Behavioural Healthcare Provider

(Data Management Platform)

Integrated data from discrete systems to create a structured Data Warehouse and leveraged it to build a reporting suite of impactful Excel reports and Power BI dashboards for the Executive team

DATA MANAGEMENT PLATFORM IMPLEMENTATION

ABOUT THE CLIENT

Client is a U.S. based **chain of residential rehabilitation centers** that provide effective treatment programs to tackle emotional trauma, addiction, depression, eating, psychological or intimacy disorders

SITUATION

- The **data sets used by the company were complex and disjointed**, resulting in limited and manually intense reporting across the organization. In addition, the company **did not have a common chart of accounts across its facilities**

- Merilytics partnered with the client to **create a clean data warehouse with data from multiple systems and leveraged it for building executive dashboards and reporting for the organization**
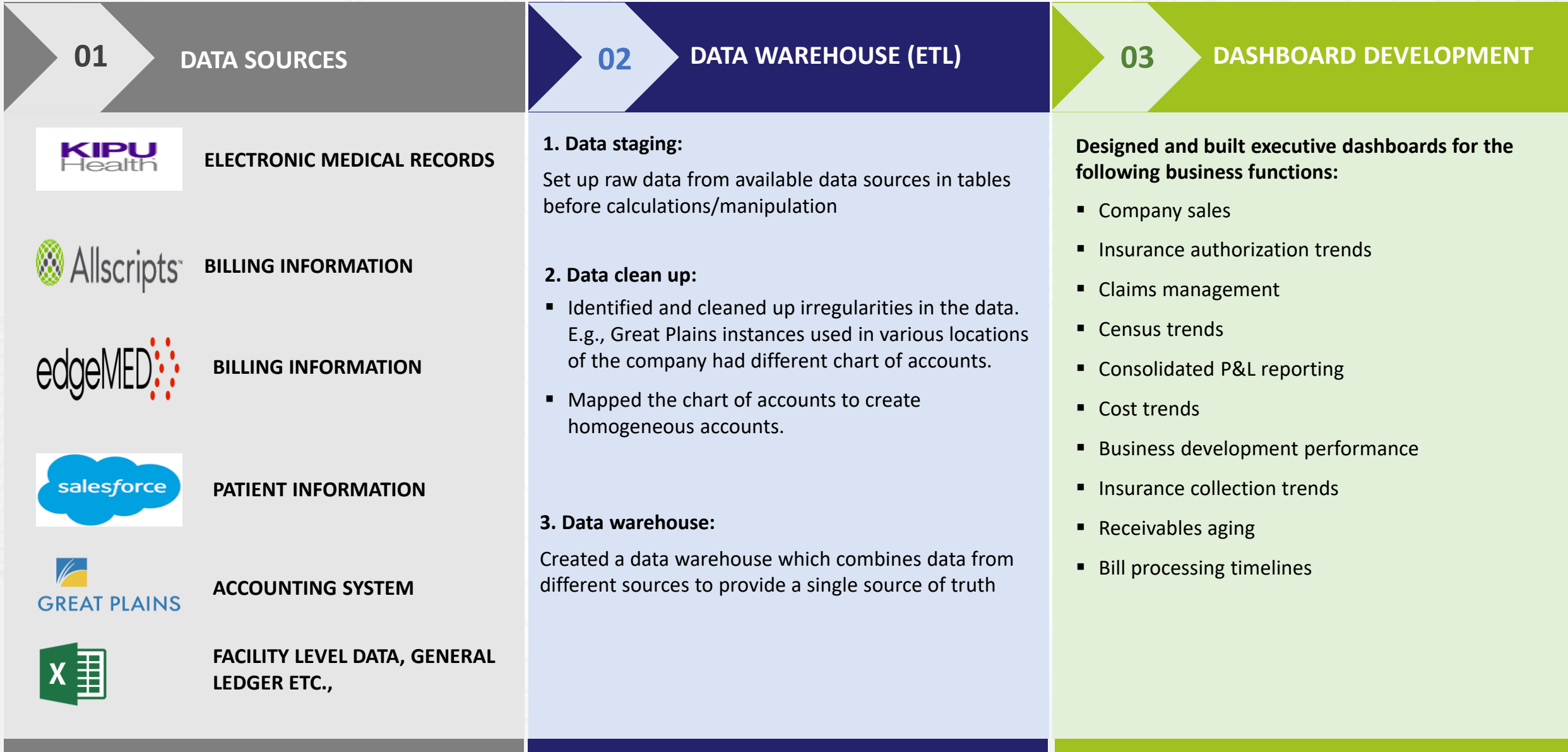
VALUE ADDITION

- **Designed and built a structured data warehouse** capturing data from multiple sources such as Accounts, Salesforce, Billing, Electronic Medical Records, Facility management spreadsheets, Collection & Appeals and **created a common chart of accounts across facilities**

- Defined and **implemented Key Performance Indicators to be tracked for various business functions** based on discussions with the top management of the company

- **Designed and created Reports and 10 Executive Dashboards** to track the key performance metrics by facility, payor and treatment type

IMPACT

- Creation of a common chart of accounts led to a **reduction in the time taken to create consolidated financials and provided the leadership team visibility into the business performance across different facilities**

- **Created a reporting suite on top of the structured data warehouse** that had impactful **Excel reports and Power BI dashboards**

- **This reporting infrastructure and dashboards provide daily visibility of the business operations** to the Executive team and enable them to make data driven decisions on Revenue cycle management, Appeals etc.
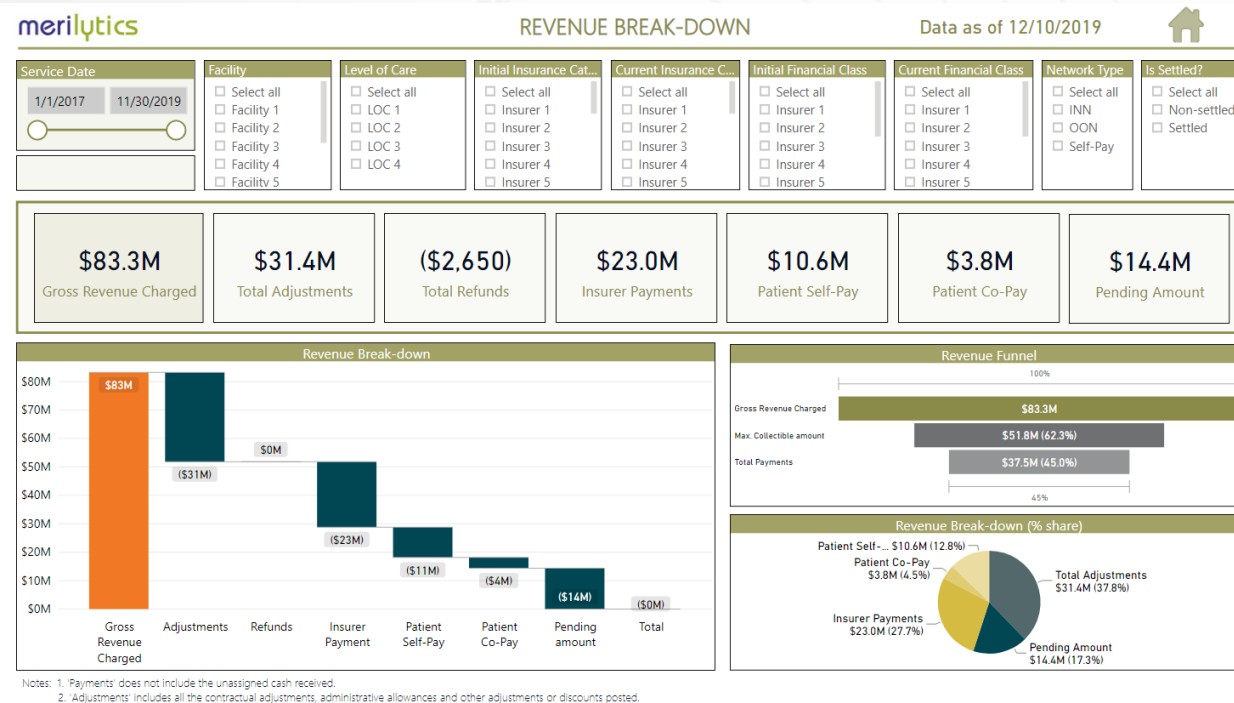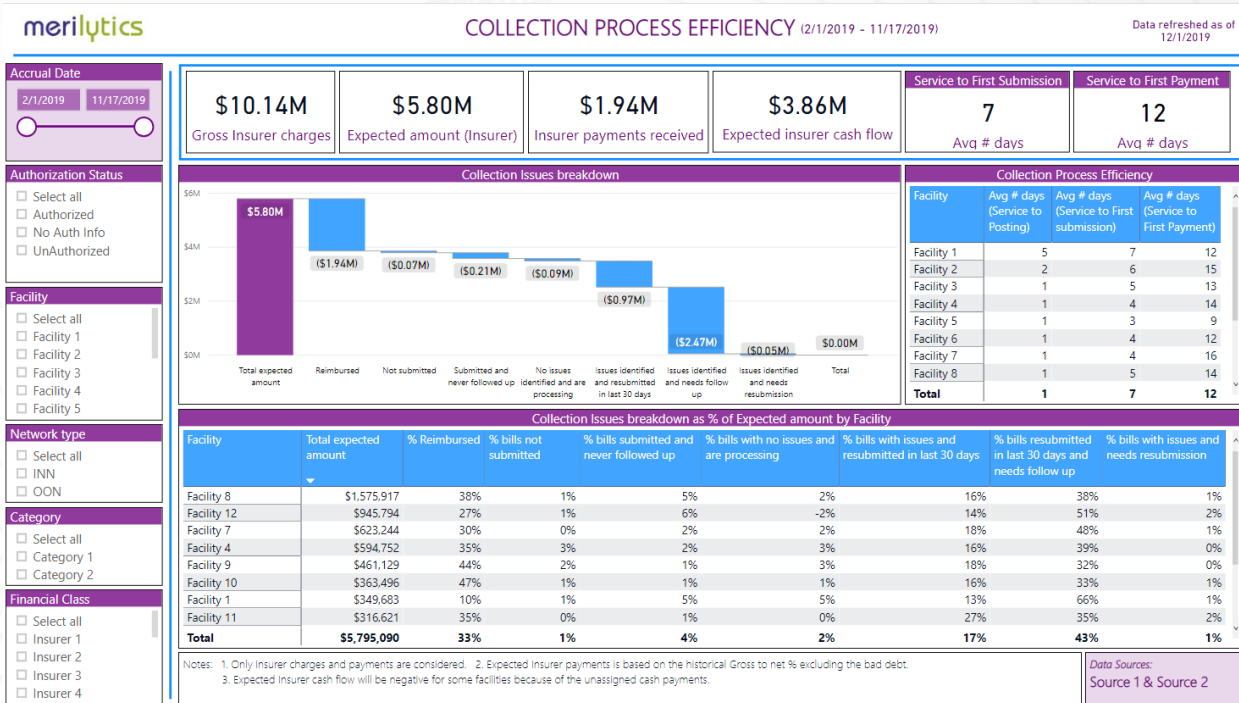
PROCESS FLOW

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01 DATA SOURCES

KIPU Health — ELECTRONIC MEDICAL RECORDS

Allscripts — BILLING INFORMATION

edgeMED — BILLING INFORMATION

salesforce — PATIENT INFORMATION

GREAT PLAINS — ACCOUNTING SYSTEM

X (Excel) — FACILITY LEVEL DATA, GENERAL LEDGER ETC.,

02 DATA WAREHOUSE (ETL)

1. Data staging:

Set up raw data from available data sources in tables before calculations/manipulation

2. Data clean up:

- Identified and cleaned up irregularities in the data. E.g., Great Plains instances used in various locations of the company had different chart of accounts.

- Mapped the chart of accounts to create homogeneous accounts.

3. Data warehouse:

Created a data warehouse which combines data from different sources to provide a single source of truth

03 DASHBOARD DEVELOPMENT

Designed and built executive dashboards for the following business functions:

- Company sales
- Insurance authorization trends
- Claims management
- Census trends
- Consolidated P&L reporting
- Cost trends
- Business development performance
- Insurance collection trends
- Receivables aging
- Bill processing timelines

POWER BI DASHBOARDS (1/2)

Revenue recovery cycle



Collection process efficiency

- Provides **transparency into the revenue collection process** for the leadership team which accounts for all gross charges and breaks out the **gross revenue at various stages of revenue cycle**

- Summarizes collection details and **breaks out the systemic issues in the collection process**
- Provides visibility into the **top collection issues as a share of total expected amount** for the leadership team
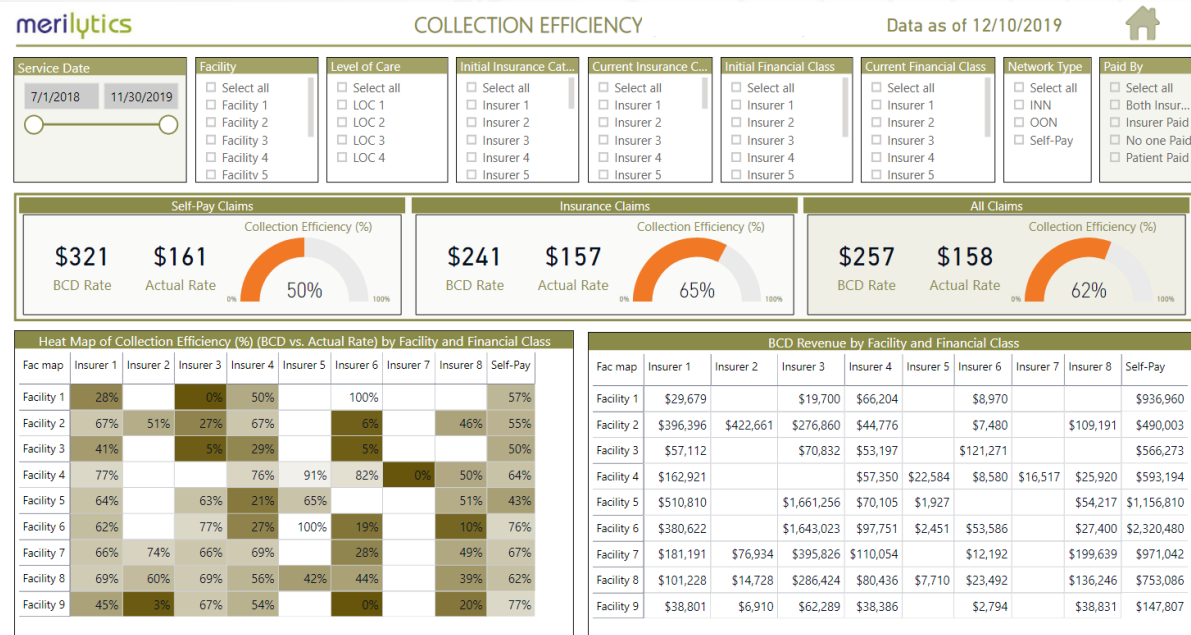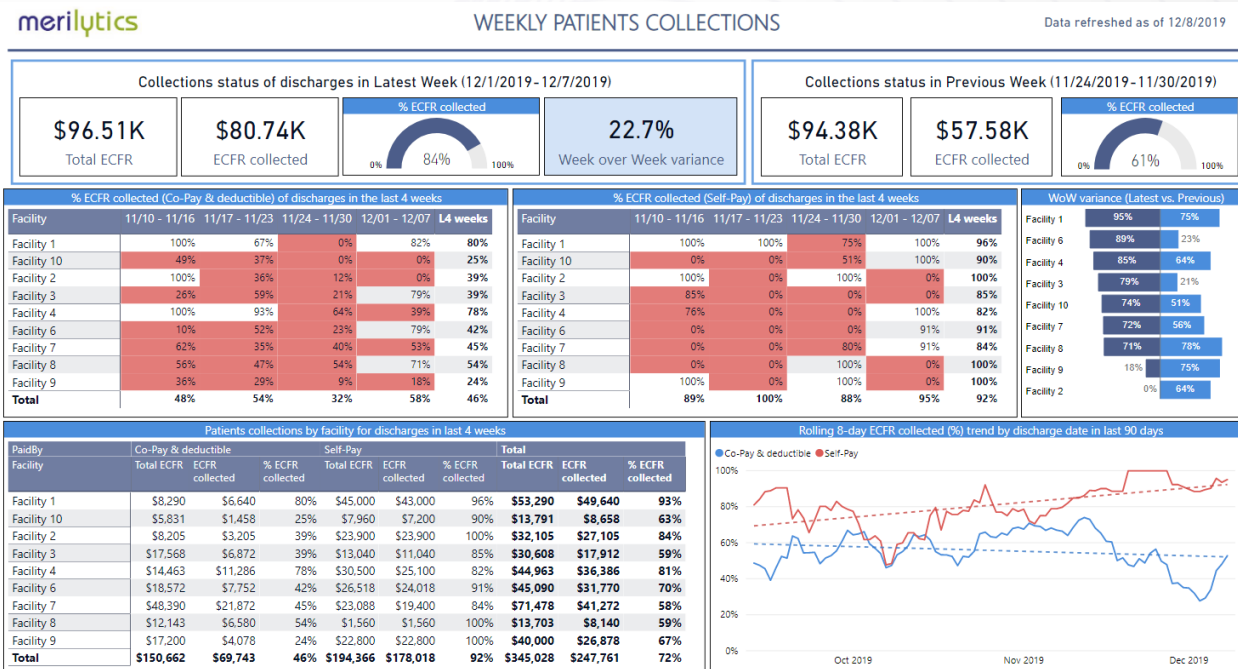
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Collection efficiency

Weekly patient collections

- **Collection Efficiency** is the actual amount collected as a share of the contractual/baseline rate
- Provides visibility into the Collection Efficiency by Payor/Insurer type, authorization status, facility and financial class

- **Compares patient collections** for the patients discharged in the latest week with previous week
- Share of patient collections as a ratio of total outstanding amount is benchmarked against company standards