

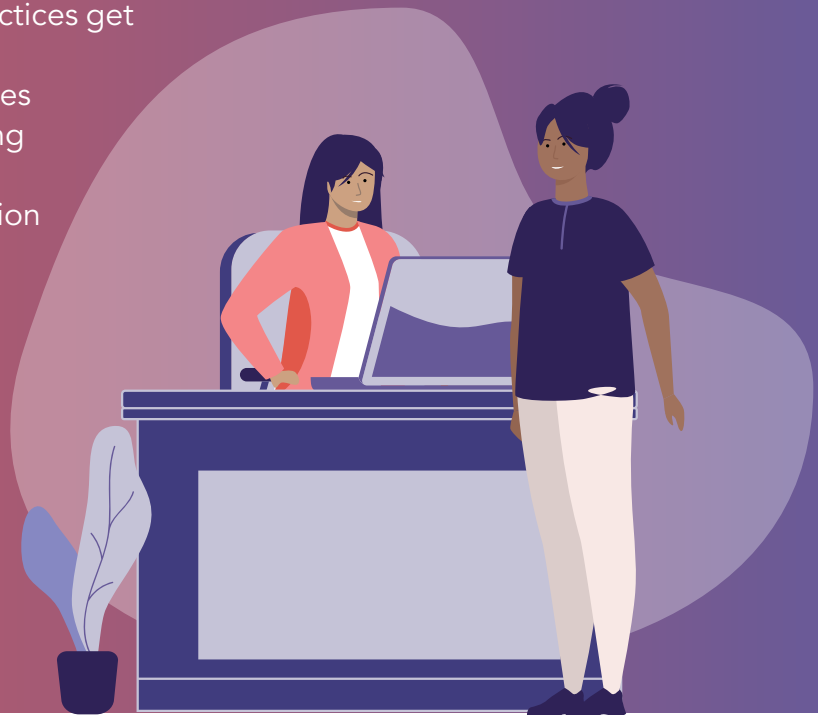
# Veradigm Optimization Readiness: Uncovering Clinical and Financial Performance Opportunities for Urology Practices

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Veradigm, a leading healthcare technology provider, has pioneered two transformative solutions to address critical challenges in medical practices. The first, **Optimization Readiness**, is a proprietary, multi-objective assessment designed to assist healthcare providers in identifying operational activities that impact both clinical and financial results.

Conducting an Operational Readiness assessment and the resulting information gathered helps urology practices get a clear picture of where operational scheduling deficiencies exist, the impact of these inefficiencies on patient care, and how they may be contributing negatively to financial performance. Just as important, this assessment provides the justification needed to explore potential next steps that can lead to improvements.

Building on a foundation of operational success, Veradigm has recently introduced **Veradigm Predictive Scheduler**, an innovative solution that employs artificial intelligence to enhance patient scheduling and improve overall practice efficiency.



## Does this Urology Practice Have a Scheduling Problem?

In 2023, a Veradigm Optimization Readiness assessment was conducted on behalf of a large Urology practice, located in South Central US, to help determine if scheduling inefficiencies were impacting their clinical and financial outcomes.

For this growing Urology practice with more than forty providers, several factors contributed to the concern that it could be doing more to best serve its patients and improve the financial viability of the practice. Like many growing Urology practices, this one had increasing patient volumes, longer than desired wait times, and operational inefficiencies.

## Key Assessment Metrics

Data was collected over the course of a 12-month period spanning 2022-23 to determine if existing scheduling practices were negatively contributing to the practice's clinical and financial performance as well as how the organization was benchmarked vs. similar types of practices. The Veradigm Optimization Readiness assessment extracted historical practice and provider data to evaluate performance across 40 key efficiency and effectiveness metrics.

### KEY METRICS

#### VISIT TYPE OPTIMIZATION

Visit Type (Chart 1 in Appendix)	How often do the most frequently requested visit types occur?
Visits by Average Reimbursement	What are the different appointment types, how often do they occur and at what average reimbursement?
Practice Payer Mix	What is the distribution of revenue across the practice's payer groups?
CPT Frequency vs. CPT Payer Spread	How often is a CPT billed and what is the percentage difference in rates between payers?

#### PROVIDER TYPE OPTIMIZATION

Annual Visits by Resource	How much time is worked annually by each resource?
Annual Revenue per Resource	How much revenue has been generated annually by a resource?
Revenue per Visit by Resource	How much revenue is generated for each standard visit spent with a patient?

#### BOOKING BEHAVIOR OPTIMIZATION

Advance Booking (Chart 4 in Appendix)	How far in advance on average do patients schedule an appointment?
Visit Metrics (Chart 2 in Appendix)	What percent of visits are completed vs. changed, cancelled or rescheduled?
Non-Completed Visit Detail	Count of visits not completed and reasons for non-completion
Schedulers	Who is scheduling the most appointments in the organization?

#### SCHEDULE OPTIMIZATION

Completed Visits by Month	How often do visits occur on a monthly basis?
Completed Visits by Week	How often do visits occur on a weekly basis?
Completed Visits by Day of the Week	What visits took place on which days?
Visit Type Average and Variance	What visits have the most variance by week/year

#### LOCATION AND REFERRAL OPTIMIZATION

Referring Provider Value	The breakdown of how patients came to the practice and the average value per visit
Revenue by Location	Where are most patients visiting the practice

\*Note that most Veradigm Optimization Readiness Assessments are conducted over a period of 12-24 months, depending on practice needs and timeline for improvement.

## Important Questions Answered

With these key metrics gathered, Veradigm conducted an in-depth analysis that yielded critical data-driven insights and actionable recommendations, setting the stage for transformative change. In particular, the data identified several areas where optimization efforts could allow the team to provide better care, help streamline inefficiencies, and realize enhanced potential revenue.

### Prioritize Visits by Acuity to Ensure Optimal Patient Allocation

By allowing all staff members to book appointments and incorporating prioritization based on clinical symptoms, this approach ensures that patients with the most urgent medical needs receive prompt attention. Additionally, combining the CPT code that aligns with historical past behavior further enhances the efficiency of the scheduling process.

### Increase provider efficiency by decreasing the impact of schedule churn across a provider's day

An in-depth analysis of physician schedules revealed opportunities to reduce the impact of schedule churn (changes/cancellations/no-shows through predictive analytics and accurate templates.

Initial estimates found that by employing Veradigm's AI-powered scheduling optimization software, Veradigm Predictive Scheduler, there was a **potential annual revenue improvement opportunity of \$1.3M – \$1.8M.**

## What Happened Next?

The leadership team at this Urology practice was easily convinced by the insights derived from the Veradigm assessment data and is now proceeding with the implementation of Veradigm's Predictive Scheduler software.

## What Does Implementation Look Like?

The implementation process involves a 7-step approach with limited practice work and primarily validation of the recommendations from the Optimization Readiness study and best practices across thousands of providers:



## What Does Near-Term Success Look Like?

By investing in the Veradigm Optimization Readiness Assessment and implementing Predictive Scheduler, this Urology practice looks to address:

- 1** Reduce patient wait times, address the inability to prioritize high-acuity patients, and accommodate new patients in a timely manner
- 2** The negative impact of current scheduling inefficiency has on both clinical and financial outcomes, including the change in scheduling based on the type of visit, as illustrated in Chart 2 in the Appendix

## Conclusion:

Veradigm’s mission is to transform healthcare, insightfully. Through our comprehensive suite of solutions, including Veradigm Optimization Readiness and Veradigm Predictive Scheduler, we empower urology practices to navigate complex scheduling challenges, streamline operations and elevate patient care. We eagerly anticipate the transformative outcomes that Veradigm Predictive Scheduler will bring to this practice, and we take pride in being a part of the new and improved outcomes they will begin to realize. If you’re interested in receiving similar insights through our Veradigm Optimization Readiness assessment for your Urology practice, please don’t hesitate to [contact us](#).

## Appendices

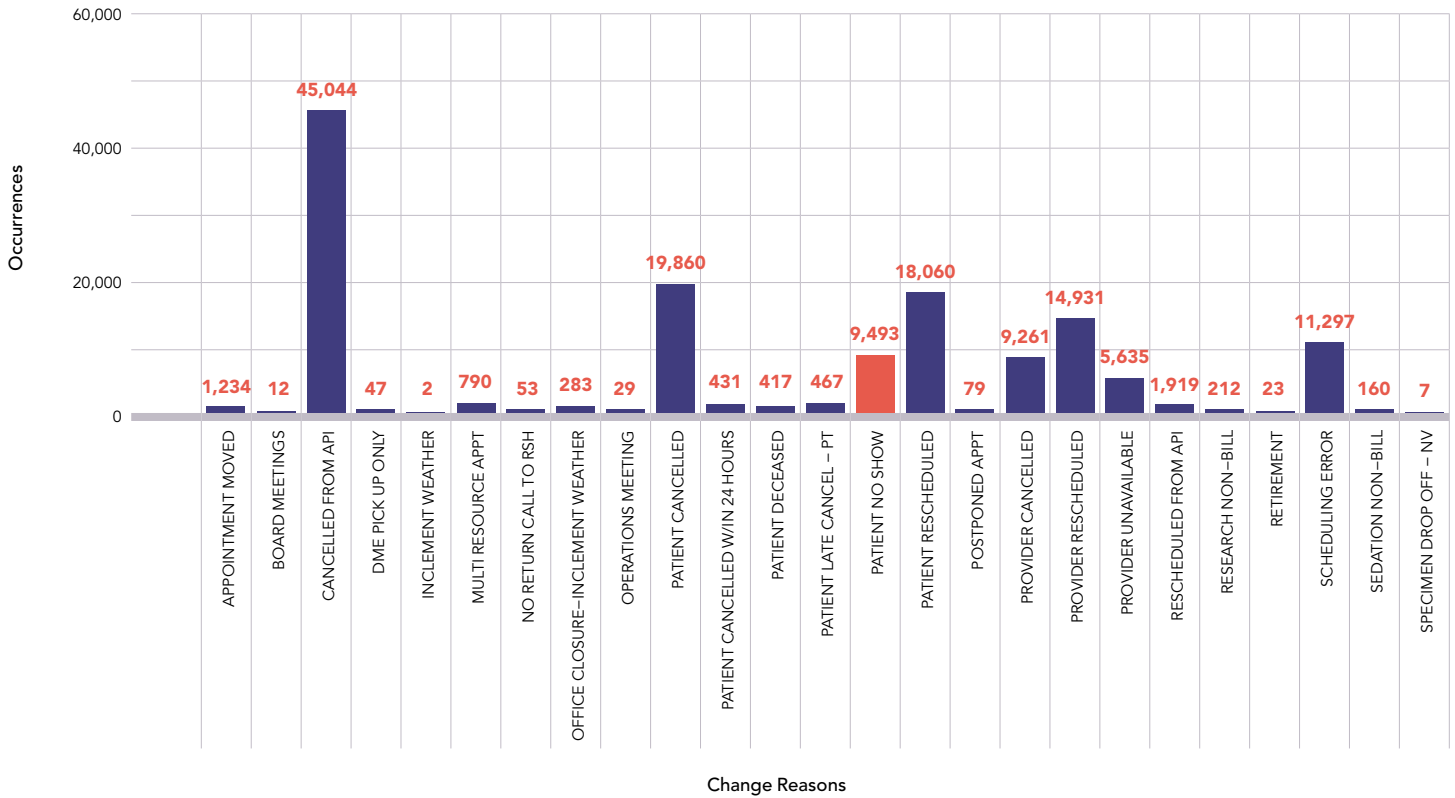
### CHART 1: SCHEDULE TEMPLATE RECOMMENDATIONS

This chart illustrates the recommended adjustments to each provider’s schedule templates based on historical and predicted demand. It demonstrates the potential for improving patient care and financial outcomes through optimized scheduling.

ACTIVITY TYPE	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY		
	Min	Max	Wk%	Min	Max	Wk%	Min	Max	Wk%	Min	Max	Wk%	Min	Max	Wk%
BLOCK	0	2	5.17%	0	3	8.62%	0	3	17.93%	0	3	19.66%	0	6	26.21%
BOTOX	0	2	32.91%	0	3	41.77%	0	1	6.33%	0	0	0.00%	0	2	18.99%
BX Procedure - 20	0	1	35.00%	0	2	35.00%	0	0	0.00%	0	0	0.00%	0	2	30.00%
BX Results - 20	0	2	55.88%	0	2	20.59%	0	1	2.94%	0	0	0.00%	0	2	20.59%
CT w/ Contrast	0	1	1.32%	0	3	42.11%	0	4	31.58%	0	0	0.00%	0	3	25.00%
CT w/o Contrast	0	1	1.47%	0	3	50.00%	0	2	23.53%	0	1	1.47%	0	2	23.53%
Cystoscopy - 10	0	7	34.15%	0	5	27.87%	0	4	14.29%	0	0	0.00%	0	5	23.69%
DME Pick Up	0	0	0.00%	0	0	0.00%	0	1	100.00%	0	0	0.00%	0	0	0.00%
Estab Patient - 10	0	15	27.07%	0	16	36.50%	0	11	11.41%	0	1	0.35%	0	13	24.66%
Estab Patient - 20	0	2	30.16%	0	3	31.75%	0	3	11.11%	0	0	0.00%	0	2	25.40%
Estab Patient - 30	0	0	0.00%	0	1	100.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
Lab Only	0	12	41.63%	0	13	17.17%	0	9	25.32%	0	1	0.43%	0	6	15.45%
Lupron	0	1	25.00%	0	1	25.00%	0	1	50.00%	0	0	0.00%	0	0	0.00%
MRI BX	0	1	3.85%	0	1	34.62%	0	0	0.00%	0	0	0.00%	0	4	61.54%
New Patient - 20	0	9	32.93%	0	8	30.62%	0	7	12.03%	0	0	0.00%	0	9	24.42%

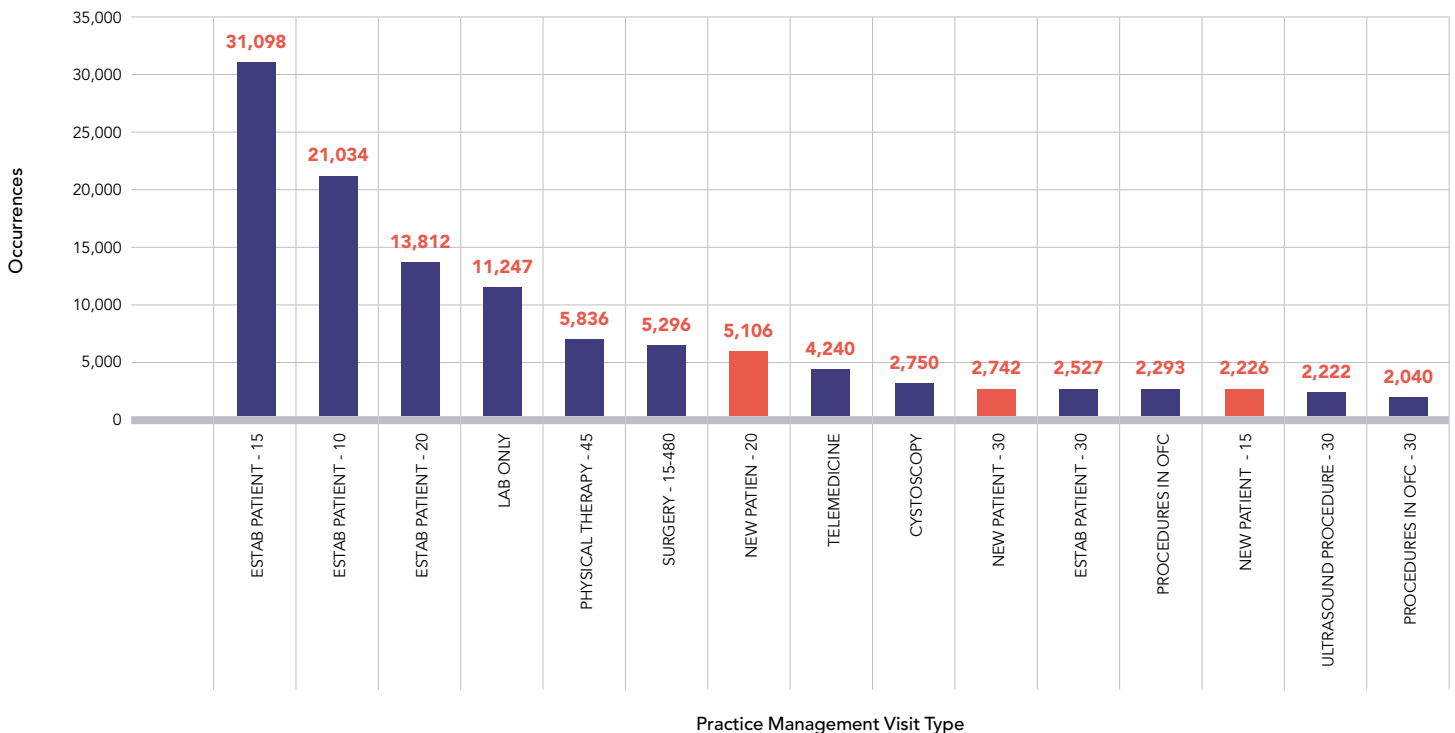
### CHART 2: REASONS FOR CHANGE

This chart details insights into why changes in the schedule occurred. It also demonstrates how Optimization Readiness Assessment identifies the reasons for these changes and how the Predictive Scheduler solution can reduce the impact in the future. This chart helps in understanding the root causes of scheduling inefficiencies.



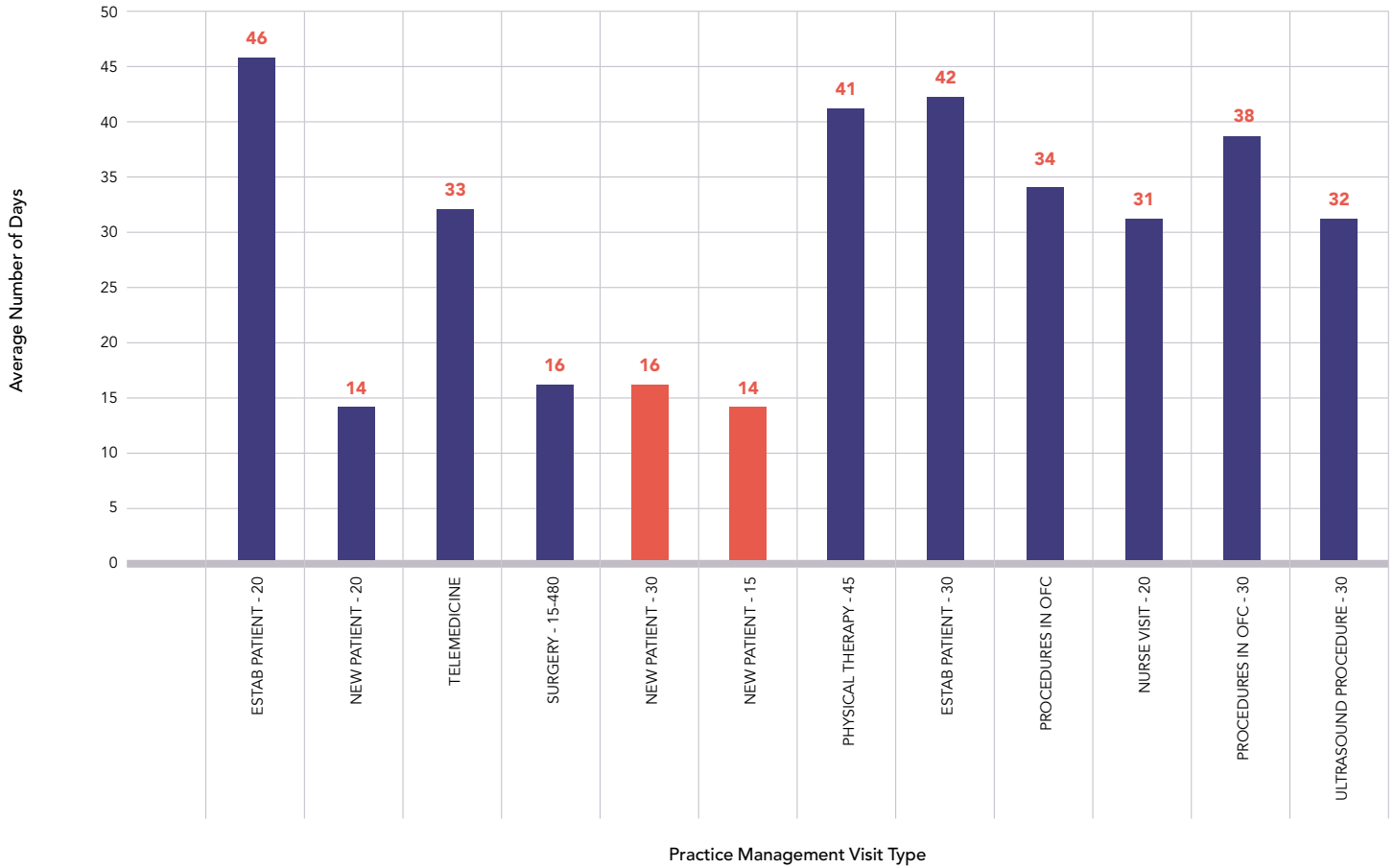
### CHART 3: CHANGES BY APPOINTMENT TYPE

This chart highlights the changes that occur based on the visit type. It leverages the data from the Optimization Readiness assessment to provide the historical detail on these changes. The Predictive Scheduler offers solutions to reduce the impact of these changes in the future, which is essential for improving patient care and patient efficiency.



#### CHART 4: ADVANCED BOOKING DETAILS BY VISIT TYPE

This chart illustrates the number of days it takes for different visit types to be seen from the scheduled date to the appointment date. Predictive Scheduler facilitates that the visit with the highest need receive care promptly, preventing those patients from seeking care elsewhere.



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