



Diver Platform™

Ambulatory Operations®

GETTING THE MOST FROM YOUR AMBULATORY EHR DATA



Ambulatory Operations helps you gain insight into your ambulatory operations and patient population by organizing data extracted from the EHR. Ambulatory Operations provides both meaningful summary-level information and the ability to quickly get to the underlying details so you can uncover opportunities and problems, and quickly respond.

ACCESS TO STANDARD OUT-OF-THE-BOX MEASURES

Ambulatory Operations comes with more than 100 out-of-the-box measures that can be quickly implemented in your hospital. These measures include:

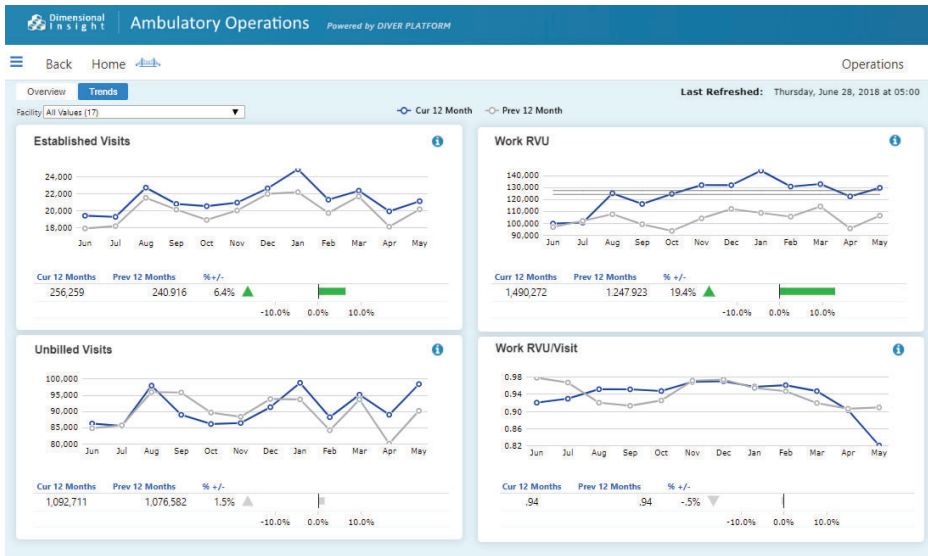
- Total Billable Office Visits
- New Patient Visits
- Established Patient Visits
- Sick/Well Visits
- Home Service Visits
- Total Charges DOE (\$K)
- Total Payments (\$K)
- Patient Payments (\$K)
- Insurance Payments (\$K)
- % AR 000 to 030 Days
- % New Patient Visits
- % Chronic Population
- % No Show Appts
- Well/Sick Ratio

AD HOC ANALYTICS

Ambulatory Operations allows you to immediately begin analyzing information without having to build your analytics environment from scratch. An initial configuration is typically ready for analysis and validation within days. Plus, you can extend a standard configuration to meet the specific needs of your organization using a highly automated approach that's designed to be driven by subject matter experts as opposed to programmers.

Information is quickly available—through dashboards, reports, and ad hoc analytics. Ambulatory Operations provides users access to Operations Volumes, Operations Ratios, Revenue Volumes, Revenue Ratios, Financial Volumes, Financial Ratios, and other measures through Diver's analytical dashboards.

Users can view key metrics and then click on any number or graphical view to answer questions about the underlying detail. Users instantly answer questions and gain insight on opportunities for improvement.



Ambulatory Operations Trends dashboard.

BUILT ON AN AWARD-WINNING PLATFORM

Ambulatory Operations is built on Diver Platform, which is a six-time Best in KLAS winner in healthcare business intelligence and analytics (2010, 2011, 2012, 2014, 2015/2016, 2019).

Ambulatory Operations - Standard Measures			
Operations Volumes	Operations Ratios	Revenue Volumes	Financials Volumes
Total Billable Office Visits	% Established Patient Visits	Total Charges DOE (\$K)	Total Charges DOE (\$K)
New Patient Visits	% New Patient Visits	Total Payments (\$K)	Total Charges DOS (\$K)
Established Patient Visits	% Chronic Population	Patient Payments (\$K)	Total Payments (\$K)
Professional Visits	% No Show Appts	Insurance Payments (\$K)	Patient Payments (\$K)
Transitional Care Visits	% EM Level 1	POS Payments (\$K)	Insurance Payments (\$K)
Hospital Visits	% EM Level 2	Copay Receipts (\$K)	POS Payments (\$K)
Sick Visits	% EM Level 3	Total Adjustments (\$K)	Copay Receipts (\$K)
Well Visits	% EM Level 4	Bad Debt Write Offs (\$K)	Bad Debt Write Offs (\$K)
Nursing Home Visits	% EM Level 5		Total Adjustments (\$K)
Consultation Visits	Well/Sick Ratio	Revenue Ratios	Total Balance (\$K)
Home Services Visits		Charge/Work RVU	Insurance Balance (\$K)
Arrived Appointments		Charge/Adj Work RVU	Patient Balance
Attended Appointments		Charge/Total RVU	Total Balance 000 to 030
Cancelled Appointments		Charge/Visit	Total Balance 031 to 060
New Office Visit Appointments		Payment/Closed Visit	Total Balance 061 to 090
Total Appointments		Payment/Visit	Total Balance 091 to 120
No Show Appointments		% Established Patient Visits	Total Balance 121+
New Patient Appt Lead Time			Financial Ratios
Total RVU			% AR 000 to 030 Days
Work RVU			% AR 031 to 060 Days
Adj Work RVU			% AR 061 to 090 Days
Malpractice RVU			% AR 091 to 120 Days
Practice Expense RVU			% AR 121+ Days
Total Encounters			

Ambulatory Operations measure dictionary



About Dimensional Insight

Dimensional Insight is a leading provider of integrated business intelligence and performance management solutions. Our mission is to make organizational data accessible and usable so everyone from analysts to line of business users can get the information they need to make informed, data-driven decisions.

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