

Analyze This! – *Healthcare Data Analytics*

MdHIMA / DCHIMA

2019 Joint Annual Meeting

April 18, 2019



Luna Healthcare Advisors LLC

Today's Presentation

- The Evolution of Healthcare Data Analytics
- Today's Focus on Healthcare Data
- Strategies for Improving Your Data Analytics
- Common Errors in Healthcare Data Analytics
- Understanding the Complexity of Healthcare Data

The Evolution of Healthcare Data Analytics

Attribute	THEN	NOW
Customer	Financial Focus	Holistic View
Data Source(s)	Disparate	Integrated
Analytical Support	Decentralized	Centralized
Data Governance	<i>What Governance?</i>	Structured

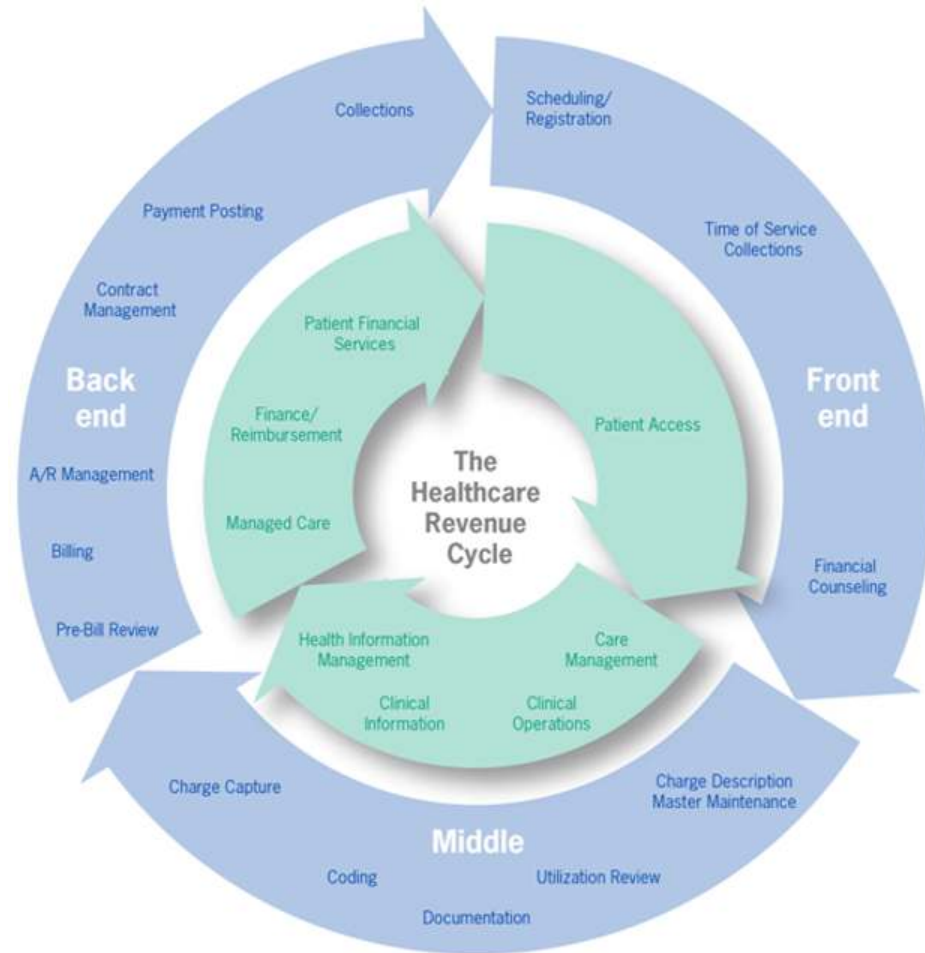


Polling Question #1

Within your organization, are HIM analytics included within a centralized data analytic group?

Please raise your hand if “Yes”

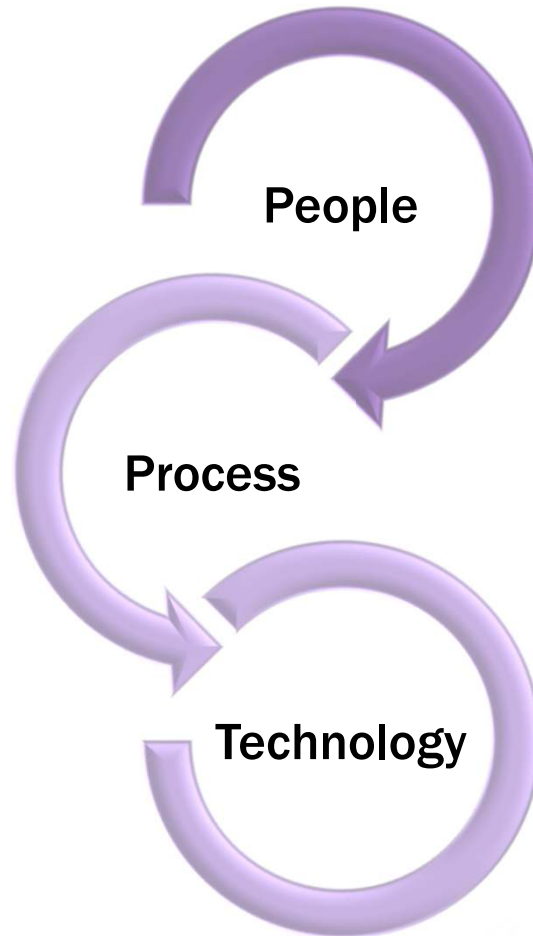
Today's Focus on Healthcare Data



Today's Focus on Healthcare Data (cont.)

Focus	Example Data Elements
Access to Care	<ul style="list-style-type: none">• Patient Demographics• Primary and/or Referring Provider(s)• Lead Time for Patient Appointments• Patient Satisfaction
Cost of Care	<ul style="list-style-type: none">• Charge Detail• Staff Productivity• Diagnostic and Procedural Coding• Direct and Indirect Costs
Quality & Patient Outcomes	<ul style="list-style-type: none">• Diagnostic and Procedural Coding• Case Mix Index• Mortality Rate• Medical Mistakes• Readmissions

Strategies for Improving Your Data Analytics



- Domain Expertise
- Centralized Function
- User Access (10%)

- Data Quality and Validation
- Data Governance
- Standardization (e.g. terminology)

- Standard and Custom Reporting
- Interfaces

Polling Question #2

Within your organization, do you have access to the data warehouse or reporting platform to create and run your own reports?

Please raise your hand if “Yes”

Common Errors in Healthcare Data Analytics

- Not Understanding the Domain, Application or Workflow
 - *What is a CPT/HCPCS?*
 - *Aren't the Principal and Primary Diagnosis the Same Thing?*
- Not Validating the Data or Algorithm with Domain Resource
 - Various Data Tables Based on Workflow and EHR Build
 - Charge Capture
 - Example: CPT/HCPCS Code Assignment (i.e. soft vs hard code)
 - KPI calculation methodology
 - DNFB
 - Example: Allow for defined coding window (e.g. 3 days) or % of overall revenue

Polling Question #3

Prior to data reports being released to leadership, do you have the ability or opportunity to validate the data source and results of the report?

Please raise your hand if “Yes”

REVENUE CYCLE FUNCTION	INTERDEPENDENCE TO OTHER METRICS																							
	Medical Necessity Check Rate	Pre-Registration Rate	Eligibility/ Insurance Verification Rate	Point of Service Collections - Outpatient	Point of Service Collections - Inpatient	Registration Error Rate	Charge Description Master (CDM) File Revisions	Charge Description (CDM) File Maintenance	Charge Capture	Coder Productivity	Coding Backlog	Query Statistics	Transcription Turnaround	Billor Productivity	Bill Hold/DNFB	Late Charge Entry	Clean Claim Rate	Claim Editing Corrections	Overall Claim Denials	Accounts Receivable	Payment Turnaround	Account Aging	Overall Cost to Collect	
PATIENT ACCESS																								
Medical Necessity Check Rate	X	X	X																					
Pre-Registration Rate	X																							
Eligibility/ Insurance Verification Rate		X	X																					
Point of Service Collections - Outpatient	X	X	X	X																				
Point of Service Collections - Inpatient			X		X																			
Registration Error Rate	X	X	X			X																		
Patient Access Denials																								
CDM/CHARGE CAPTURE																								
Charge Description Master (CDM) File Revisions							X	X																
Charge Description (CDM) File Maintenance							X	X																
Charge Capture								X	X															
CDM Related Denials																								
CODING AND DOCUMENTATION																								
Coder Productivity										X	X	X												
Coding Backlog										X	X	X	X											
Query Statistics											X	X												
Transcription Turnaround												X												
CLAIM GENERATION AND BILLING																								
Billor Productivity			X			X		X						X	X	X	X	X	X	X	X			
Bill Hold/DNFB						X									X	X								
Late Charge Entry						X	X	X	X		X				X	X								
Clean Claim Rate						X	X	X	X								X	X						
Claim Editing Corrections						X	X	X	X	X	X					X	X							
COLLECTIONS AND PAYMENT POSTING																								
Overall Claim Denials	X		X			X														X				
Accounts Receivable	X		X	X	X	X														X	X	X	X	
Payment Turnaround	X		X	X	X	X														X	X	X	X	
Account Aging				X	X	X														X	X	X	X	
Overall Cost to Collect	X			X	X	X								X	X	X	X	X	X	X	X	X	X	X

Understanding the Complexity of Healthcare Data

“Above all else, show the data.” – Edward R. Tufte

“Where there is data smoke, there is business fire.” —
Thomas Redman

“It is a capital mistake to theorize before one has data.” —
Sherlock Holmes

“BIG DATA ISN'T ABOUT BITS, IT'S ABOUT TALENT.” – DOUGLAS MERRILL



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