

# Improving Financial Performance



SCOTTSDALE MEDICAL IMAGING  
LISA MEAD, CHIEF ADMINISTRATIVE OFFICER



# Our Practice



- Radiology Group Practice
- Two Divisions
- 70 Radiologists
- 700 Staff
- Over 1 million exams per year

# Our Diver Goals



- Improve Patient Care and Service Delivery Processes
- Increase Revenue
- Decrease Future Denials
- Streamline Payor Reimbursement
- Improve Coding Practices
- Boost Physician Productivity
- Decrease Costs
- Decrease Wait Times
- Optimize Labor Costs
- Decrease Supply Costs

# Our Diver Implementation



- Developed list of requested reports
- Built Models for:
  - Marketing
  - Finance
  - Capacity
- Initial Training April 2008
- Verified Accuracy
- ProDiver development ongoing
- Division Reports and User Development

# Our Strategy



- Data drives solid decision making
- Improve Revenue

# Our Tactics



- **Develop markers to monitor:**
  - Referral Development
  - Call Center Results
  - Capacity/Utilization of Equipment
  - Payor Performance
  - Revenue Cycle
  - Radiologists Productivity

# Our Results



- **Improved profitability 5-8 %**
  - Identified over \$2,000,000 underpayments
  - Enhanced resource to demand matching
  - Attrition 77 FTE's over 18 months
  - Decreased abandoned calls from 15% to 0.8%

# Our Key Metrics



- Determine what to watch as early warning system
  - Call Center Abandoned Calls
  - Referrals
  - Payors Performance
  - Equipment Capacity

# Scheduling Call Center The Hub of the Operations

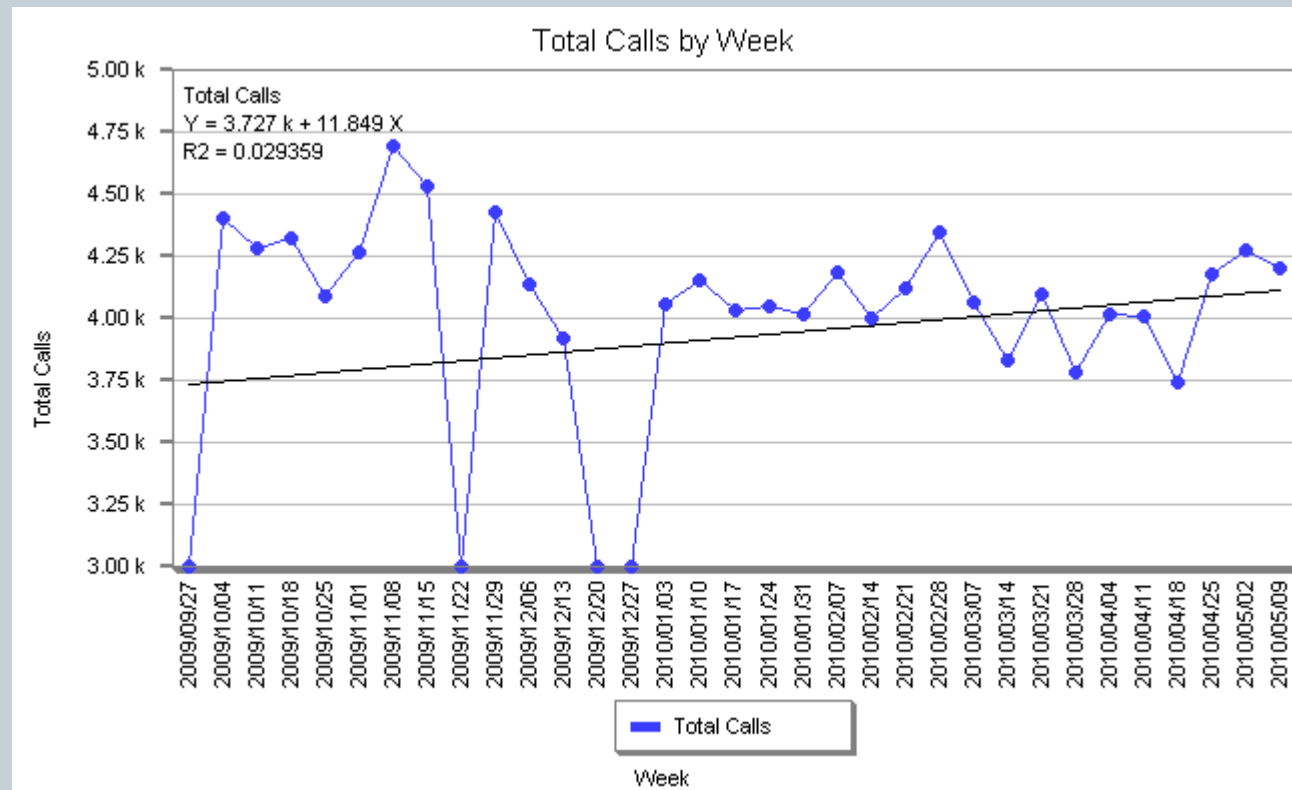


# Call Center

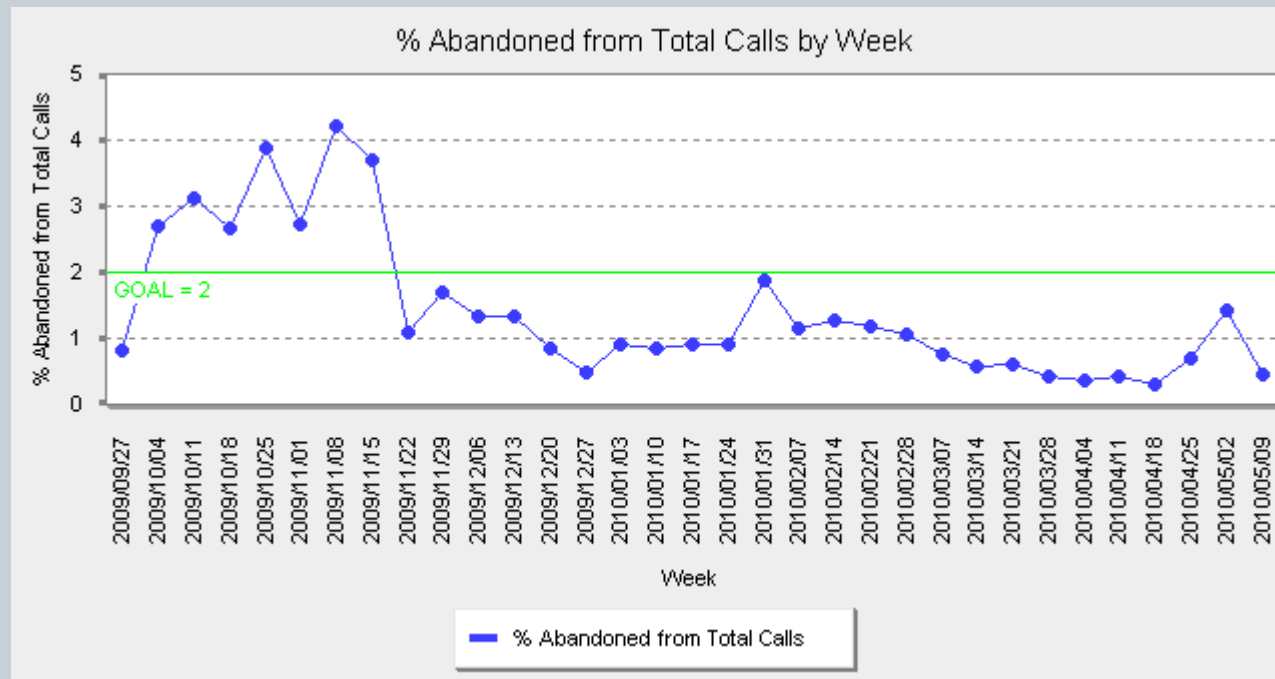


- **The Issues:**
  - **Complaints**
    - ✦ Ringing Phone
    - ✦ Abandoned Calls
    - ✦ Too long on Hold
  - **Random Hiring**
    - ✦ No goals
    - ✦ No feedback

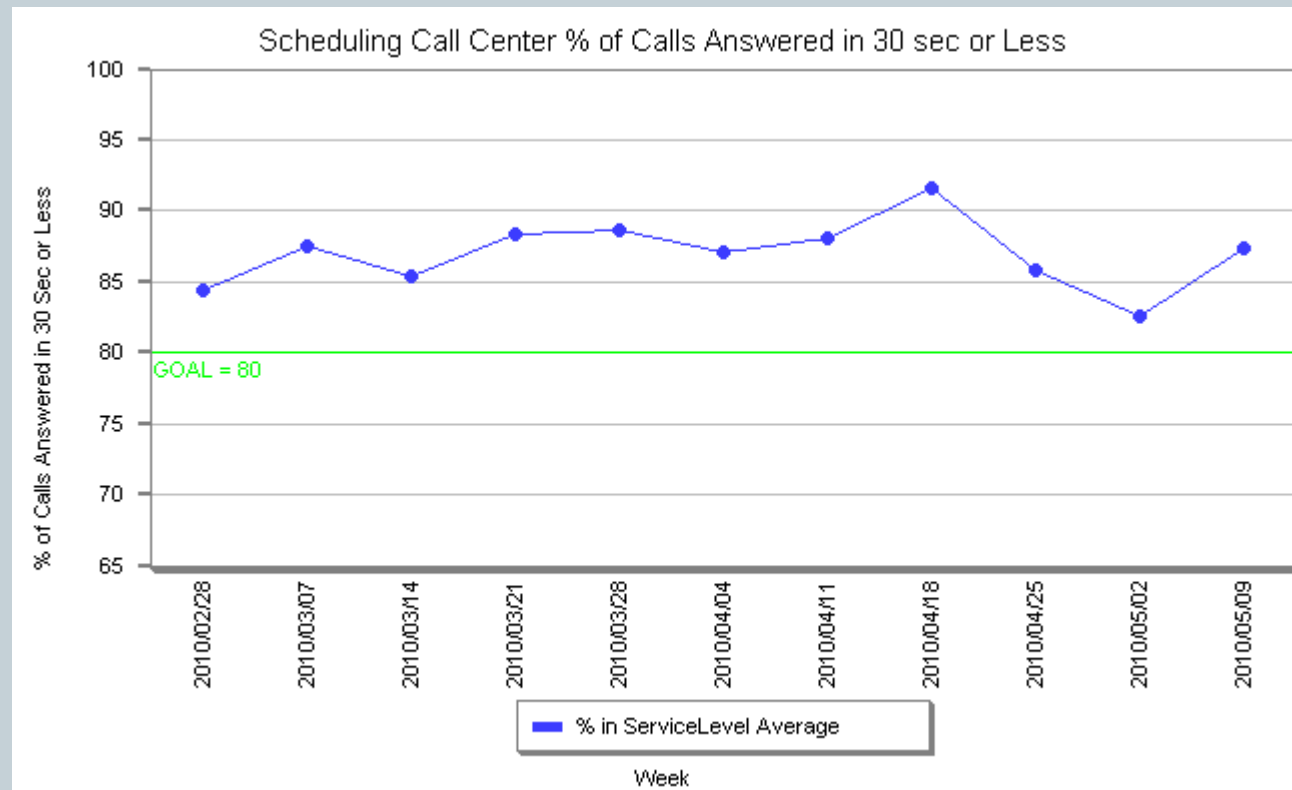
# Call Center



# Call Center



# Call Center



# Referral Development



- **The Issues:**
  - Limited CRM
  - No Comparison Data
  - Poor Territory Management

# Marketing – Volume by Location

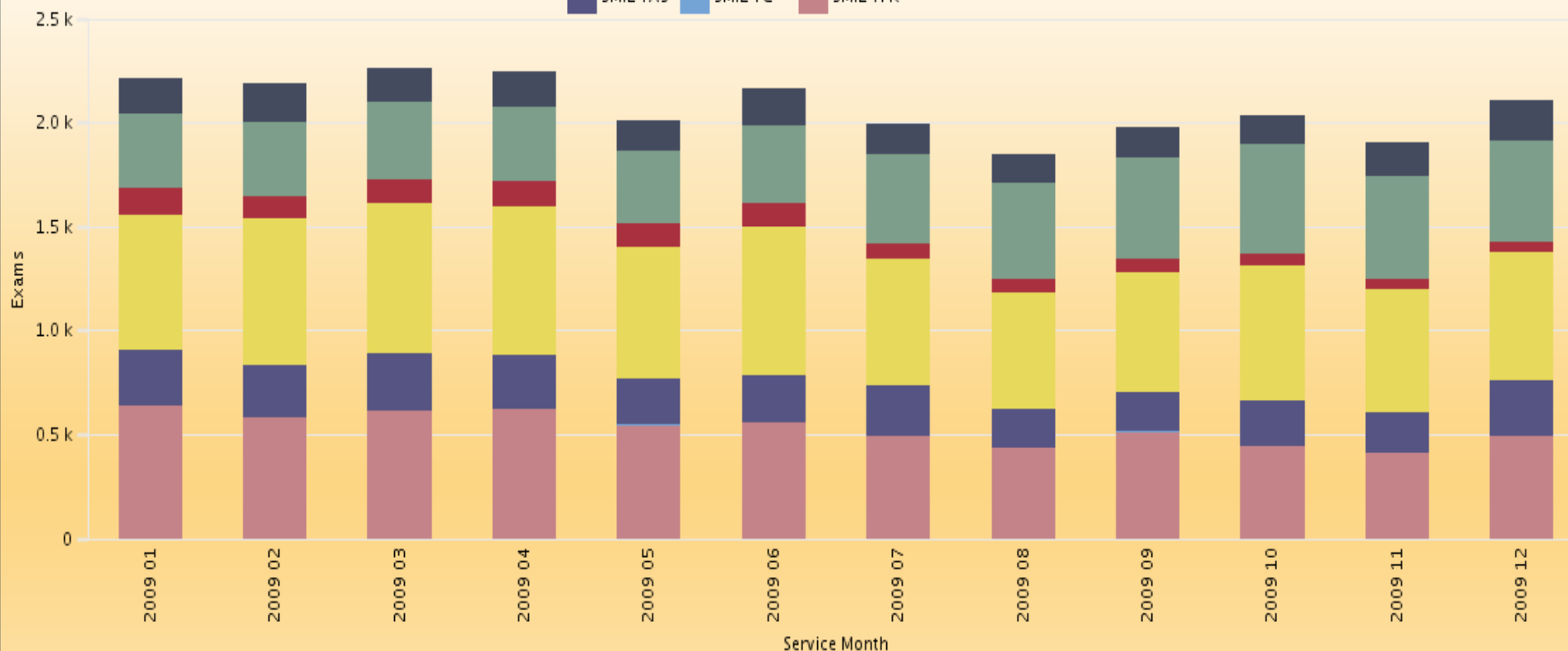


Welcome Services Episode of Care Site Map Help


>> You are here: Marketing → Services → Graphs → Monthly Trend by Location

Place of Service  Modality  Service Month

Exams by Service Month (Location Name)



# Marketing – Sample Dynamic


**TRELLIS HEALTH**

MY ACCOUNT

Welcome Services

Site Map Help

Referrals

Values (4) Service Month All Values (12) Modality All Values (22)

Payer Primary All Values (1746) Place of Service Doctor's Office (11)

with NPI All Values (4512) Patient State All Values (51)

Patient Zipcode Name All Values (1245) Go

Tuesday, March 16, 2010

### Referral Profile

	Exams ↓	Procedure Count ↑	% High Tech ↑	Total Gross Charges ↑	Total Collection ↑	Collection per Unit ↑
	2,722	4,830	63.7	2,804,822	1,205,301	23.07
	2,547	3,851	9.1	940,285	351,616	46.96
	2,522	3,257	12.0	926,678	359,900	36.56
	2,208	3,447	28.8	1,081,533	405,685	30.48
	2,045	3,072	18.2	898,135	371,211	32.89
	1,994	3,156	31.5	955,415	373,659	24.01
	1,964	2,722	0.5	288,749	102,240	38.45
	1,939	2,811	7.3	603,537	217,270	43.61
	1,898	3,325	25.4	850,788	305,923	25.60
	1,785	2,359	19.6	658,727	261,123	33.39
	1,740	2,588	24.9	796,383	305,807	31.01
	1,677	2,881	1.5	714,182	281,650	85.06
	1,631	2,757	1.8	685,919	268,706	79.77
	1,587	1,984	6.0	412,255	155,614	64.58
	1,561	2,042	13.8	558,563	200,076	30.30
	1,513	1,884	12.2	471,480	183,174	46.78
	1,504	2,242	23.3	971,552	363,218	15.10
	1,499	2,600	16.9	568,232	198,749	29.85
	1,403	1,751	3.6	200,853	54,786	36.20

Sort Up

Sort Down

---

Age Band

Gender

CPT

Financial Class

Modifier Class

Patient Zipcode

Payer Primary

Place of Service

Provider Name

Service Month

Service Quarter

Service Year

Referring Provider with NPI

FFREY D (103

,HELEN B (13

ATHLEEN A (1

MATTHEW J (1

EEMA (15886

MELVIN L (10

D,THEODORE

,SHARONELLE

D,JAY (182116

HN S (1134136591)

OTI R (1659332971)

EBORAH D (1891742094)

RID (1760589642)

,F TIMM (1497869531)

,MAGDA S (1104875822)

ATTHEW J (1376523399)

THOMAS H (1902804602)

RT D (1215912811)

LILBERT R (1114960168)

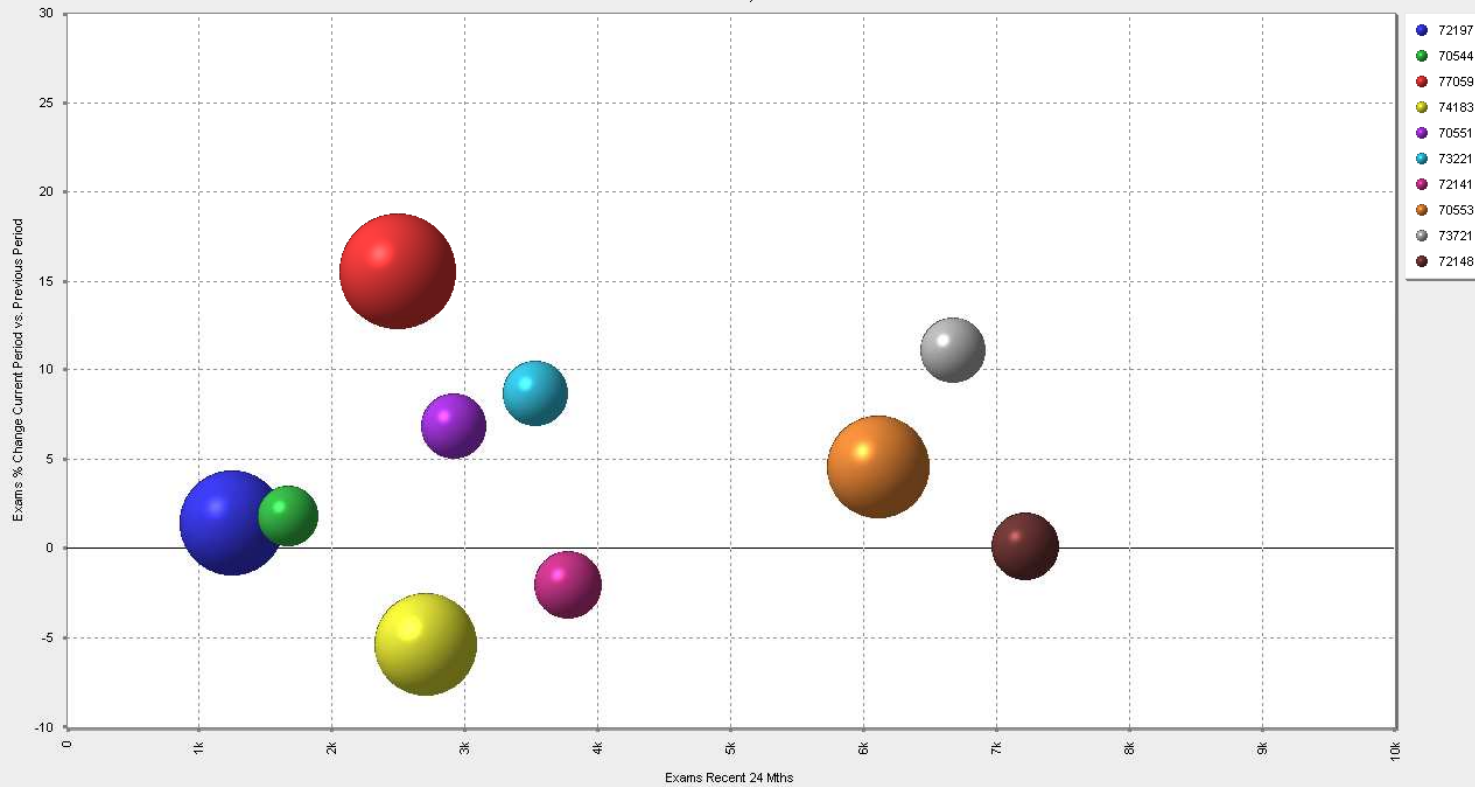
Page 1

# Referral Management



Exams % Change Current Period vs. Previous Period by Exams Recent 24 Mths by Paid Per Exam

Svc Date Current Period Start: 01-2009  
 Svc Date Current Period End: 12-2009  
 Svc Date Previous Period Start: 01-2008  
 Svc Date Previous Period End: 12-2008  
 Division: S Division  
 Place of Service: All Values (14)  
 Affiliation: All Values (36)  
 Modality: MRI



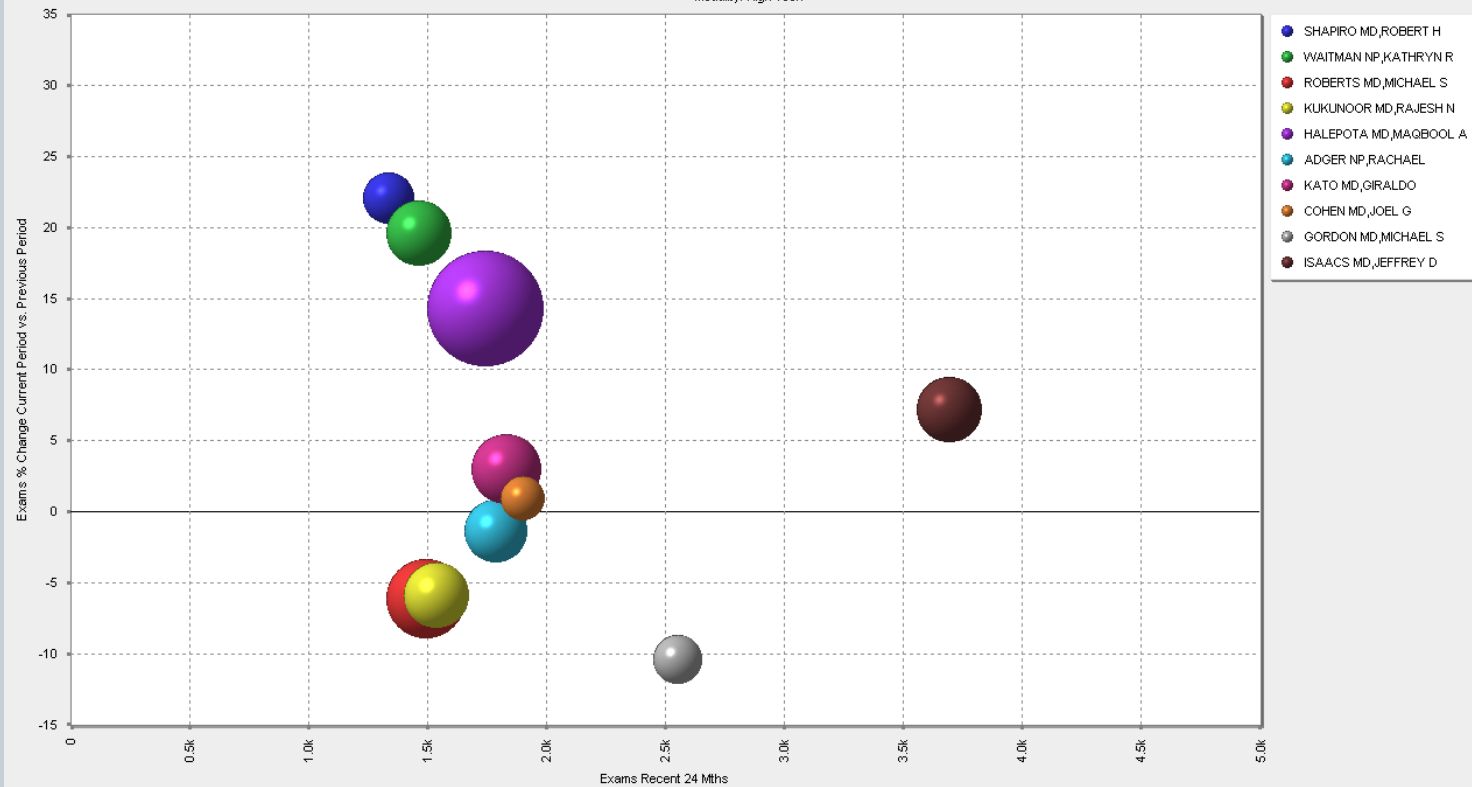
AFFILIATED WITH SOUTHWEST DIAGNOSTIC IMAGING LTD.  
 A TRADITION OF INNOVATION AND SERVICE

# Referral Management



Exams % Change Current Period vs. Previous Period by Exams Recent 24 Mths by Paid Per Exam

Svc Date Current Period Start: 01-2009  
 Svc Date Current Period End: 12-2009  
 Svc Date Previous Period Start: 01-2008  
 Svc Date Previous Period End: 12-2008  
 Division: S Division  
 Place of Service: All Values (14)  
 Affiliation: All Values (36)  
 Modality: High Tech



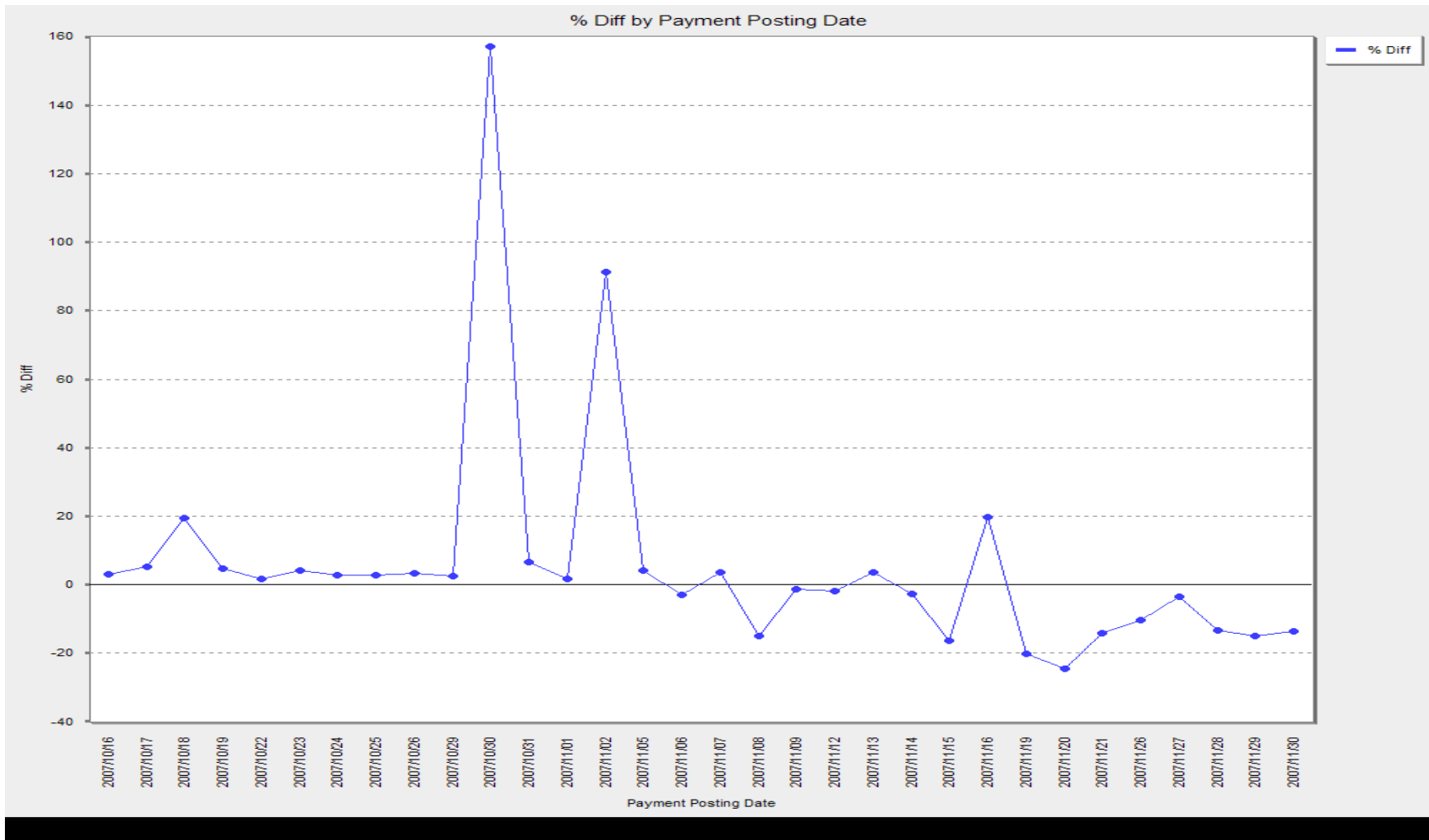
# Payor Performance



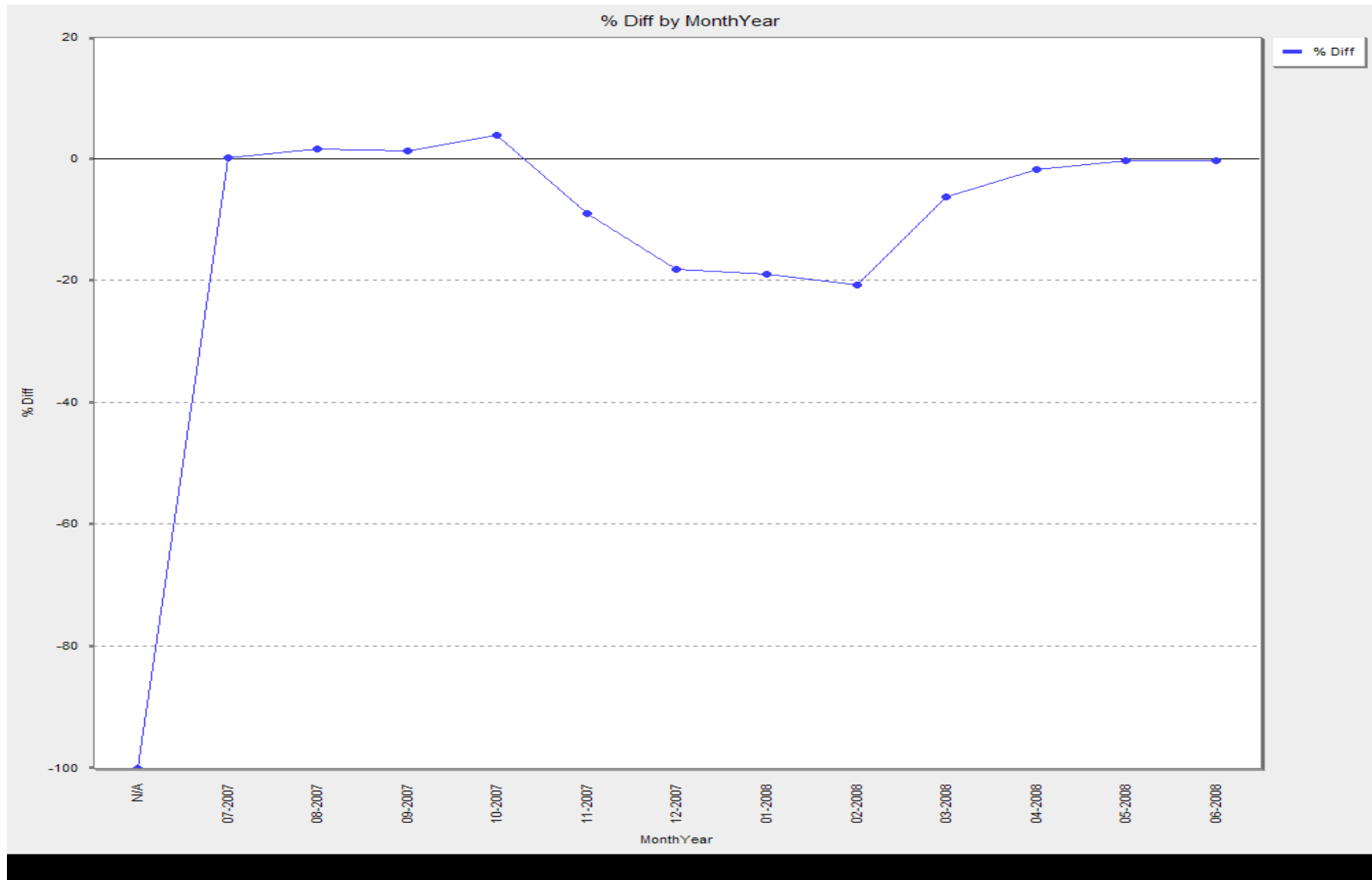
- **The Issues:**
  - Poor Monitoring
  - No Real time Data
  - Lost Revenue

# A Plan Daily Comparison Report

With current report  
we found on Jan. 30<sup>th</sup>  
\$400 K \$ later



# % difference Allowable Payments

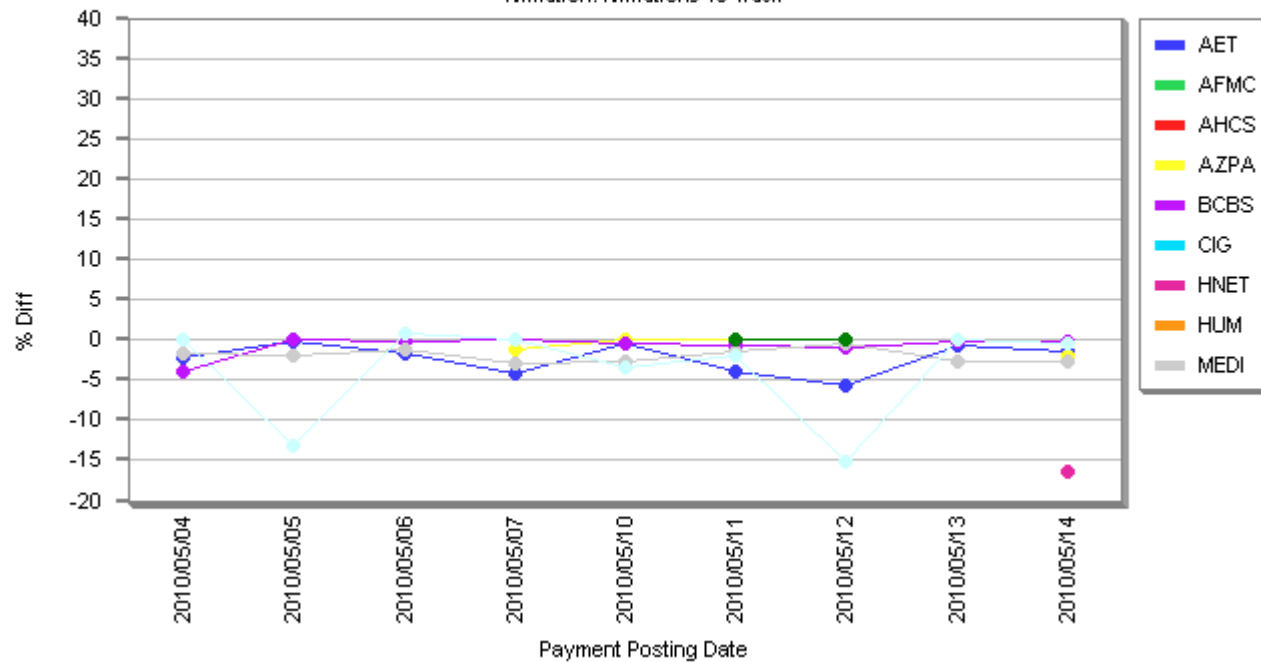


# Allowable



Payment Posting Date/Affiliation by % Diff

Bad Payment Allowable: Good  
Payment Posting Date: Last 10 Days  
Affiliation: Affiliations To Track



# Finance – Payer Analysis



Dashboard | A/R | Payment Analysis | Zero Paid | 2010 CMS Fee Schedule | Site Map | Help

» You are here: Finance → Payment Analysis → Graphs → Top 10 Payer - Conv Factor

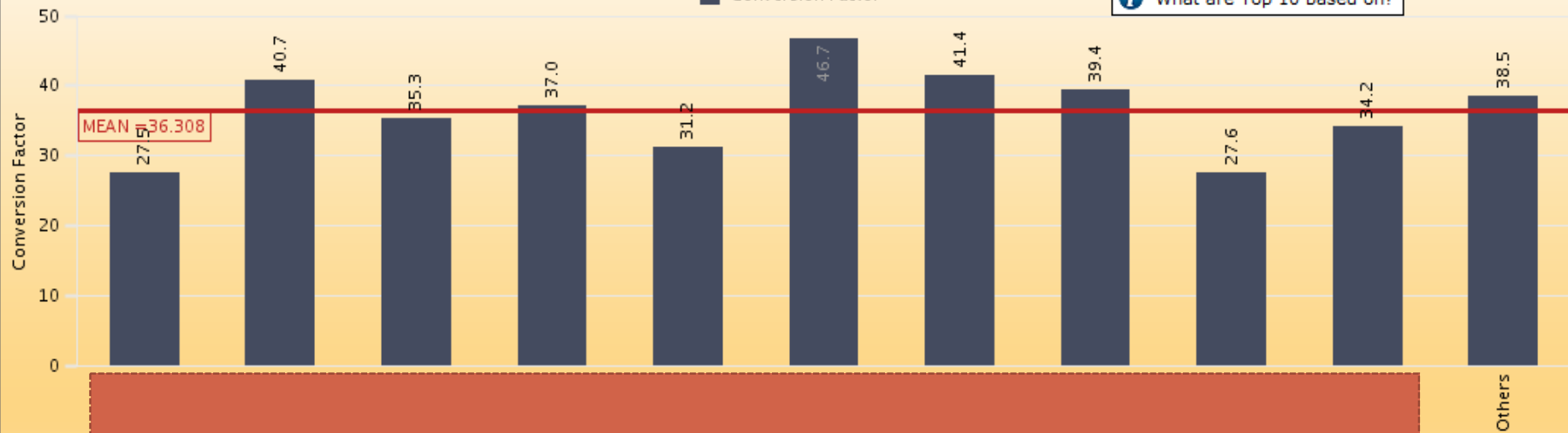
Service Month: Recent 12 Months | Provider Type: All Values (2) | Specialty: All Values (9) | Provider Name: All Values (48)  
Modality: MRI

Comparison of Conversion Factor - Top 10 Payers based on Total Gross Charges

Modality: MRI  
Service Month: Recent 12 Months

■ Conversion Factor

[What are Top 10 based on?](#)



Payors 1-10

# Finance – Payer Analysis

Finance

Dashboard | A/R | Payment Analysis | Zero Paid | 2010 CMS Fee Schedule | Site Map | Help

You are here: Finance → Payment Analysis → Reports → Fin Class and Payer Key Indicator

Modality: All Values (23) | Modifier Class: All Values (3) | CPT: All Values (908) | Place of Service: All Values (5) | Service Month: Recent 12 Months | Go

## Financial Key Indicators by Payer

Service Month: Recent 12 Months

	Exams	% High Tech	Procedure Count	Total Gross Charges	% of Total	Gross Charges % of Total	Total Collection	% of Total	Total Adjustment	Balance	Collection per Unit	Conversion Factor	% Collection from Patient	% Gross Chgs Zero Paid	% of Procedure Cnt Zero Paid
<b>Total</b>	107	28.0%	124	\$2,482	0.0%	\$1,883	0.0%	\$905	\$-306	\$7.72	\$5.65	0.0%	32.5%	8.3%	

	Exams	% High Tech	Procedure Count	Total Gross Charges	% of Total	Gross Charges % of Total	Total Collection	% of Total	Total Adjustment	Balance	Collection per Unit	Conversion Factor	% Collection from Patient	% Gross Chgs Zero Paid	% of Procedure Cnt Zero Paid
	4	50.0%	4	\$2,605	0.0%	\$245	0.0%	\$1,678	\$682	\$122.54	\$35.94	0.0%			
	6		6	\$3,620	0.0%	\$36	0.0%	\$136	\$3,448	\$8.94	\$35.76	0.0%			
	157	35.0%	165	\$24,207	0.0%	\$5,950	0.0%	\$12,591	\$5,666	\$26.33	\$35.77	0.0%	2.3%	2.4%	
	2,400	38.1%	2,529	\$342,087	0.2%	\$77,602	0.1%	\$229,089	\$35,396	\$32.99	\$33.78	0.0%	3.2%	4.7%	
	2		2	\$174	0.0%	\$24	0.0%	\$83	\$67	\$23.85	\$36.69	0.0%			
	4	25.0%	5	\$508	0.0%	\$108	0.0%	\$271	\$129	\$36.07	\$34.90	0.0%			
	5	40.0%	5	\$457	0.0%	\$124	0.0%	\$333	\$0	\$24.79	\$34.63	0.0%			
	8	37.5%	8	\$964	0.0%	\$265	0.0%	\$699	\$0	\$33.10	\$32.65	0.0%			
	1,249	33.7%	1,329	\$197,461	0.1%	\$36,602	0.1%	\$115,587	\$45,273	\$31.95	\$31.28	0.0%	12.6%	13.3%	
	1		1	\$246	0.0%	\$0	0.0%	\$0	\$246						
	211	13.3%	223	\$25,305	0.0%	\$5,756	0.0%	\$14,796	\$4,753	\$28.93	\$35.87	0.0%			
	1		1	\$43	0.0%	\$0	0.0%	\$43	\$0	\$0.00	\$0.00		100.0%	100.0%	

# Finance – Zero Paid (Denials)



Dashboard | A/R | Payment Analysis | Zero Paid | 2010 CMS Fee Schedule | Site Map | Help

>> You are here: Finance → Zero Paid → Reports → Top 25

Payment Status: All Closed | Modality: All Values (25) | Modifier Class: All Values (3) | Payer Primary: All Values (2729)

## Zero Paid Services - Top 25 ranked by Zero Paid Charges

Payment Status: All Closed

CPT	CPT Description	Procedure Count	Procedure Count Zero Paid	% of Procedure Cnt Zero Paid	Total Gross Charges	Total Gross Charges Zero Paid	% Gross Chgs Zero Paid	Gross Charge per Unit	Collection per Unit	Conversion Factor
99053	MED SERV 10PM-8AM, 24 HR FAC	19,172	13,637	71.1%	\$1,532,335	\$1,090,809	71.2%	\$79.93	\$17.17	
74160	CT ABDOMEN W/DYE	59,363	2,765	4.7%	\$22,234,287	\$727,584	3.3%	\$374.55	\$156.09	\$36.77
72193	CT PELVIS W/DYE	58,667	2,789	4.8%	\$21,289,602	\$712,018	3.3%	\$362.77	\$136.27	\$35.45
A9552	F18 FDG	11,147	878	7.9%	\$8,677,260	\$689,230	7.9%	\$777.60	\$429.80	
70450	CT HEAD/BRAIN W/O DYE	61,510	4,373	7.1%	\$10,398,797	\$673,525	6.5%	\$169.06	\$57.00	\$38.1
76350	SPECIAL X-RAY CONTRAST STUDY	2,655	1,089	41.0%	\$1,279,881	\$529,011	41.3%	\$482.06	\$25.07	
78815	PET IMAGE W/CT, SKULL-THIGH	14,737	233	1.6%	\$33914337	\$488,062	1.4%	\$2,301.31	\$1,134.60	\$39.32
Q9967	LOCM 300-399MG/ML IODINE,1ML	24,663	2,229	9.0%	\$4,980,548	\$449,060	9.0%	\$2.00	\$0.54	
71020	CHEST X-RAY	188,963	5,883	3.1%	\$14,325,062	\$379,977	2.7%	\$75.81	\$23.50	\$42.01
71010	CHEST X-RAY	188,274	8,408	4.5%	\$7558007.5	\$330,782	4.4%	\$40.14	\$9.87	\$39.12
72125	CT NECK SPINE W/O DYE	13,464	1,707	12.7%	\$2,657,925	\$329,437	12.4%	\$197.41	\$66.91	\$37.77
70553	MRI BRAIN W/O&W DYE	15,716	303	1.9%	\$18,751,403	\$309,809	1.7%	\$1,193.14	\$527.85	\$35.07
70486	CT MAXILLOFACIAL W/O DYE	16,412	1,095	6.7%	\$6,120,449	\$284,255	4.6%	\$372.93	\$157.52	\$37.02
A9579	GAD-BASE MR CONTRAST NOS,1ML	16,063	1,632	10.2%	\$2,421,654	\$251,769	10.4%	\$8.69	\$3.54	
74150	CT ABDOMEN W/O DYE	20,887	1,100	5.3%	\$6,192,161	\$251,320	4.1%	\$296.46	\$106.45	\$36.47
72192	CT PELVIS W/O DYE	21,598	1,114	5.2%	\$6,006,397	\$235,741	3.9%	\$278.10	\$101.93	\$37.58
72148	MRI LUMBAR SPINE W/O DYE	15,750	260	1.7%	\$13412006	\$231,712	1.7%	\$851.56	\$347.95	\$35.27
76377	3D RENDERING W/POSTPROCESS	4,518	531	11.8%	\$1,615,698	\$226,970	14.0%	\$357.61	\$108.13	\$37.11
71275	CT ANGIOGRAPHY, CHEST	14,604	644	4.4%	\$5790229	\$225,896	3.9%	\$396.48	\$148.94	\$36.47
73721	MRI JOINT OF LWR EXTRE W/O D	12,329	250	2.0%	\$10970526	\$225,769	2.1%	\$889.81	\$385.85	\$35.45

## Zero Paid Services - Top 25 ranked by Charges

Payment Status: All Closed  
Service Month: Recent 12 Months

CPT	CPT Description	Procedure Count	Procedure Count Zero Paid	% of Procedure Cnt Zero Paid	Total Gross Charges	Total Gross Charges Zero Paid	% Gross Chgs Zero Paid	Gross Charge per Unit	Collection per Unit	Conversion Factor
73721	MRI JOINT OF LWR EXTRE W/O D	4,178	79	1.9%	\$1,213,712	\$91,310	7.5%	\$290	\$128	\$32.54
70553	MRI BRAIN W/O&W DYE	8,690	115	1.3%	\$3,396,430	\$56,298	1.7%	\$390	\$179	\$39.80
70450	CT HEAD/BRAIN W/O DYE	18,143	290	1.6%	\$3,052,872	\$55,853	1.8%	\$168	\$48	\$39.09
72193	CT PELVIS W/DYE	15,001	188	1.3%	\$3,382,500	\$46,877	1.4%	\$225	\$74	\$39.61
0159T	CAD BREAST MRI	1,078	458	42.5%	\$107,800	\$45,800	42.5%	\$100	\$19	
74160	CT ABDOMEN W/DYE	15,074	174	1.2%	\$3,561,980	\$43,852	1.2%	\$236	\$81	\$39.63
G0202	SCREENINGMAMMOGRAPHYDIGITAL	50,962	287	0.6%	\$6,318,808	\$40,065	0.6%	\$124	\$65	\$44.94
71020	CHEST X-RAY	57,338	1,097	1.9%	\$1,778,107	\$33,657	1.9%	\$31	\$15	\$39.81
72148	MRI LUMBAR SPINE W/O DYE	6,086	94	1.5%	\$1,588,581	\$28,022	1.8%	\$261	\$123	\$36.38
72192	CT PELVIS W/O DYE	9,081	113	1.2%	\$1,748,461	\$23,933	1.4%	\$193	\$63	\$36.70
74150	CT ABDOMEN W/O DYE	9,321	107	1.1%	\$1,880,982	\$23,758	1.3%	\$202	\$69	\$36.86
71010	CHEST X-RAY	47,921	1,000	2.1%	\$1,099,709	\$23,261	2.1%	\$23	\$10	\$38.31
G0206	DIAGNOSTICMAMMOGRAPHYDIGITAL	12,171	212	1.7%	\$1,332,967	\$20,914	1.6%	\$110	\$55	\$43.32
76856	US EXAM, PELVIC, COMPLETE	3,930	192	4.9%	\$382,959	\$19,674	5.1%	\$97	\$46	\$39.34
19103	BX BREAST PERCUT W/DEVICE	792	40	5.1%	\$375,376	\$18,760	5.0%	\$472	\$312	\$61.04
71260	CT THORAX W/DYE	6,519	66	1.0%	\$1,621,246	\$16,606	1.0%	\$249	\$84	\$39.53
0042T	CT PERFUSION W/CONTRAST, CBF	190	141	74.2%	\$22,040	\$16,356	74.2%	\$116	\$22	
G0204	DIAGNOSTICMAMMOGRAPHYDIGITAL	8,807	117	1.3%	\$1,138,235	\$15,026	1.3%	\$129	\$64	\$43.37
19295	PLACE BREAST CLIP, PERCUT	987	62	6.3%	\$227,297	\$14,446	6.4%	\$229	\$102	\$43.08
78815	PET IMAGE W/CT, SKULL-THIGH	1,918	36	1.9%	\$1,180,838	\$13,783	1.2%	\$616	\$215	\$36.80
70544	MR ANGIOGRAPHY HEAD W/O DYE	994	89	9.0%	\$167,501	\$13,206	7.9%	\$169	\$73	\$31.94
77059	MRI, BOTH BREASTS	1,129	61	5.4%	\$227,794	\$12,383	5.4%	\$202	\$109	\$47.19
72141	MRI NECK SPINE W/O DYE	2,971	41	1.4%	\$779,443	\$12,307	1.6%	\$262	\$132	\$38.72
76645	US EXAM, BREAST(S)	8,202	166	2.0%	\$627,521	\$12,032	1.9%	\$77	\$41	\$43.68
78816	PET IMAGE W/CT, FULL BODY	87	4	4.6%	\$58,312	\$11,634	20.0%	\$670	\$200	\$38.25
Top 25 Subtota		<b>291,570</b>	<b>5,229</b>	<b>1.8%</b>	<b>\$37,271,471</b>	<b>\$709,812</b>	<b>1.9%</b>	<b>\$128</b>	<b>\$53</b>	<b>\$40.41</b>

# Medicare Impact Analysis



[Dashboard](#) | 
 [A/R](#) | 
 [Payment Analysis](#) | 
 [Zero Paid](#) | 
 [2010 CMS Fee Schedule](#) ▼ | 
 [Site Map](#) | 
 [Help](#)

» You are here: Finance → 2010 CMS Fee Schedule → Reports → Top 10 Impacted Reports

Financial Class:  Payer Primary:  Provide  
 Provider Name:

## InfoDive 2010 Medicare Impact Report - Top 10 Services with Highest Overall Reduction

Financial Class: MEDICARE

CPT with Description	Units		2009	2010	2009	2010	2009 Total	2010 Total	% Change	% Change
	Office	non Office	Non Fac Reim	Non Fac Reim	Fac Reim	Fac Reim				
74160 TC Ct abdomen w/dye	1,529	0	\$283.69	\$195.30	\$283.69	\$195.30	\$433,762	\$298,614	\$-135,148	-31.2%
72193 TC Ct pelvis w/dye	1,520	0	\$252.28	\$171.67	\$252.28	\$171.67	\$383,466	\$260,938	\$-122,527	-32.0%
G0202 TC Screeningmammographydigital	4,109	0	\$90.44	\$70.87	\$90.44	\$70.87	\$371,618	\$291,205	\$-80,413	-21.6%
71260 TC Ct thorax w/dye	930	0	\$265.01	\$180.91	\$265.01	\$180.91	\$246,459	\$168,246	\$-78,213	-31.7%
70450 26 Ct head/brain w/o dye	380	6,685	\$42.89	\$32.96	\$42.89	\$32.96	\$303,018	\$232,862	\$-70,155	-23.2%
74160 Ct abdomen w/dye	670	0	\$347.84	\$244.59	\$347.84	\$244.59	\$233,053	\$163,875	\$-69,177	-29.7%
G0202 Screeningmammographydigital	2,436	0	\$124.86	\$97.73	\$124.86	\$97.73	\$304,159	\$238,070	\$-66,089	-21.7%
74160 26 Ct abdomen w/dye	1,592	2,841	\$64.15	\$49.29	\$64.15	\$49.29	\$284,377	\$218,503	\$-65,874	-23.2%
72193 Ct pelvis w/dye	641	0	\$310.44	\$216.78	\$310.44	\$216.78	\$198,992	\$138,956	\$-60,036	-30.2%
<b>Subtotal</b>	<b>13,807</b>	<b>9,526</b>	<b>\$116.80</b>	<b>\$85.30</b>	<b>\$116.80</b>	<b>\$85.30</b>	<b>\$2,758,903</b>	<b>\$2,011,270</b>	<b>\$-747,634</b>	<b>-27.1%</b>

Page 1

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PDF 
 Excel

# Practice Dashboard



Final

Dashboard ▾ | A/R | Payment Analysis | Zero Paid | 2010 CMS Fee Schedule | Site Map | Help

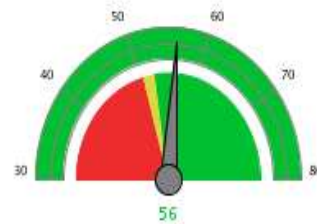
» You are here: Finance → Dashboard → Financial Radiology



Unique Patients Recent 12 Mont...



Exams Recent 12 Months



% Revenue High Tech Recent 12 M...



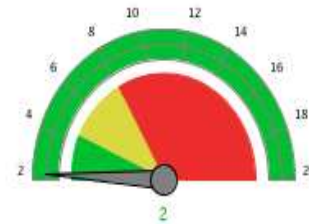
Daily Collections



Charge per RVU Recent 12 Months



Conversion Factor Recent 12 Mont...



% Gross Chgs Zero Paid Recent 12 ...

	Your Experience	Benchmark Median *	Mean	Standard Deviation	10th %tile	25th %tile	75th %tile	90th %tile	
<b>Volume</b>	<b>Unique Patients Recent 12 Months</b>	180,091	199,765	225,923	53,582	180,091	197,041	252,057	349,262
	<b>Exams Recent 12 Months</b>	598,387	601,453	654,849	138,452	521,590	598,387	671,519	999,944
	<b>% Revenue High Tech Recent 12 Months</b>	56.1%	52.8%	54.0%	6.9%	44.2%	50.7%	56.1%	69.2%
<b>Charge and Reim</b>	<b>Charge per RVU Recent 12 Months</b>	\$97.55	\$97.55	\$108.84	\$21.37	\$91.17	\$92.56	\$110.59	\$147.09
	<b>Conversion Factor Recent 12 Months</b>	\$37.67	\$43.44	\$43.46	\$6.05	\$35.11	\$39.02	\$47.05	\$53.00
	<b>% Gross Chgs Zero Paid Recent 12 Months</b>	2.2%	4.4%	6.2%	5.1%	1.4%	2.2%	8.0%	15.9%
	<b>% of Procedure Cnt Zero Paid Recent 12 Months</b>	3.3%	6.5%	8.7%	6.3%	1.7%	3.3%	12.0%	18.9%
	<b>% Collection on Gross Chgs Recent 12 Months</b>	39.4%	41.3%	40.4%	5.6%	31.6%	35.6%	42.6%	48.1%
	<b>% Collection from Billing Recent 12 Months</b>	6.8%	6.8%	7.3%	7.8%	6.8%	6.8%	7.3%	10.8%

\* Benchmark contains Practices

# Practice Dashboard

Dashboard ▾ A/R Payment Analysis Zero Paid 2010 CMS Fee Schedule Site Map Help

You are here: Finance → Dashboard → Financial Radiology

		Your Experience	Benchmark Median <sup>*</sup>	Mean	Standard Deviation	10th %tile	25th %tile	75th %tile	90th %tile
Volume	Unique Patients Recent 12 Months	180,091	199,765	225,923	53,582	180,091	197,041	252,057	349,262
	Exams Recent 12 Months	598,387	601,453	654,849	138,452	521,590	598,387	671,519	999,944
	% Revenue High Tech Recent 12 Months	56.1%	52.8%	54.0%	6.9%	44.2%	50.7%	56.1%	69.2%
Charge and Reimbursement	Charge per RVU Recent 12 Months	\$97.55	\$97.55	\$108.84	\$21.37	\$91.17	\$92.56	\$110.59	\$147.09
	Conversion Factor Recent 12 Months	\$37.67	\$43.44	\$43.46	\$6.05	\$35.11	\$39.02	\$47.05	\$53.00
	% Gross Chgs Zero Paid Recent 12 Months	2.2%	4.4%	6.2%	5.1%	1.4%	2.2%	8.0%	15.9%
	% of Procedure Cnt Zero Paid Recent 12 Months	3.3%	6.5%	8.7%	6.3%	1.7%	3.3%	12.0%	18.9%
	% Collection on Gross Chgs Recent 12 Months	39.4%	41.3%	40.4%	5.6%	31.6%	35.6%	42.6%	48.1%
	% Collection from Patient Recent 12 Months	0.0%	0.0%	2.3%	3.9%	0.0%	0.0%	3.6%	10.8%
Product	% Revenue Radiology Recent 12 Months	75.8%	74.2%	74.5%	5.3%	64.9%	72.0%	75.8%	84.4%
	% Revenue Surg Anes Recent 12 Months	6.0%	9.1%	8.9%	3.9%	3.6%	6.0%	9.5%	16.8%
	% Revenue HCPC Recent 12 Months	14.8%	13.5%	13.1%	5.6%	4.6%	10.6%	14.8%	23.7%
	% Revenue Medicine Recent 12 Months	3.0%	2.7%	2.9%	1.4%	0.9%	1.7%	4.1%	5.1%
	% Revenue EM Recent 12 Months	0.1%	0.2%	0.4%	0.5%	0.0%	0.1%	0.7%	1.3%
	% Revenue All Other Recent 12 Months	0.3%	0.1%	0.2%	0.1%	0.0%	0.1%	0.3%	0.4%
Payer Mix	% Revenue Commercial FFS Recent 12 Months	0.0%	3.3%	26.1%	19.5%	0.0%	0.0%	35.7%	48.0%
	% Revenue Commercial MC Recent 12 Months	59.5%	59.5%	57.0%	22.3%	0.0%	11.0%	68.6%	77.3%
	% Revenue Medicaid FFS Recent 12 Months	4.2%	4.4%	5.8%	2.9%	0.0%	3.8%	7.2%	11.3%
	% Revenue Medicaid MC Recent 12 Months	0.0%	0.0%	1.7%	1.5%	0.0%	0.0%	0.9%	3.1%
	% Revenue Medicare Recent 12 Months	33.4%	18.9%	21.7%	11.4%	0.0%	16.7%	24.2%	39.5%
	% Revenue Medicare MC Recent 12 Months	0.0%	0.0%	6.7%	6.8%	0.0%	0.0%	3.4%	15.9%
	% Revenue Self Pay Recent 12 Months	1.1%	0.7%	7.0%	13.5%	0.0%	0.0%	1.1%	31.2%
	% Revenue Worker Comp Recent 12 Months	0.5%	0.9%	1.6%	1.0%	0.0%	0.5%	2.3%	3.2%
	% Revenue Uncontracted Recent 12 Months	0.7%	0.0%	0.5%	0.5%	0.0%	0.0%	0.8%	1.1%
	% Revenue Other Payers Recent 12 Months	0.6%	3.5%	4.2%	4.6%	0.6%	1.6%	4.6%	15.6%
Daily Financials	Daily Charges Recent 12 Months	\$519,731	\$452,055	\$409,775	\$136,627	\$214,111	\$311,938	\$519,731	\$582,182
	Daily Collections	\$204,635	\$204,635	\$167,110	\$63,547	\$88,885	\$99,770	\$213,990	\$241,805

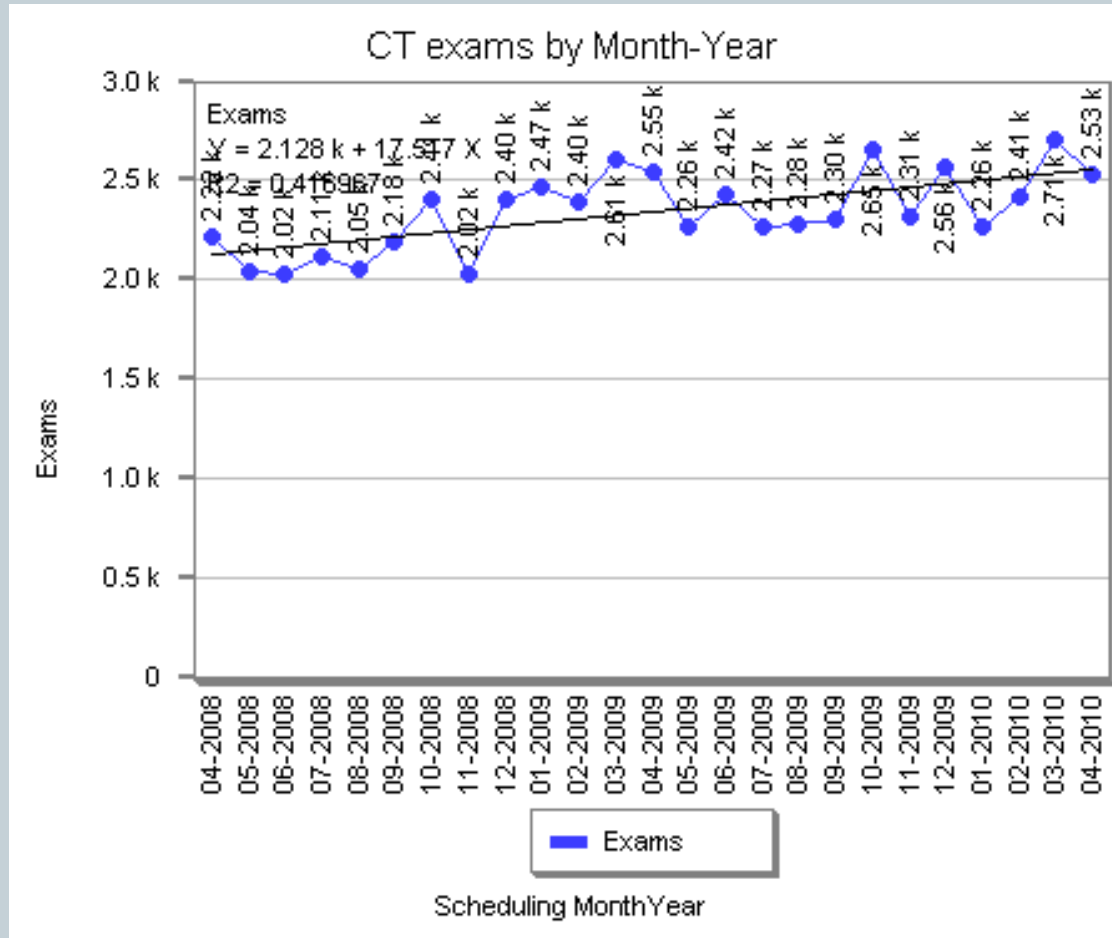
\* Benchmark contains:  Practices

# Capacity/Utilization

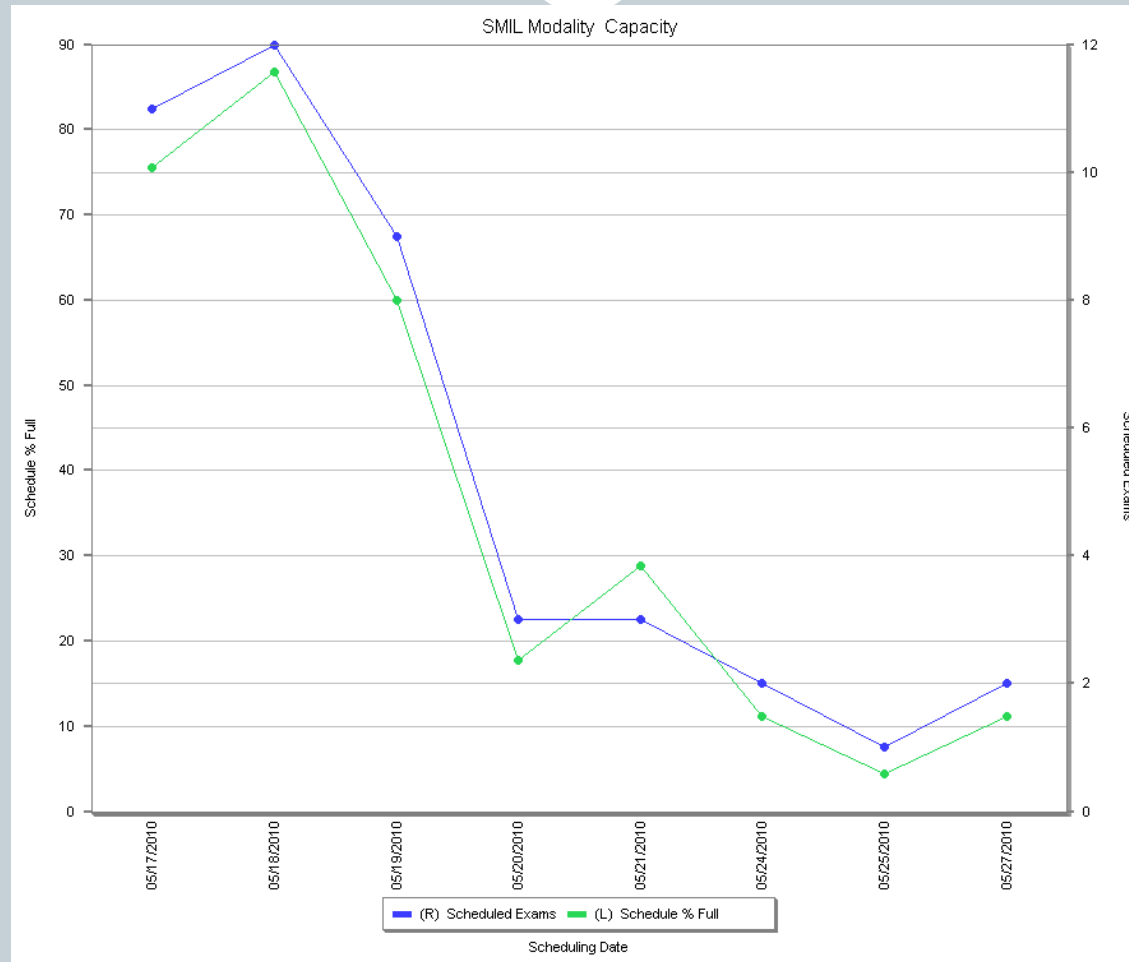


- **The Issues:**
  - Patient Satisfaction Availability
  - No Data on Equipment Utilization
  - No Data on Equipment Capacity
  - No way to manage staffing to demand

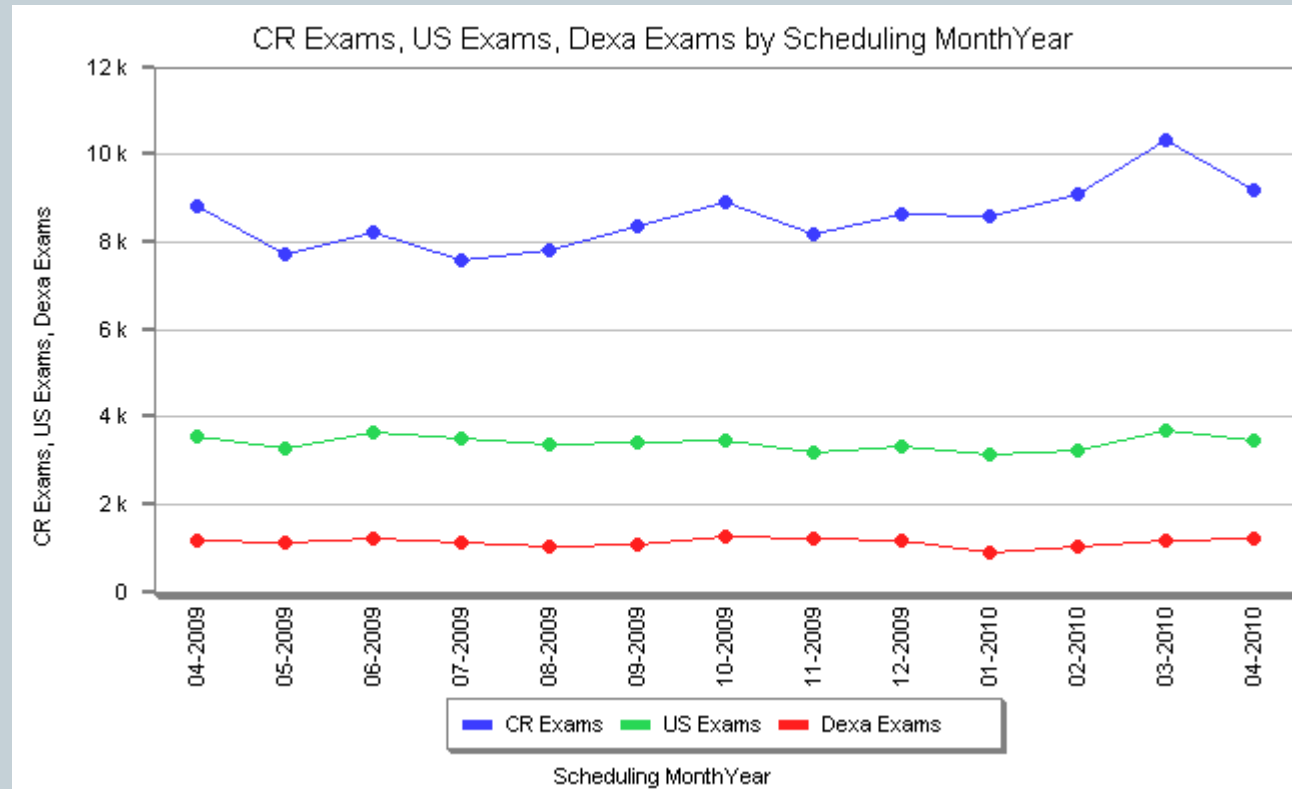
# Capacity/Utilization



# Capacity/Utilization



# Capacity/Utilization

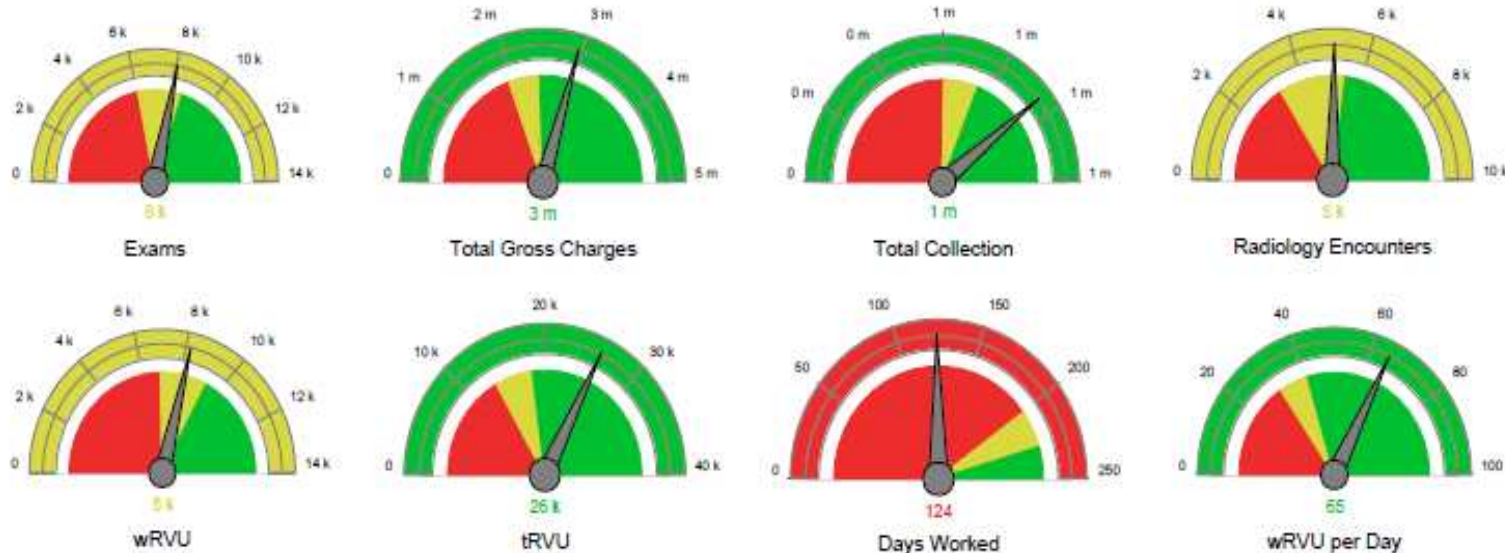


# Provider Productivity



- **The Issues:**
  - No data
  - No Feedback
  - No benchmarks

# Provider Dashboard



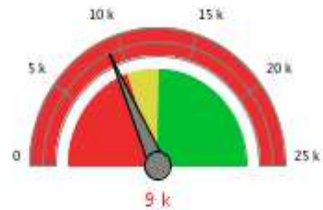
	Your Experience	Benchmark Median *	Mean	Standard Deviation	10th %tile	25th %tile	75th %tile	90th %tile
Exams	7,929	8,454	9,557	4,314	4,315	6,128	13,120	15,302
Procedure Count	9,191	9,536	10,839	4,795	4,803	7,140	14,605	16,797
Total Gross Charges	\$2,950,041	\$2,450,844	\$1,947,802	\$1,303,229	\$1,498,944	\$1,947,802	\$3,054,588	\$4,502,309
Total Collection	\$937,587	\$746,987	\$909,804	\$528,447	\$435,977	\$607,427	\$983,507	\$1,653,462
Radiology Encounters	5,049	5,433	6,033	3,376	1,769	3,230	9,064	10,306
% High Tech	34.3%	22.0%	27.2%	18.8% %	10.1%	14.6%	36.7%	47.0%
Radiology Encounters	5,049	5,433	6,033	3,376	1,769	3,230	9,064	10,306
Surgical Cases or Encounters	872	1,175	1,236	528	606	843	1,612	2,063
EM Encounters	91	68	147	173	3	15	226	409
Medicine Encounters	449	550	554	362	39	285	753	989
Radiology Encounters	5,049	5,433	6,033	3,376	1,769	3,230	9,064	10,306
wRVU	8,048	9,186	9,041	2,899	5,363	6,921	10,662	12,889
peRVU	16,679	7,301	12,549	12,995	3,306	5,206	13,436	32,817
mpRVU	1,215	745	928	664	401	553	1,010	1,730
tRVU	25,939	18,367	22,518	15,035	10,315	13,382	24,093	44,733
wRVU EM	116	79	184	220	4	17	311	504
wRVU Surg Anes	2,444	2,527	2,884	1,690	986	1,574	4,091	5,548
wRVU Radiology	5,366	4,724	5,554	3,118	2,107	3,089	7,616	10,367
wRVU HCPC	6	41	186	409	0	2	143	463
wRVU Medicine	113	193	234	184	33	100	311	494
Days Worked	124	227	227	36	185	200	253	272
tRVU per Day	209	77	99	62	47	64	102	194
wRVU per Day	65	41	40	10	26	31	46	52

\* Benchmark contains: 9 Practices and 81 Physicians

# Provider Dashboard

Dashboard ▾ Production Service Analysis Site Map Help

» You are here: Productivity → Dashboard → Benchmarking → External → Radiology



Exams



Total Gross Charges



Total Collection



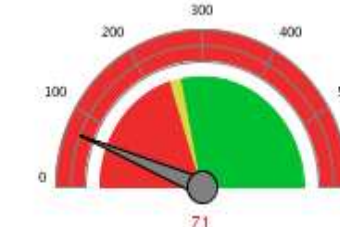
Radiology Encounters



wRVU



tRVU



Days Worked



wRVU per Day

	Your Experience	Benchmark Median *	Mean	Standard Deviation	10th %tile	25th %tile	75th %tile	90th %tile
Exams	9,094	12,736	15,013	6,994	8,354	9,837	18,599	22,887
Procedure Count	10,148	13,889	16,341	7,386	9,648	10,482	20,347	25,263
Total Gross Charges	\$2,743,013	\$3,070,131	\$2,406,776	\$1,761,843	\$1,721,005	\$2,406,776	\$5,151,179	\$6,227,118
Total Collection	\$1,073,115	\$1,229,191	\$1,351,830	\$646,923	\$640,708	\$910,888	\$1,814,070	\$2,367,229
Radiology Encounters	6,833	9,761	10,636	4,410	6,519	7,473	12,948	15,675
% High Tech	41.1%	34.9%	36.8%	8.6%	26.5%	30.2%	41.1%	49.1%
Radiology Encounters	6,833	9,761	10,636	4,410	6,519	7,473	12,948	15,675
Surgical Cases or Encounters	263	445	615	546	198	264	756	1,356
EM Encounters	0	0	1	2	0	0	0	1
Medicine Encounters	195	248	386	484	2	137	478	708
Radiology Encounters	6,833	9,761	10,636	4,410	6,519	7,473	12,948	15,675

\* Benchmark contains: 9 Practices and 41 Physicians

# Provider Comparison



Provider Type **Physician** Specialty **All Values (9)** Provider Name **All Values (47)**

Service Month

- Recent 1 Month ▲
- Recent 2 Months
- Recent 3 Months
- Recent 4 Months
- Recent 5 Months
- Recent 6 Months
- Recent 7 Months
- Recent 8 Months
- Recent 9 Months
- Recent 10 Months
- Recent 11 Months ▼

## Imaging Associates Provider Productivity

Provider Type: Physician  
Service Month: Recent 1 Month

### Body

	Exams	Procedure Count	Days Worked	wRVU	tRVU	Exams per Day	wRVU per Day	tRVU per Day	% High Tech
PROVIDER 1	1,353	1,754	18	1,075	5,842	75.2	59.7	324.5	44.0%
PROVIDER 20	955	1,333	12	929	5,813	79.6	77.4	484.4	62.9%
PROVIDER 34	1,942	2,636	21	1,434	7,449	92.5	68.3	354.7	33.0%
PROVIDER 37	1,278	1,547	19	1,011	3,965	67.3	53.2	208.7	56.1%
PROVIDER 4	792	962	18	780	3,135	44.0	43.3	174.2	63.8%
PROVIDER 40	1,446	1,802	16	946	5,000	90.4	59.1	312.5	20.7%
PROVIDER 6	1,020	1,365	17	783	4,294	60.0	46.0	252.6	53.0%
PROVIDER 9	1,515	2,109	22	1,098	5,499	68.9	49.9	249.9	50.1%
<b>Body Total</b>	<b>10,301</b>	<b>13,508</b>	<b>31</b>	<b>8,056</b>	<b>40,996</b>	<b>332.3</b>	<b>259.9</b>	<b>1322.4</b>	<b>45.2%</b>

### General

	Exams	Procedure Count	Days Worked	wRVU	tRVU	Exams per Day	wRVU per Day	tRVU per Day	% High Tech
PROVIDER 23	1,869	2,174	16	790	1,412	116.8	49.4	88.2	21.1%
PROVIDER 45	2,657	3,454	20	623	3,018	132.8	31.2	150.9	0.0%
PROVIDER 7	2,529	3,177	22	549	3,110	115.0	25.0	141.3	0.1%
<b>General Total</b>	<b>7,055</b>	<b>8,805</b>	<b>25</b>	<b>1,962</b>	<b>7,539</b>	<b>282.2</b>	<b>78.5</b>	<b>301.6</b>	<b>5.6%</b>

# Our Focus



- Create New Habits!!
- Decrease supply costs
- Increase equipment utilization
  - ✦ Capacity and Utilization Monitoring
- Increase revenue and profitability by:
  - ✦ Focused Sales Territory Management
  - ✦ Maximizing reimbursement through Payor Analysis
  - ✦ Daily focused review: payment allowable, receivables, receipts
  - ✦ Increase Productivity

# Questions and Answers

