

# Using DivePort to Improve Patient Throughput & Safeguard Revenues against RAC Audits

About Sarasota Memorial Health Care System: Sarasota Memorial Health Care System is a regional referral center offering Southwest Florida's greatest breadth and depth of inpatient, outpatient and extended care services, with more than 700,000 patient visits a year. Its 806-bed acute care hospital has been recognized repeatedly as one of the nation's largest, safest and best hospitals, with superior patient outcomes and a complete continuum of outpatient services- from urgent care walk-in clinics and physician groups, laboratory and diagnostic imaging centers, to home health, rehabilitation and skilled nursing care. Website: www.SMH.com

Submitted by: Ted Bailey, Senior Systems Analyst

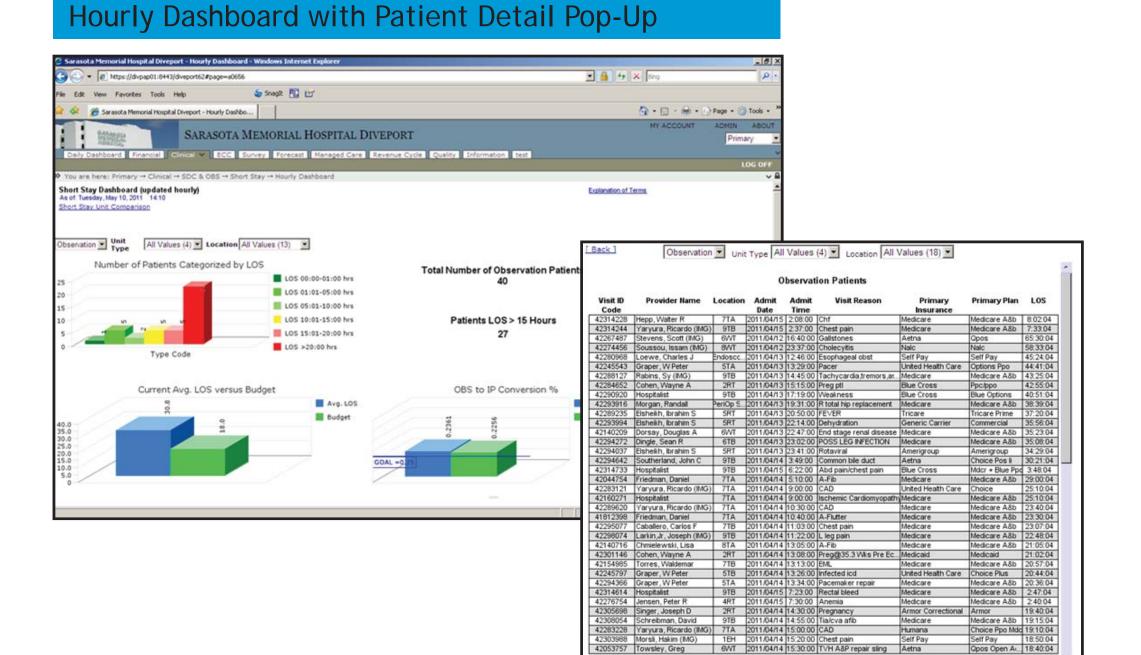
**Background:** Sarasota Memorial wanted to create and improve on a cost-effective observation unit to enhance patient throughput and safeguard revenue against Medicare Recovery Audit Contractors (RAC) audits. To accomplish this data needed to be accessed and presented to assist with the patient flow process, identify where patient flow problems existed, track patterns along with key performance measures, assist with identifying barriers, and determine if positive outcomes where being achieved.

### **Primary Users:**

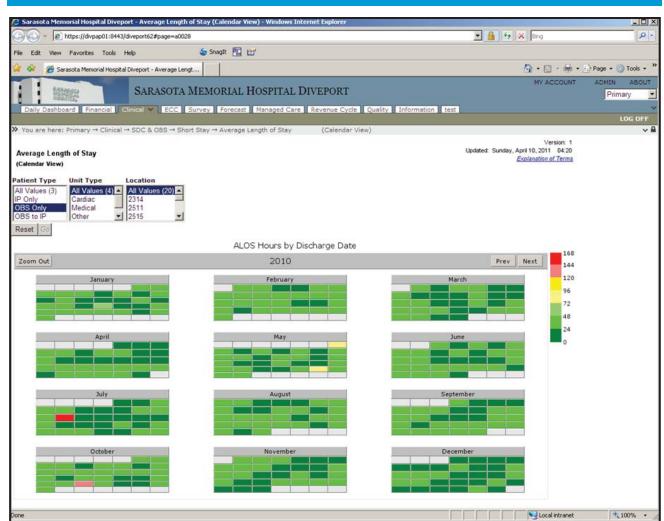
- Hospital Administrators/Executives

### Benefits:

- external outcomes to continuously improve performance and results



# Annual Calendar View ALOS by Discharge Date





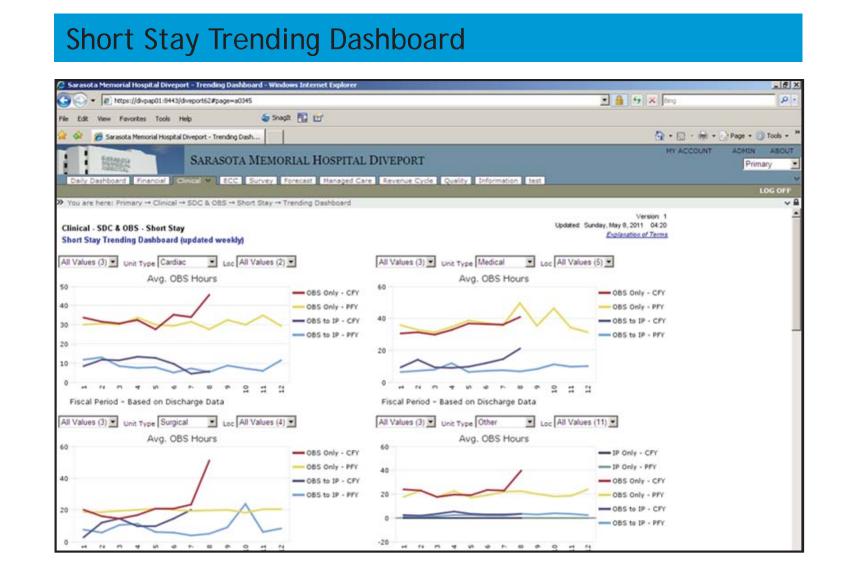


Medical Director of Patient Care Services Management of both Clinical and Financial areas • Team Members from Patient Care Services, Integrated Case Management, Patient Access, Business Office, ...

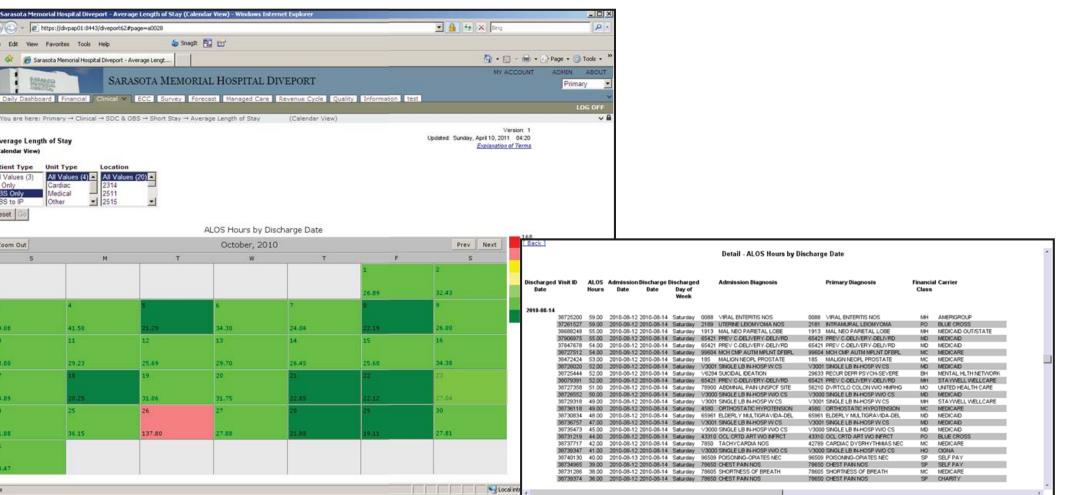
Improve the timeliness of patient clinical outcomes Ensure documentation accurately depicts the care provided Ensure accurate observation charge capture Improve patient throughput as is related to the entire system Provides feedback related to both the internal business processes and

# **Results**:

**Observation to inpatie** 172 additional cases co Acute care length of st Observation charge ca Net expense of ARNPs **4 MONTH NET EFFECT** Annualized impact. Goal . . . . . . . . . . .



## Nonthly Calendar View: ALOS by Discharge Date w/Diagnosis Details Pop-Up



ent conversion rate and financial impact:									
converted from observation to inpatient . \$1.5M									
stay decrease from 4.44 to 4.30 465,000									
apture increase (estimated)									
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\$6.0M									

### Short Stay Unit Comparison



## Calendar View with ALOS Detials

pital Diveport - Average Length of Stay (Calendar View - Details) - Windows Intern

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SARASOTA MEMORIAL HOSPITAL I Daily Dashboard Financial Clinical Y ECC Survey Forecast Managed Care				<u>:k]</u>	Detail - ALOS Hours by Discharge Date					
<ul> <li>You are here: Primary → Clinical → SDC &amp; OBS → Short Stay → Average Length of Stay</li> </ul>				Plan	Admitting Admitting Physician Na Physician Code	ame Attending Attending Phys Physician Code	ician Name Surgeon Su Physicia Code	M Sh	NP - ARNP - led. Meckler 1ort Adm. tay Ctr.	
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