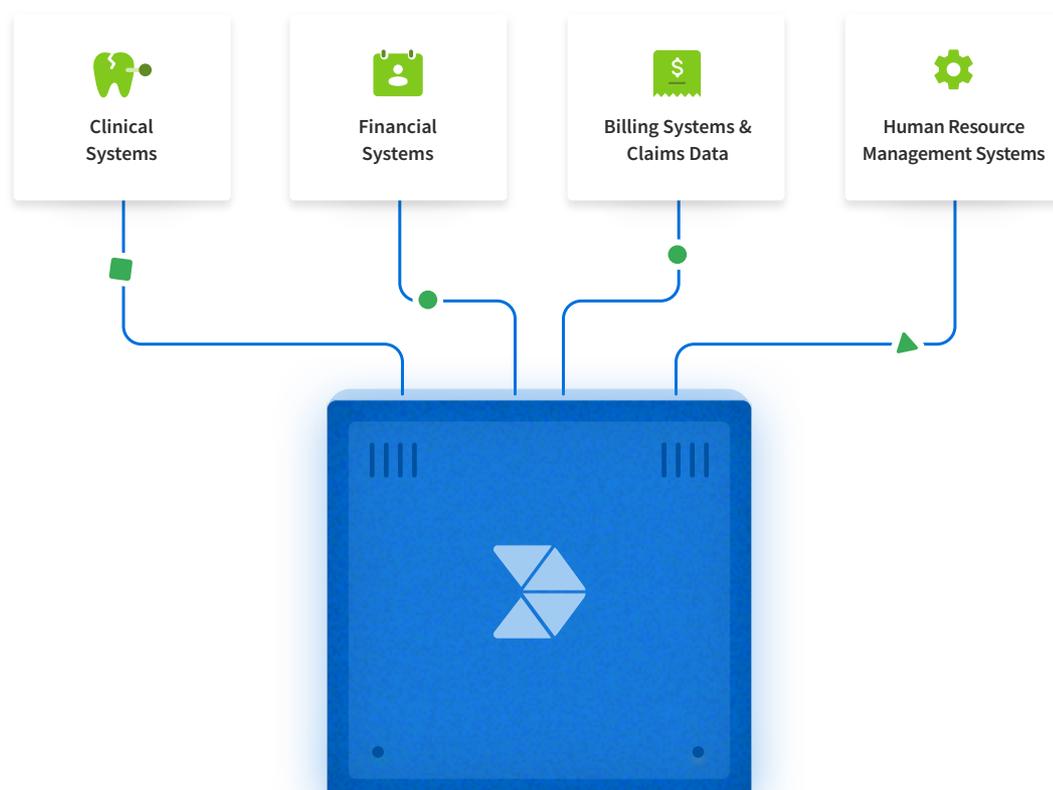
- Standard data layer to bring together financial, claims & billing, HRM, and clinical data together on a unified data layer was missing
- Actionable insights into the network's charges, payments, days in A/R, financial class, and collections over time could not be drawn
- Deeper understanding of utilization patterns was needed
- Lack of insights into major cost drivers and PMPM charges to identify improvement opportunities
- More understanding on episodic cost variance in performance metrics within the network at different centers was needed to control them
- Better resource management was needed to quantify cost changes in procedures

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## Advanced performance analysis with a unified healthcare data platform

The health system leveraged Innovaccer's healthcare data platform, InData, to consolidate healthcare data on a real-time basis and generate critical insights into their network. With pre-built connectors to 200+ healthcare data systems, data from different facilities was integrated and standardized, and a data management layer was put on top of it to monitor data pipeline and bind different care facilities together. The unified platform also enabled a drilled-down approach to identify major cost-drivers in the network and provide better context for improving on financial parameters. This was done through the integration of:

- Clinical systems
- Billing and Claims systems
- Financial system
- Human Resource Management systems



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## Outcomes achieved

Leveraging InGraph, Innovaccer's analytics and reporting solution built on top of the healthcare data platform, Innovaccer operationalized real-time analytics in different arenas, namely:

- Revenue Cycle Analytics
- Cost and Margins Analysis
- Operational Analysis

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## Revenue Cycle Analytics

Using data by provider and patient, the health system was able to identify weak points in its revenue cycle processes. Based on cutting-edge analytics, the health system drew interventions to eliminate gaps and inefficiencies in care. For example, the health system identified self-pay patients early-on in the process and educated them about different health-coverage options based on their eligibility, and public funds available to provide treatments to such patients.

Using systematic analysis of their self-pay collections on InGraph, the health system designed a new process that introduced electronic tablets into physician offices. Using the tablets, patients could quickly view their co-pay and any open charges. They could then make a payment or set up a budget plan based on their needs. This new process had an immediate impact on A/R days for self-pay accounts and significantly helped the organization achieve its goal of no more than 5 percent of self-pay A/Rs beyond 90 days. This further helped in streamlining revenue management strategies and creating a focus on case-mix and cost-splits for different facilities to report comprehensively on different quality measures.

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## Cost & Margins Analytics

The Health System developed an understanding of resource utilization by service center, cost per patient/service, and the variance of physician practices. A horizontal cost tracking analysis exposed cost-level information by medical condition, DRG, physician, and service line, bringing to light relevant and valuable information such as variations in individual physician care practices or variations in care at the sub-specialty level across hospitals within a system.

Cost analytics also helped them facilitate the development of bundled payment strategies.

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## Operational Analytics

Rigorous analysis helped in pinpointing facilities that had exhibited the highest levels of performance in terms of cost and quality. It helped in setting benchmarks and identifying operational cost improvement opportunities across the health system. These were identified through:

- Case-mix and utilization of resources
- Episode's utilization and cost splits

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## Outcomes Achieved

By driving cost-reduction interventions based on advanced analytics, the health system was able to achieve the following outcomes:

- Cut down the wait time to analyze PMPM charges from 4 days to less than 15 minutes
- Less than 5 percent of self-pay A/Rs beyond 90 days
- 90% reduction in the time required to research variances and identify root causes

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## About Innovaccer

Innovaccer Inc. is a leading healthcare data platform company focused on delivering more efficient and effective healthcare by combining pioneering analytics with transparent, and accurate data. Innovaccer's aim is to simplify complex data from all points of care, streamline the information, and help organizations realize strategic goals based on key insights and predictions from their data. Its products have been deployed across more than 500 locations with over 10,000 providers leveraging it at institutions, governmental organizations, and several corporate enterprises such as Mercy ACO, StratiFi Health, UniNet Healthcare Network, Catalyst Health Network, and Osler Health Network. Innovaccer is based in San Francisco with offices around the United States and Asia.

*For more information, please visit [innovaccer.com](https://www.innovaccer.com).*



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