

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 were being achieved.

Primary Users:

- Hospital Administrators/Executives
- 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, ...

Benefits:

- 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 external outcomes to continuously improve performance and results

Results:

Observation to inpatient conversion rate and financial impact:
 172 additional cases converted from observation to inpatient . \$1.5M
 Acute care length of stay decrease from 4.44 to 4.30 465,000
 Observation charge capture increase (estimated) 120,000
 Net expense of ARNPs (88,000)
4 MONTH NET EFFECT \$2.0M
Annualized impact \$6.0M
Goal \$1.5M

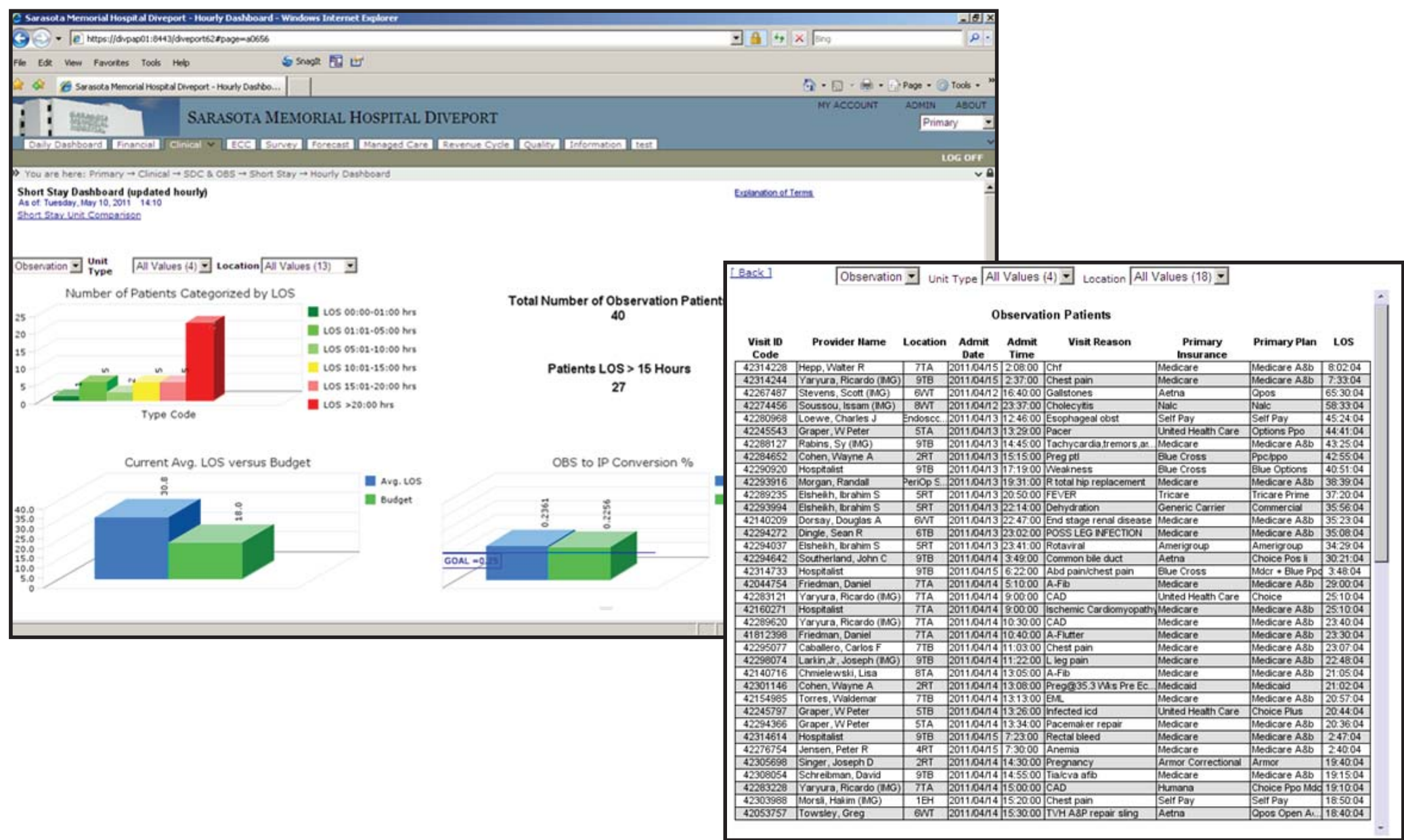
Using DivePort to Improve Patient Throughput & Safeguard Revenues against RAC Audits

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.

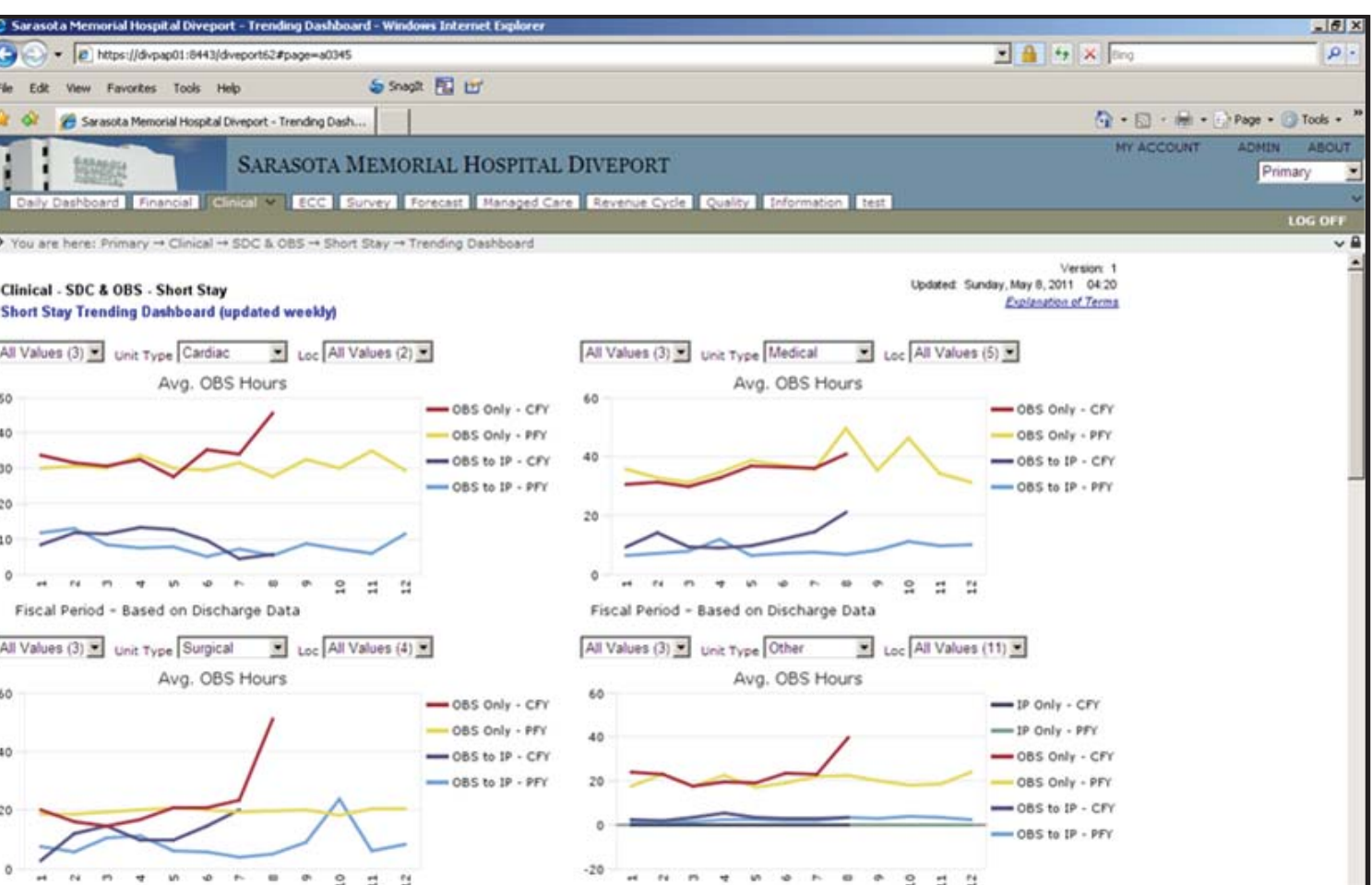
Website: www.SMH.com

Submitted by: Ted Bailey, Senior Systems Analyst

Hourly Dashboard with Patient Detail Pop-Up



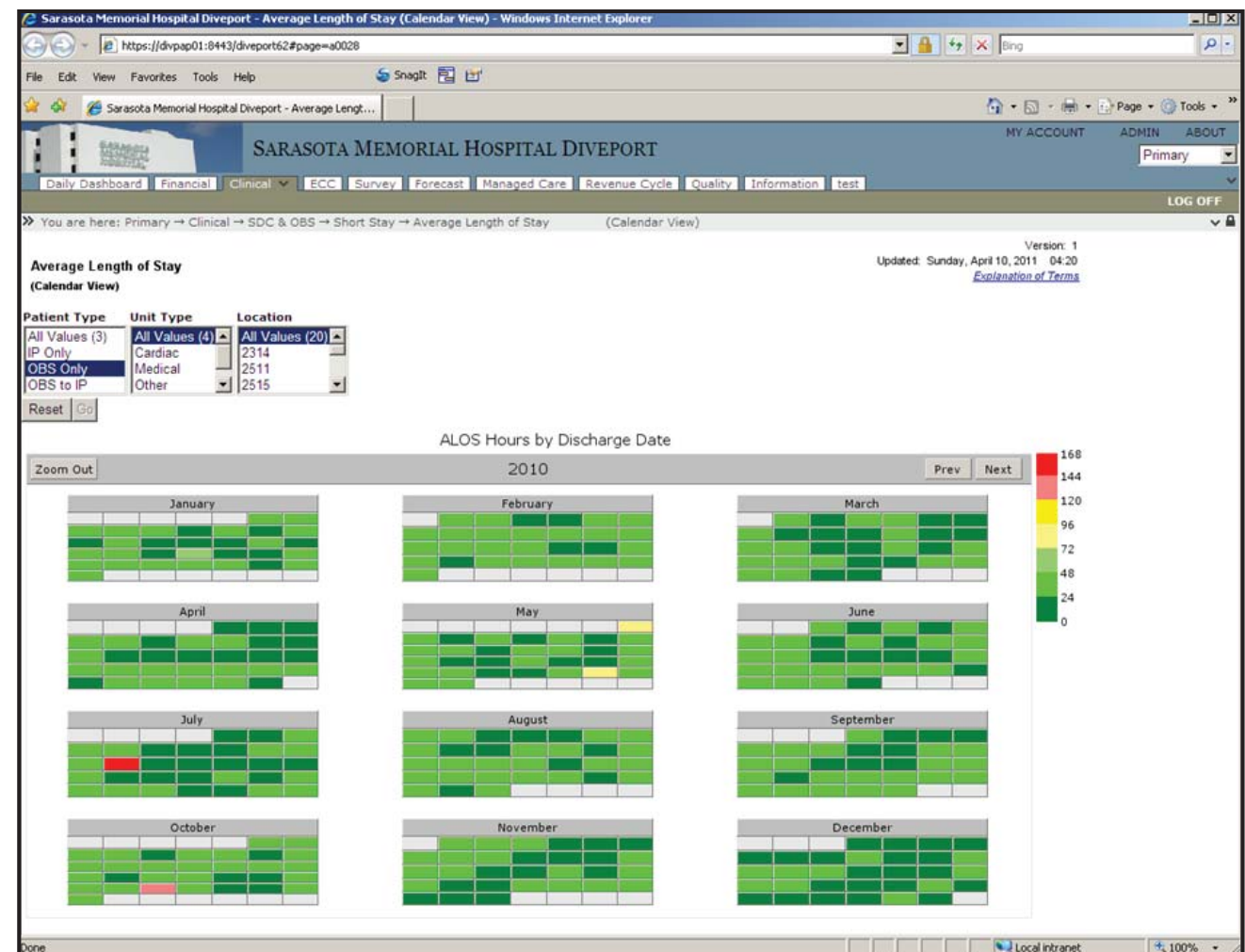
Short Stay Trending Dashboard



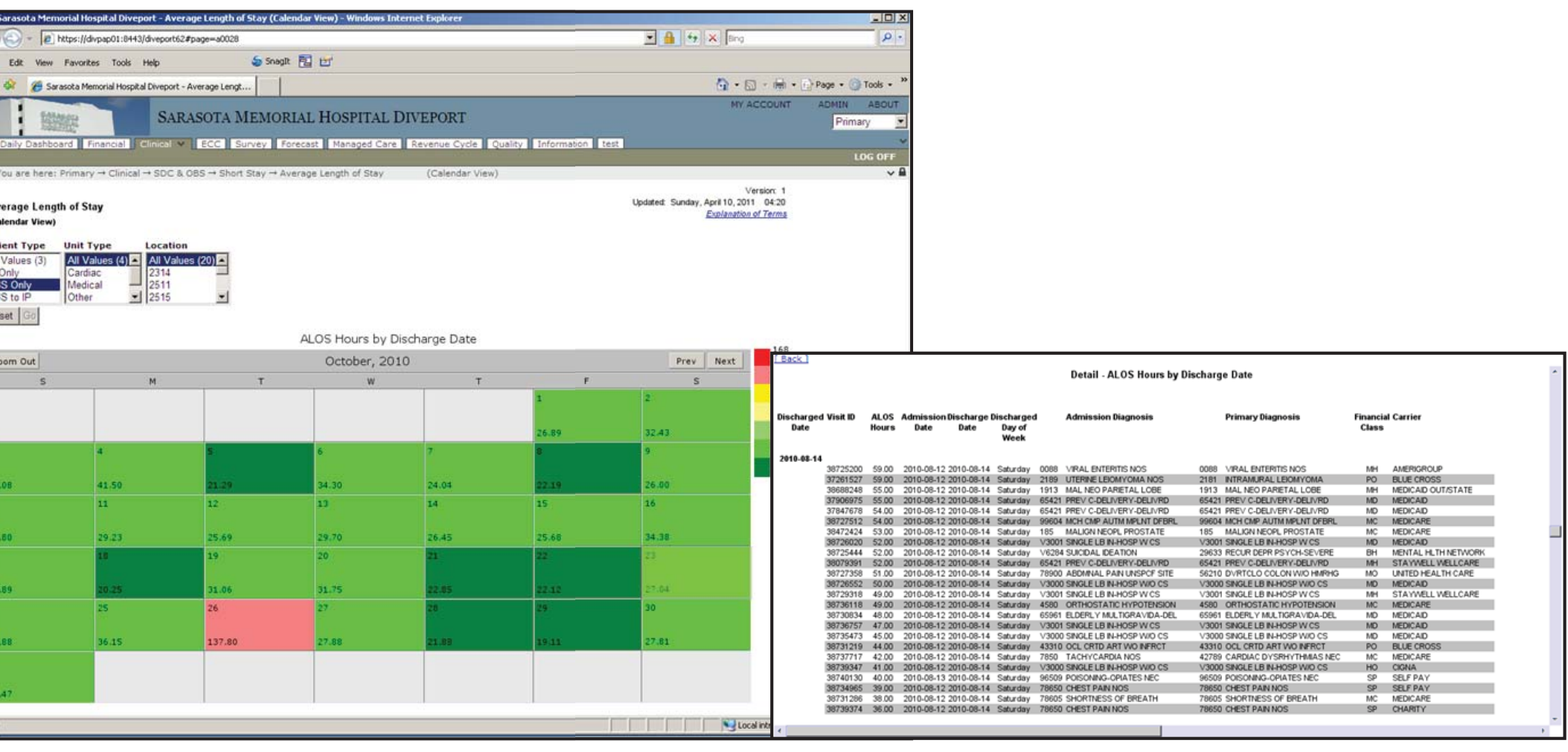
Short Stay Unit Comparison



Annual Calendar View ALOS by Discharge Date



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



Calendar View with ALOS Details

