

# **e**mergency Department **DATA ANALYZER**

## **Why are you waiting to derive value from the statewide Emergency Department database?**

**A**ll New Jersey hospitals submit ED patient records to a statewide database. Only some hospitals have benefited significantly from the availability of this information. CBIZ and NJHA have teamed up to offer the Emergency Department Data Analyzer. This unique combination of information, presented to the management team by CBIZ consultants, has resulted in many eye-opening discussions throughout the state. These meetings have revealed the numerous ways that a hospital's performance in one area affects another aspect of the operation.

Some ED teams believe that they have adequate information on their operation in-house. However, even with the best system support for tracking patients and statistics, hospital leaders are lacking key comparative information to evaluate performance. These data elements are included in the ED Data Analyzer Report.

Approximately 60 of these reports have been delivered to date. Hospital decision-makers have utilized this information to make strategic, financial and operational improvements in their Emergency Departments. Some specific examples of accomplishments driven from the use of the ED Analyzer reports include:

- CODING GUIDELINES have been modified to ensure the distribution of visits is reasonable and properly reflects ED resource utilization
- Focused and general FAST TRACK programs have been implemented
- Strategic initiatives have been implemented to REDUCE THE NUMBER OF PATIENTS WHO LEAVE WITHOUT BEING SEEN or without completing treatment due to long wait times and ED overcrowding
- Compliance audits have been conducted on patients identified with MISSING CODES AND OUTLIER CHARGE LEVELS OR DURATION TIMES
- Strategic initiatives have been developed to RECAPTURE SIGNIFICANT INPATIENT VOLUME LOST TO COMPETITORS based on unique approaches to combining the ED and inpatient market share information
- IMPROVED DATA QUALITY filters have been implemented to ensure accurate and complete information
- Case managers have been added to ED teams to ENSURE THAT MEDICAL NECESSITY drives treatment decisions
- DEFENSIBLE CHARGE REVISIONS have been implemented in response to comparative data
- ED information SYSTEMS HAVE BEEN COST JUSTIFIED by identifying opportunities to improve reimbursement, quality of care, patient satisfaction and documentation
- Process improvements have been introduced to REDUCE UNNECESSARY PATIENT TRANSFERS from the ED
- MANAGED CARE CONTRACT NEGOTIATIONS have targeted the addition of terms dealing with observation status patients
- Process improvements have been implemented to HANDLE DIFFICULT LONG DURATION PATIENTS AND FREQUENT NON-EMERGENT PATIENTS IN OTHER VENUES
- OBSERVATION STATUS UTILIZATION has been re-evaluated and improved



**Hospital-specific opportunity summaries have been prepared.  
Call now to discuss the value of the report for your hospital.**

Hospital leaders can implement good decisions with the right people, and the right information. The ED Data Analyzer provides a comprehensive starting point for a multi-disciplinary review of many aspects of the operation. The report offers a significant return on investment for every hospital in the state. It is time to utilize this information to ensure that value is derived from the investment made in the collection of the statewide ED data.

Please call CBIZ KA Consulting Services, LLC (609-918-0990) or NJHA (609-936-2228) for additional information.