

Spotlight on Healthcare

WebFOCUS and iWay Software: An Rx for Medical Reporting and Productivity

Hospitals maintain an immense amount of information that must be carefully stored, analyzed, and exchanged. As many of the nation's leading hospitals have demonstrated – including Mount Sinai Medical Center, Jefferson Regional Medical Center, and University of Virginia Department of Medicine – WebFOCUS is versatile enough to present a tremendous amount of relevant information to these organizations.

Hospital executives and board members can obtain highly summarized information via dashboards and scorecards using WebFOCUS. Administrators can receive insight into clinical, financial, and administrative trends. Practitioners can access and exchange patient data and electronic medical records, while analysts can create complex ad hoc queries to create custom reports. As the examples here illustrate, Information Builders provides a cohesive enterprise-reporting platform that brings vital reporting capabilities to every aspect of healthcare operations.

Curing Information Overload

Using Information Builders WebFOCUS BI platform, Jefferson Regional Medical Center – the fourth largest hospital in Arkansas – created a BI environment to cure one of the most common maladies facing healthcare workers: information overload syndrome. The center used WebFOCUS to construct a self-service reporting environment to organize reports into three primary groups: financial reports for the finance department, productivity reports for department managers, and bed management reports for hospital administrators.



University of Virginia
Department of Medicine

Plexus Medical
Group

Jefferson Regional
Medical Center

New York University
Langone Medical Center

The BI environment at Jefferson Regional enables clinicians and administrators to quickly hone in on specific information related to patients, reimbursements, payer mixes, admissions trends, staff productivity, and dozens of other business functions. WebFOCUS has become an integral part of the hospital's daily management activities, increasing staff productivity, improving physician deficiency rates, and eliminating excessive costs throughout the facility.

Diagnosing Healthcare Processes

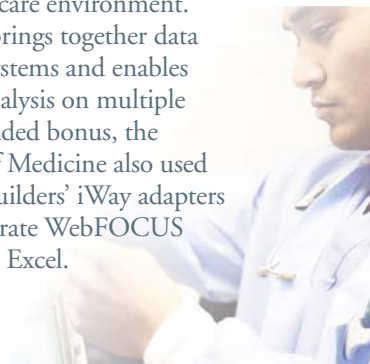
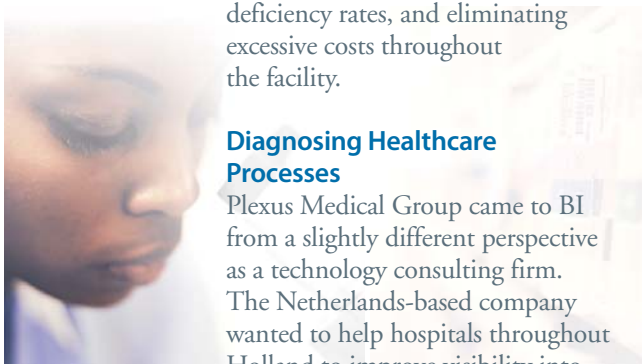
Plexus Medical Group came to BI from a slightly different perspective as a technology consulting firm. The Netherlands-based company wanted to help hospitals throughout Holland to improve visibility into their healthcare facilities, finances, and clinical processes. They selected WebFOCUS to create a nationwide system called Pi that delivers up-to-date information about costs, reimbursements, treatment success rates, and many other key performance indicators (KPIs) – defining and enforcing quality standards for the country's entire healthcare system.

Pi presents this performance data through role-based balanced scorecards, which include stats about delivered quality of care,

experienced quality of care, financial results, and market positions. This gives hospital administrators and physicians enhanced visibility into their facilities and processes, including information about how each facility compares to national benchmarks – insight that was formerly impossible to obtain. Providers use this knowledge to improve the quality of their services to countless patients everyday. Today, ten hospitals in the Netherlands are actively using the system. These hospitals currently report cost reductions of up to 10 percent of their annual budgets.

Healing Financial Reporting Ailments

The University of Virginia Department of Medicine uses WebFOCUS to create consolidated financial reports and to deliver information to a diverse user base that includes doctors, clinical administrators, and department leaders – all with varying levels of technological expertise. The Department of Medicine chose WebFOCUS because it was flexible enough to handle all of the different types of reporting requirements necessary within such a large and thriving healthcare environment. WebFOCUS brings together data from diverse systems and enables unified data analysis on multiple levels. As an added bonus, the Department of Medicine also used Information Builders' iWay adapters to tightly integrate WebFOCUS with Microsoft Excel.



This new reporting system is flexible enough to join Microsoft SQL Server data with information from Oracle financial applications, an Epicor financial system, and a Precision clinical billing system. Because WebFOCUS reports are run without any special software other than a standard Web browser, physicians can easily access them from home or while traveling. Many users throughout the Department of Medicine are taking advantage of the new reporting environment, including more than 150 faculty members and 10 division-level administrators.

These medical professionals use WebFOCUS to create consolidated financial reports, faculty remuneration plans, and clinical billing reports. In some cases, staff members create reports in only a few hours that formerly took a month to produce. The Department of Medicine is confident that WebFOCUS is their long-term prescription for increased efficiency, accurate financial reporting, and a healthy bottom line.

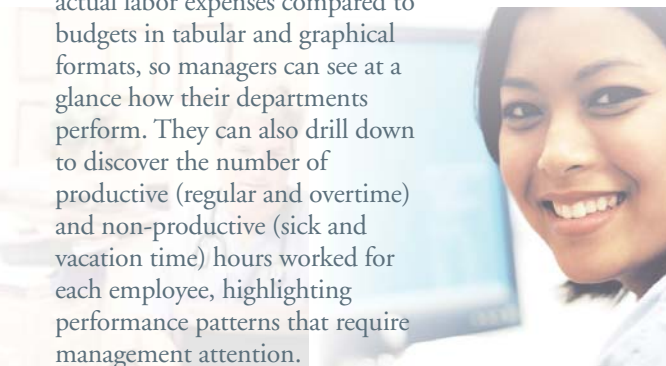
Treating the Cost of Care

The financial wellness of a hospital is influenced by many factors. In such a multi-faceted environment, one sure way of improving profitability is to map out hospital staffing budgets in relation to patient volumes and units of service, while controlling the associated costs – the most significant of which is labor. That's precisely what New York University Langone Medical Center (NYULMC) has done using WebFOCUS. With a few clicks to a Web-based executive dashboard,

department managers can access 22 charts and 16 drill-down reports from the WebFOCUS Labor Productivity tool. The reports show actual labor expenses compared to budgets in tabular and graphical formats, so managers can see at a glance how their departments perform. They can also drill down to discover the number of productive (regular and overtime) and non-productive (sick and vacation time) hours worked for each employee, highlighting performance patterns that require management attention.

The solution has already helped NYULMC achieve and maintain a six to seven million dollar reduction in salary expenses. The system has also helped the institution identify opportunities for more accurate patient billing while helping management understand how to adjust the staff based on workload. For example, before the Building Services Division started using the WebFOCUS productivity tool, they were consistently over budget on their salaries by an average of 26 full-time employees (FTEs), which totaled approximately \$80,000 per pay period. Using the WebFOCUS dashboards, they have brought that down to three FTEs, totaling only \$9,000 per pay period.

Based on this measurable success, senior management wants to replicate the BI environment for other departments and functions throughout the hospital. The CFO has requested a similar Web-based tracking tool to measure and monitor non-salary expenses, such as supplies and equipment. 🌀



Medical professionals use WebFOCUS to create consolidated financial reports, faculty remuneration plans, and clinical billing reports.