



Appointments Analytics

(Pediatric Healthcare Provider)

Performed in-depth Appointments & Visits analytics to understand the supply and demand gap in day to day operations of Clinics and to provided real-time insights , by leveraging Enterprise EMR & Scheduling data in Data Lake

APPOINTMENTS ANALYTICS FOR A PEDIATRIC HEALTHCARE PROVIDER

ABOUT THE CLIENT

Client is a pediatric healthcare provider with presence in U.S.

SITUATION



- Client needed an automated **enterprise level operations analytics dashboards** for all clinics and regions to have real-time insights on supply & demand gap by tracking KPIs related to appointments, doctors' availability, slots utilization, etc. to further make data driven strategies to address the supply demand gap proactively
- Merilytics partnered with the client to setup a **suite of Appointments Dashboards, using data from multiple EHR systems, with drill-down functionality** to region, clinic, and provider levels, with appropriate self-serve capability

VALUE ADDITION



- Setup automated data ingestion** from the data sources (eCW, TriMed, & Mapping files) using Azure Data Factory and Pipelines as the Data Integration technology
- Developed analytics models** for the identified KPIs. Performed in-depth data & dashboards functionality validation and provided visibility into different appointment statuses, along with the ability to view trends across key appointments indicators at an Enterprise level, and to view the numbers by various dimensions (EHR system, Visit Type, Region, Departments, etc.)

IMPACT



- Regional Managers **identified top & bottom performing clinicians/clinics** using the reporting suite) to optimize their schedules accordingly
- Business team was able to enhance their operations by leveraging the reporting suite to identify gaps and opportunities. Eg: Physician schedule unavailability for certain clinics
- Client was able to set process and compliance benchmarks for regions resulting from the **homogenization of the regional patient service and internal processes**
- Clinic teams were able to **improve utilization rate** by addressing No-Show repeat offenders and addressing optimization opportunities in the appointments schedule

METHODOLOGY/ APPROACH

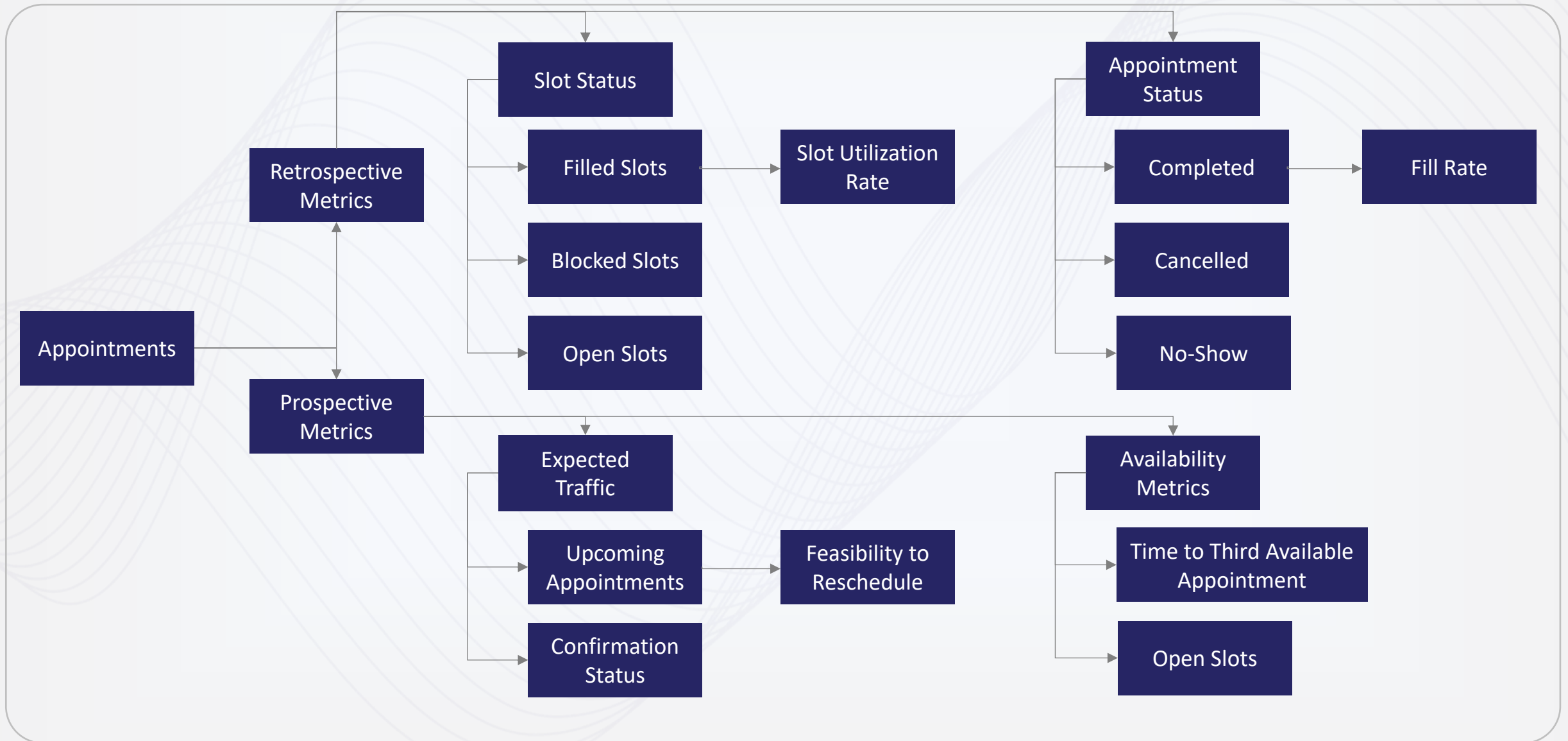
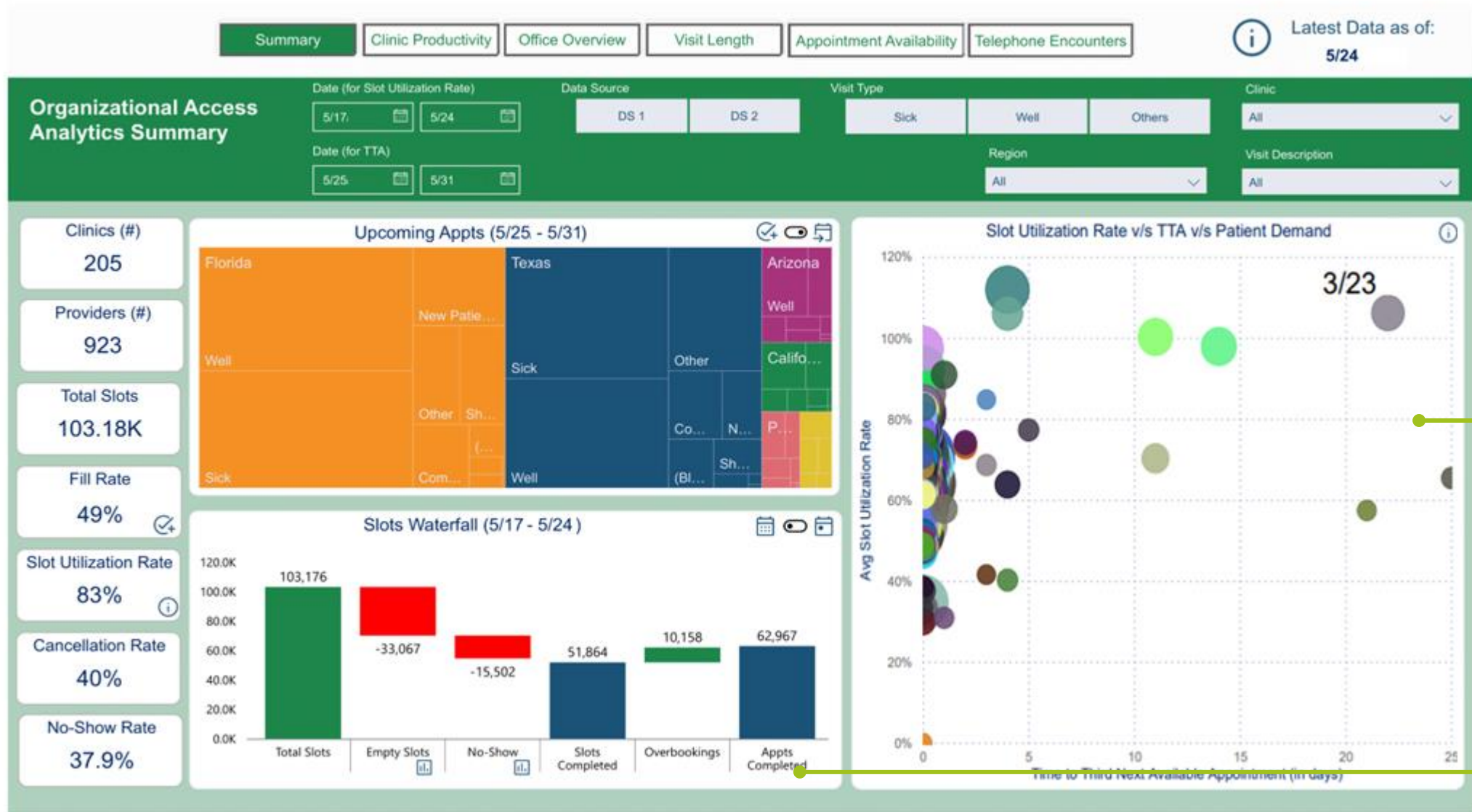


EXHIBIT #1 – APPOINTMENTS SUMMARY

ILLUSTRATIVE



Plot between prospective **Time to Third available Appointment (TTA)** indicating demand vs retrospective **Slot Utilization Rate** indicating Service Level and actual traffic at clinic level

Waterfall chart depicting the **breakdown of slots** by the status of appointments scheduled in them

EXHIBIT #2 – CLINIC PRODUCTIVITY

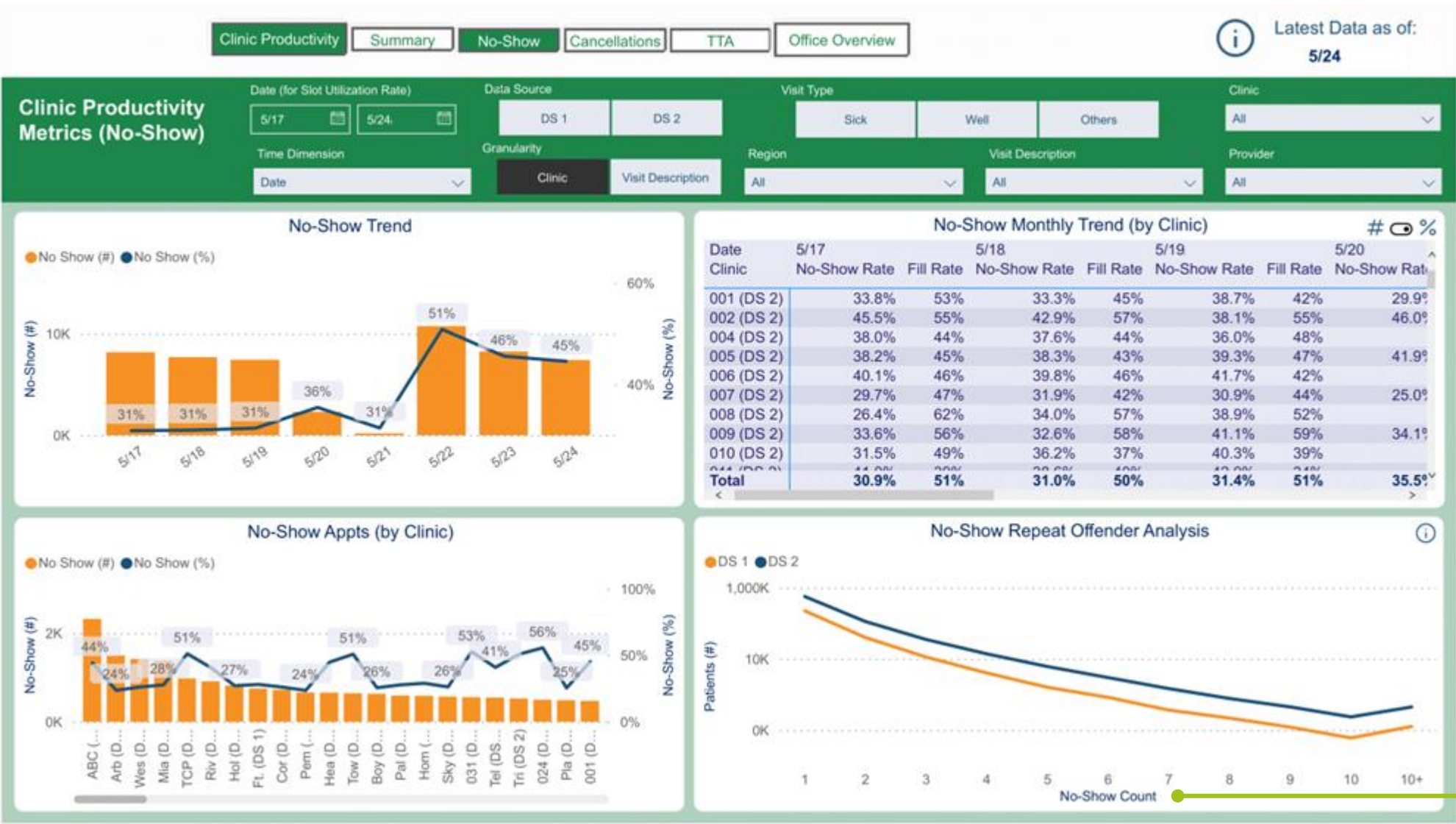
ILLUSTRATIVE



Breakdown of appointments and slots based on their status with **drill-down** function wherever applicable

EXHIBIT #3 – NO SHOW DEEP DIVE

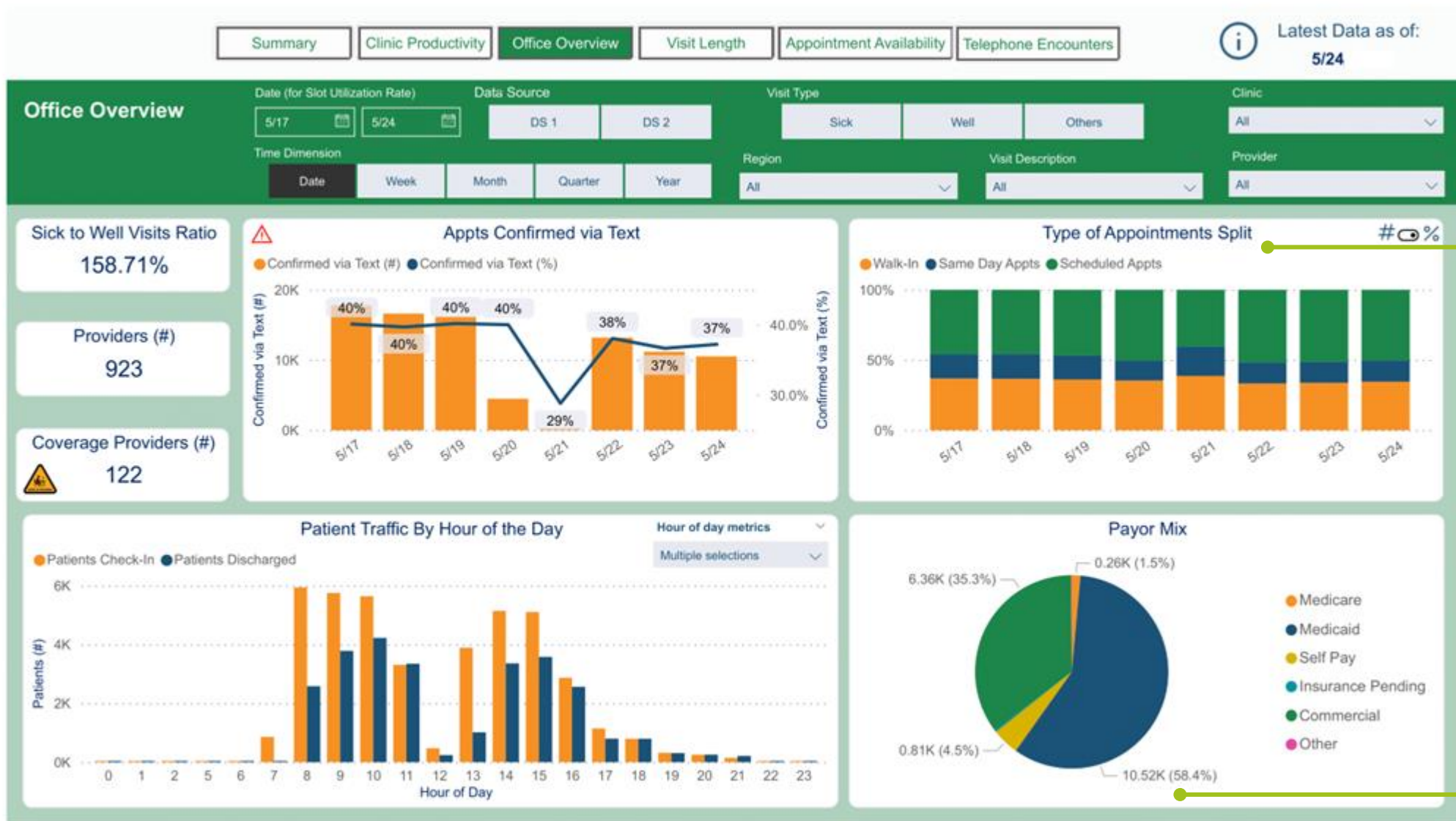
ILLUSTRATIVE



Repeat offender patient analysis for appointments **No-Showed** after booking with drill-down functionality

EXHIBIT #4 – OFFICE OVERVIEW

ILLUSTRATIVE

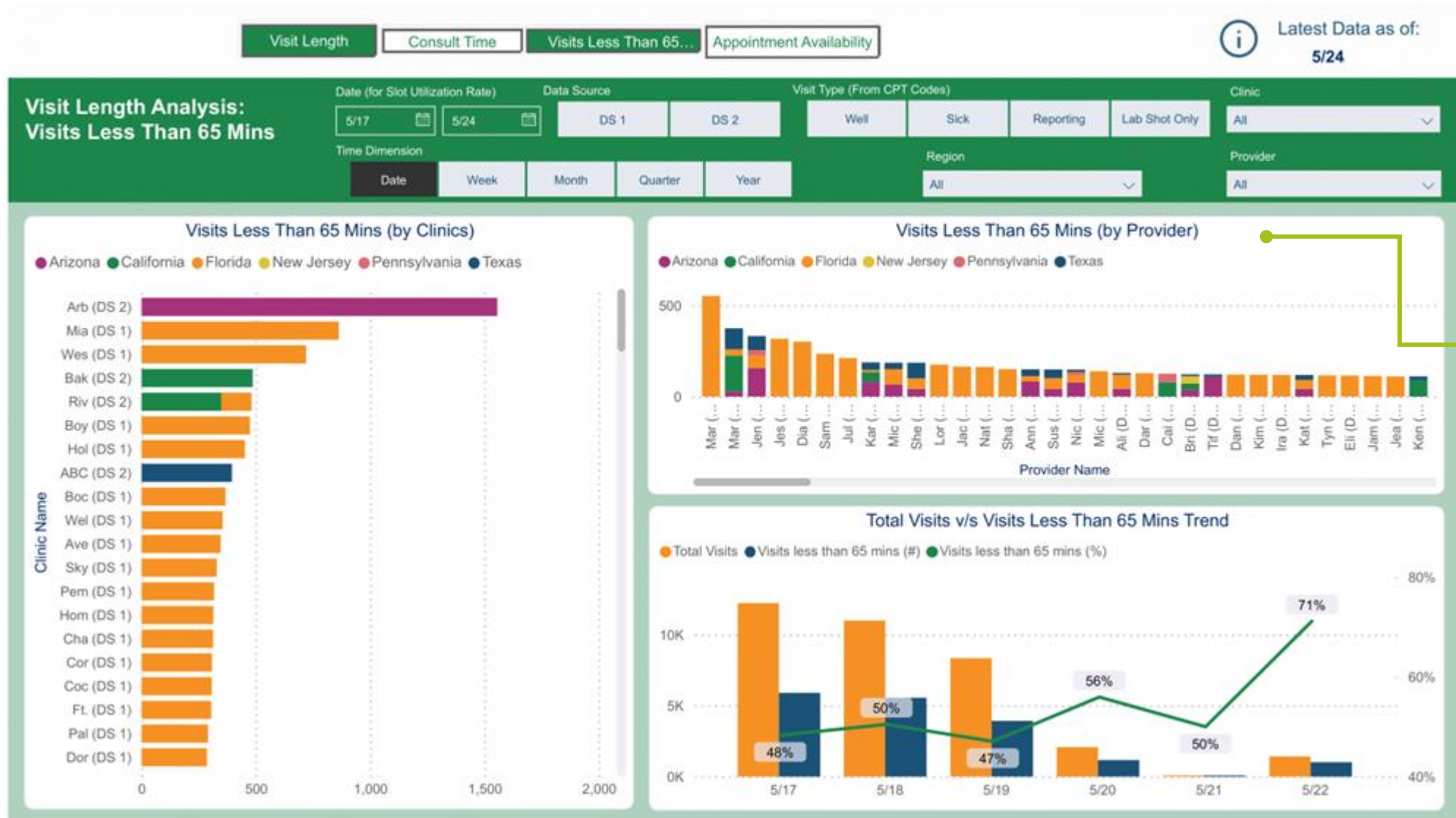


Breakdown of appointments based on the time **when they are booked** with respect to appointment scheduled time

Payor Mix of patients with **completed appointments** in the selected date range

EXHIBIT #5 – VISIT LENGTH ANALYSIS

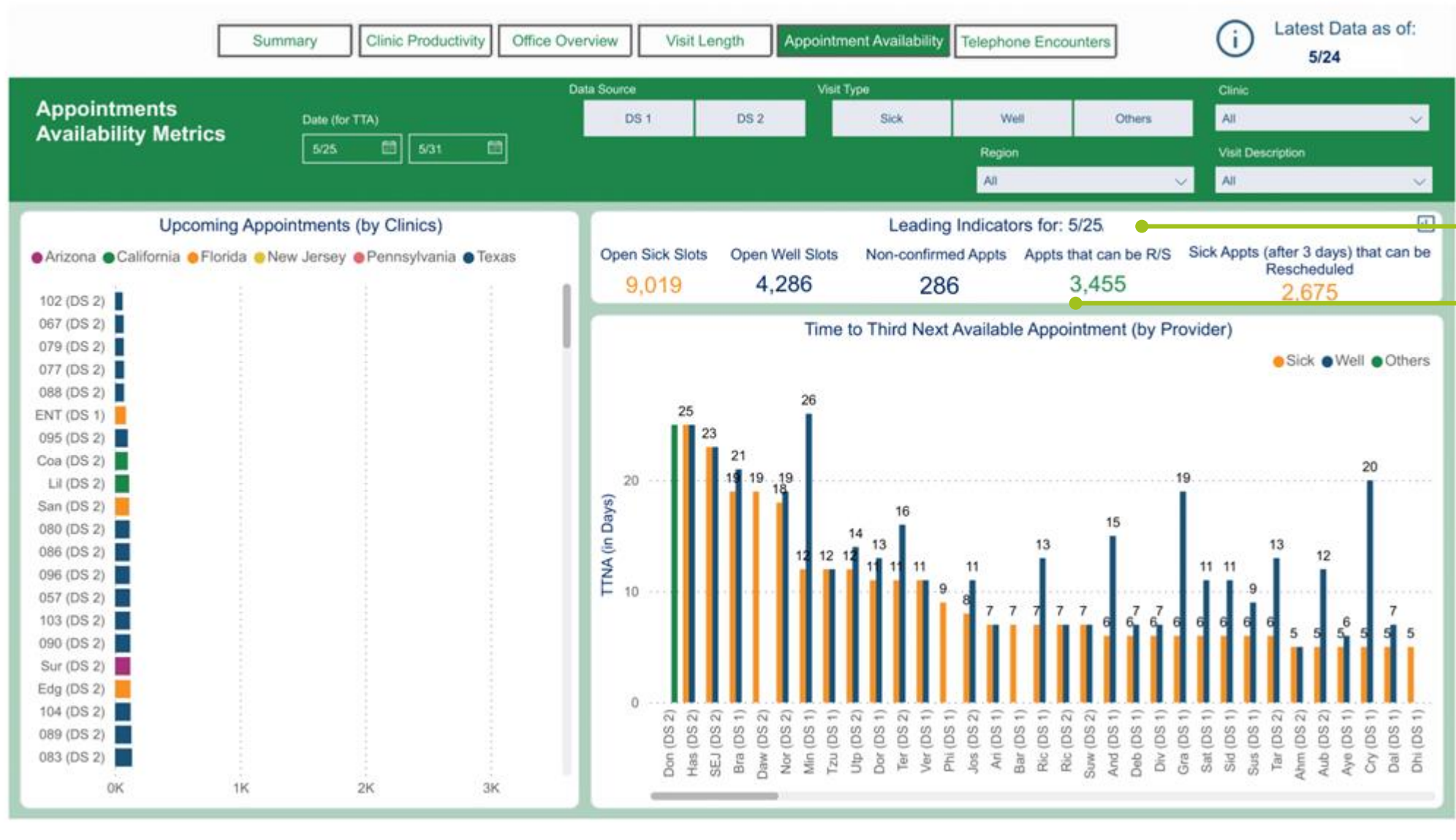
ILLUSTRATIVE



Trackers for visits under 65 mins to identify non-compliance at clinic and clinician level

EXHIBIT #6 – APPOINTMENT AVAILABILITY

ILLUSTRATIVE



KPIs that given an overview of the **prospective traffic in the clinic**. Drill through functionality is provided for the clinic team to change the schedule if needed to increase the traffic

Sick appointments that can be potentially **rescheduled to an earlier slot** so that more slots are open for later appointments. Drill-down functionality is provided so that clinic teams can call the patients for the rescheduling