

# Diver Platform® Ambulatory Operations Advisor™



## 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 one hundred out-of-the-box measures that can be quickly implemented in your hospital.

These measures include:

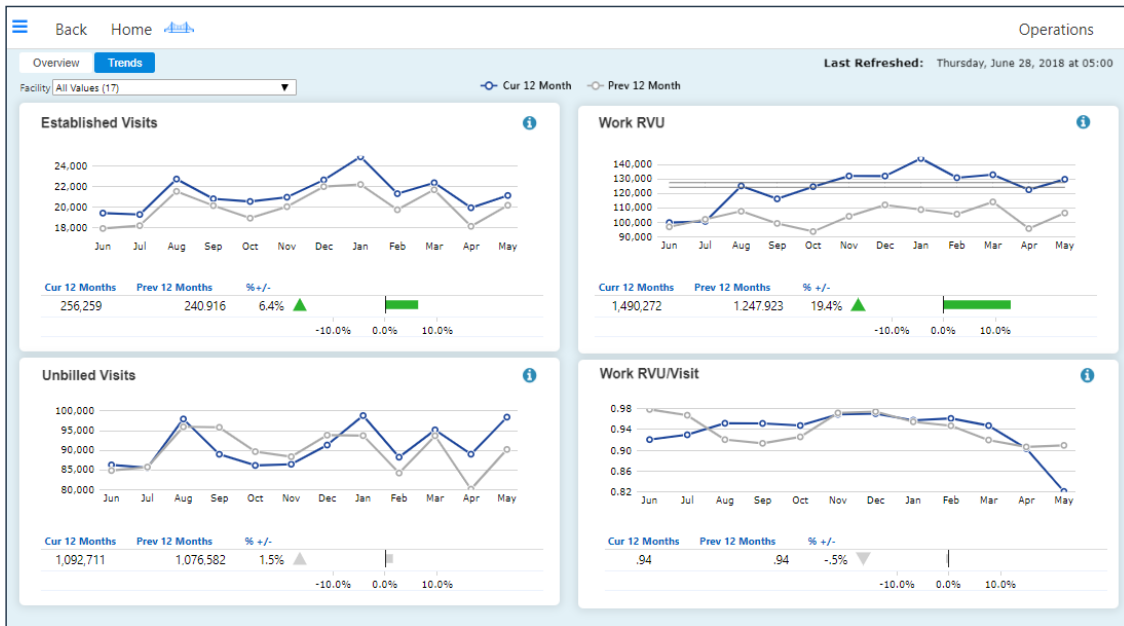
- Total Billable Office Visits
- Established Patient Visits
- Home Service Visits
- Total Payments (\$K)
- Insurance Payments (\$K)
- % New Patient Visits
- % No Show Appts
- New Patient Visits
- Sick/Well Visits
- Total Charges DOE (\$K)
- Patient Payments (\$K)
- % AR 000 to 030 Days
- % Chronic Population
- 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 via 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 metrics and then click on any number or graphic to get to the underlying detail. Users instantly answer questions and gain insight into opportunities for improvement.



Ambulatory Operations Trends Dashboard.

### Ambulatory Operations - Standard Measures

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

Ambulatory Operations Measure Dictionary



**About Dimensional Insight**

Dimensional Insight is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is a seven-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2020. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol. For more information, please visit <https://www.dimins.com/>.



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