

# 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:

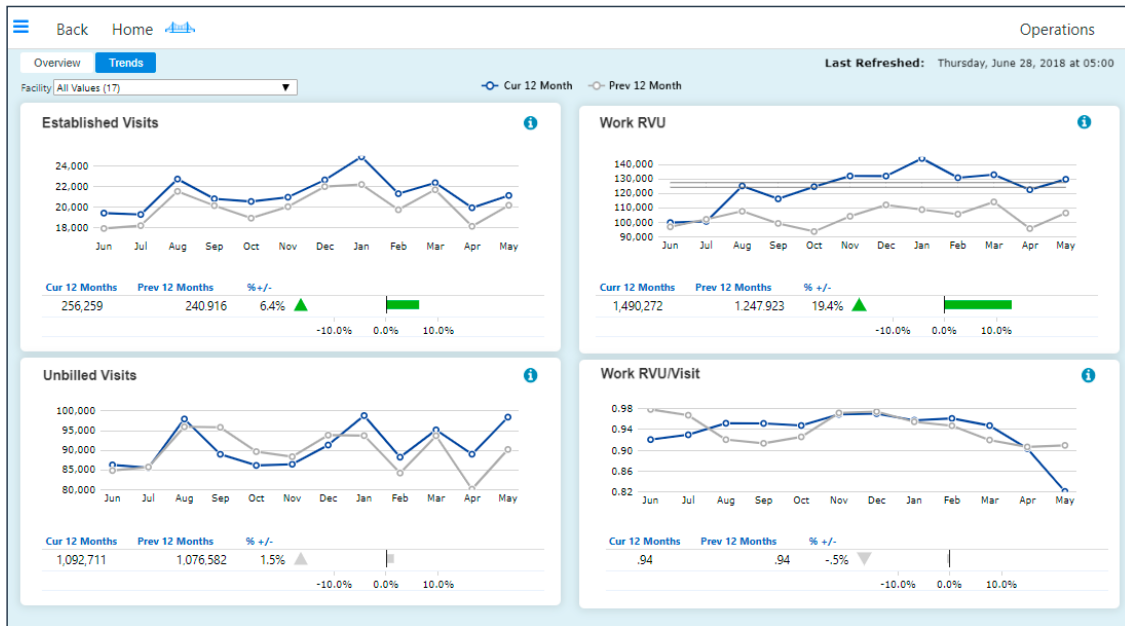
- Total Billable Office Visits
- Established Patient Visits
- Home Service Visits
- Total Payments (\$K)
- Insurance Payments (\$K)
- % New Patient Visits
- % No Show Appts
- New Patient Visits
- Sick/Well Visits
- Total Charges DOE (\$K)
- Patient Payments (\$K)
- % AR 000 to 030 Days
- % Chronic Population
- 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>	<b>Operations Ratios</b>	<b>Revenue Volumes</b>	<b>Financials Volumes</b>
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		Total Balance (\$K)
Home Services Visits		<b>Revenue Ratios</b>	Insurance Balance (\$K)
Arrived Appointments		Charge/Work: RVU	Patient Balance
Attended Appointments		Charge/Adj Work: RVU	Total Balance 000 to 030
Cancelled Appointments		Charge/Total RVU	Total Balance 031 to 060
New Office Visit Appointments		Charge/Visit	Total Balance 061 to 090
Total Appointments		Payment/Closed Visit	Total Balance 091 to 120
No Show Appointments		Payment/Visit	Total Balance 121+
New Patient Appt Lead Time		% Established Patient Visits	
Total RVU			<b>Financial Ratios</b>
Work RVU			% AR 000 to 030 Days
Adj Work RVU			% AR 031 to 060 Days
Malpractice RVU			% AR 061 to 090 Days
Practice Expense RVU			% AR 091 to 120 Days
Total Encounters			% 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 an eight-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2021. 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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