

## Customer Highlights:

- Baptist Health South Florida
- Lee Memorial Health System
- NorthBay Healthcare

## Baptist Health South Florida — Miami, FL



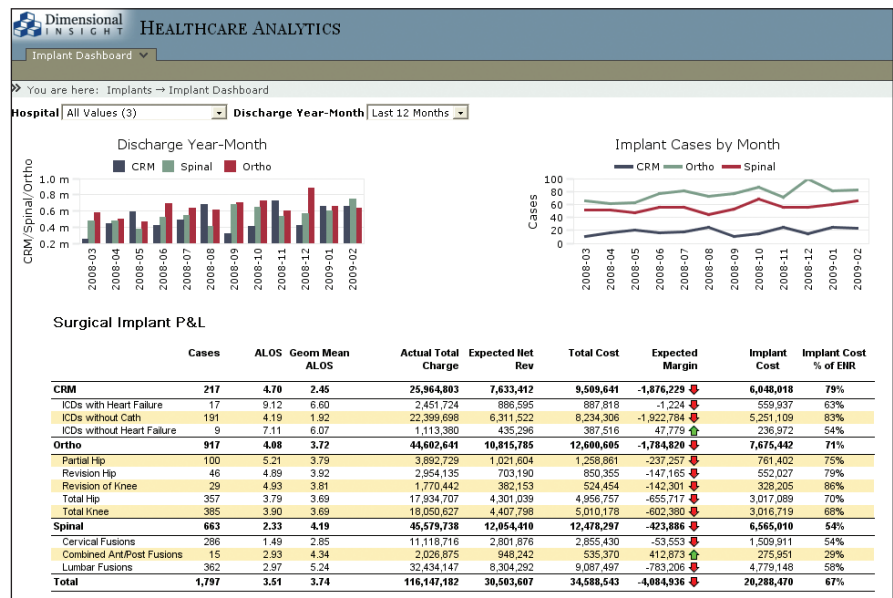
**Baptist Health  
South Florida**

Escalating orthopedic implant costs, also known as physician preference items (PPI), have focused the attention of Baptist Health South Florida (BHSF) managers on understanding the root causes driving cost increases and finding ways to reduce those costs. Using Diver to perform a detailed analysis of costs by implant procedure and the resulting reimbursements, BHSF gained valuable insight into the problem. BHSF has created an action plan to drive implant cost containment measures. Key points include:

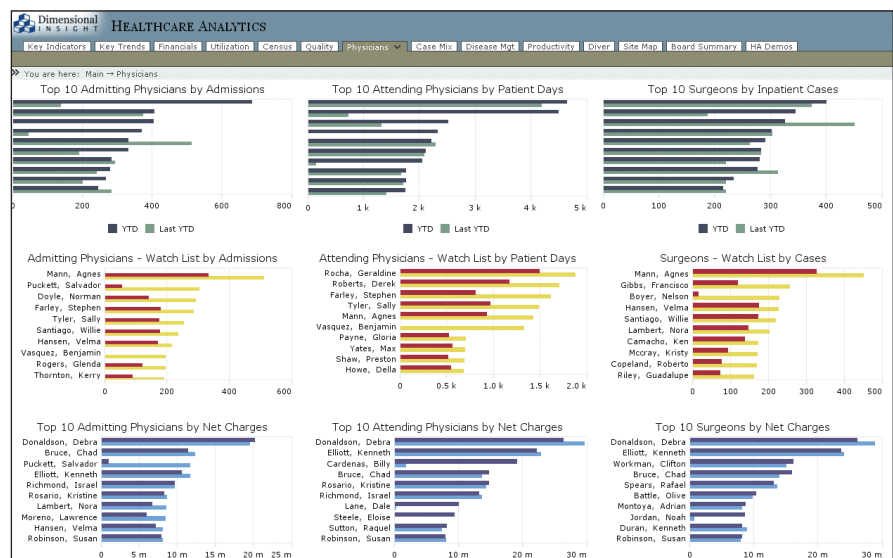
- Benchmarking their cost structures against local and regional peers to quantify the magnitude of overpayment.
- Using this data to negotiate implant price reductions with a preferred vendor in exchange for increased volume and contract exclusivity.
- Obtained buy-in from orthopedic physicians to standardize on a single vendor. This delivered the additional benefit of reducing OR setup time and reduced OR staff training time.

### About Baptist Health South Florida

With fifteen outpatient centers, a new hospital, and over 1,500 beds situated across five hospitals, Baptist Health South Florida is the largest faith-based, not-for-profit health care organization in the Greater Miami area. BHSF's reputation for medical excellence and patient satisfaction is underscored by a plethora of prestigious awards received year after year from leading healthcare organizations and industry journals. With total operating revenue of \$1.9B in fiscal 2008, BHSF also donated an impressive \$222M in charity care to the communities it serves.



*Diver helps BHSF compare physician performance across a number of metrics, all on a single screen. Diver allows analysts to easily define virtually any performance metric and then link it to an appropriate display element, such as a chart, table, gauge, or indicator.*



*BHSF monitors PPI spend using Diver. Case counts and mean ALOS are displayed alongside financial measures to identify protracted ALOS procedures that are resulting in negative margins. Time series of implant cases by month are graphed to provide visual displays of case load trends.*



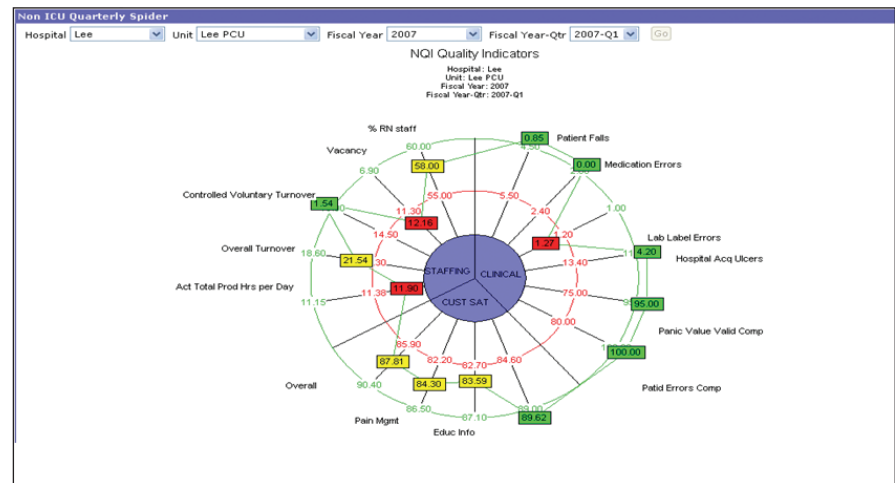
**Dimensional  
INSIGHT**

Lee Memorial Hospital System (LMHS) faced significant challenges on several fronts – from Medicare reimbursements being cut to acquiring two new hospitals with a vastly different IS infrastructure that required consolidation. LMHS's Senior Leadership Committee has been addressing these challenges with Diver in several areas:

- Interfacing with EPIC to automate the billing operations process for Physician Groups to realize cost savings – allowed LMHS to isolate discrepancies between finance and billing and miscoded charges.
- Tracking Family Medical Leave to identify commonalities and develop workforce disease management programs as a preventive action.
- Monitoring avoidable payroll and overtime exceptions to streamline productivity initiatives, especially relative to 'traveler' pay.

### About Lee Memorial Hospital System

LMHS serves Florida's Lee County, including the Fort Myers/Cape Coral greater metropolitan area. One of Lee County's largest employers, LMHS spans four campuses and is growing rapidly, having recently purchased two additional hospitals from HCA.



Spider charts created in Diver enable LMHS to analyze several NQI quality indicators and the various relations between them in a single chart.

Monthly Trend Report

Hospital: Lee Unit: Lee PCU

Lee Memorial Health

NQI Monthly Trend (Last 24 Months)

Hospital: Lee Unit: Lee PCU

Indicator	2005-Oct	2005-Nov	2005-Dec	2006-Jan	2006-Feb	2006-Mar	2006-Apr	2006-May	2006-Jun	2006-Jul	2006-Aug	2006-Sep
<b>CLINICAL</b>												
Hospital Acq Ulcers	0.00	0.00	0.00	0.00	0.00	0.00	3.60	3.60	3.60	8.70	8.70	8.70
Lab Label Errors	0.00	0.00	0.00	1.17	3.59	0.00	0.00	1.29	0.00	1.72	3.22	0.00
Medication Errors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Panic Value Valid Comp				100.00	95.00	100.00	94.00	100.00		93.00	100.00	100.00
Patient Errors Comp				100.00	100.00	100.00	100.00	95.00		100.00	100.00	100.00
Patient Falls	7.87	2.42	3.83	0.00	4.78	1.84	0.00	3.88	2.95	1.72	11.25	4.34
<b>CUST SAT</b>												
Educ Info	76.78	0.00	70.30	89.50	86.70	90.40	75.00	88.90	87.50	85.70	75.00	76.90
Nursing Service	86.80	81.80	80.50	92.00	97.10	90.70	85.70	89.50	87.50	91.40	86.50	89.20
Overall	87.50	85.70	81.30	88.80	98.60	88.20	88.50	94.40	85.00	93.80	85.00	88.50
Pain Mgmt	84.10	0.00	83.80	84.70	86.70	89.30	77.80	91.70	87.50	90.60	0.00	84.40
<b>STAFFING</b>												
% RN staff	58.77	61.90	61.42	60.78	59.55	58.17	60.19	56.35	52.59	57.94	57.69	56.91
Act Total Prod Hrs per Day								11.17	11.28	11.36	11.37	11.44
Controlled Voluntary Turnover	0.00	0.00	1.45	0.00	0.00	1.45	0.00	0.00	0.00	0.00	0.00	0.00
Overall Turnover	23.88	23.53	23.19	24.64	25.35	24.64	25.37	25.80	25.37	30.16	28.13	26.98
Vacancy	9.80	23.81	23.81	17.46	20.00	26.76	1.47	25.58	24.71	25.00	23.81	21.25
Voluntary Turnover	14.93	14.71	14.49	14.49	16.90	15.94	16.42	3.13	2.99	3.17	3.13	3.17

Diver provides a broad selection of tabular displays. This table illustrates national quality indicator monthly trends and identifies problematic statistics using color coded cells.

Over the past several years NorthBay's focus was to implement and deploy some of the leading best-of-breed players in the HIS space (Cerner, Keane, Midas+, Lawson, etc.) to support the day-to-day information needs of the organization. The organization rolled out Diver to support executive decision-making at a strategic level.

- Using BI to develop executive dashboards for management personnel.
- Establishing a set of operational KPIs that the organization would use to assess performance.
- Integrating clinical, financial, administration and operational data sets to gain a real-time view of performance for executive personnel.

### About NorthBay Healthcare

NorthBay Healthcare is a non-profit, community provider organization serving the residents of Solano County, California. It has a 50-year tradition of providing hospital and community services that are offered by no other health care provider in the region. From emergency care to surgery and specialty services, thousands of people in Solano County, California rely on NorthBay Healthcare for advanced and compassionate medical care.



*NorthBay has consolidated their operational KPIs using Diver dashboards. Diver's powerful data integration capabilities allows utilization, financial and clinical data to be combined on a single dashboard.*

### About Dimensional Insight

Dimensional Insight, Inc. is a leading provider of Business Intelligence solutions with our BI platform and family of purpose-built applications. Our data integration, modeling, reporting capabilities, analytics, portals, dashboards, and applications empower users

throughout the enterprise to make timely, data-driven decisions. Thousands of worldwide customers choose Dimensional Insight solutions for flexibility, ease of integration, and rapid time-to-value. Dimensional Insight consistently ranks as a top performing BI vendor in customer satisfaction.

#### Dimensional Insight's Areas Of Expertise:

- Data Modeling
- Data Integration
- Dashboards / Scorecards
- Analytics
- Enterprise Reporting
- Alert Notifications
- On-Demand BI



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