How USPI Saved $900k Creating Its New Revenue Cycle Dashboard

Background

United Surgical Partners International (USPI) is a leading provider of ambulatory surgical services. Established in 1998, this award winning company of 11,000 employees serves over 1 million patients a year. Their portfolio includes 269 short-term surgical facilities, 81 urgent care centers, 20 imaging centers, 19 hospitals, and partnerships with over 4,000 physicians and 50 health systems in the United States.

Challenge

After looking at the business operations, the senior vice president quickly realized the data and business intelligence tools he needed to give him visibility into the monthly and daily workings of the company were not available. The revenue department would have to query the many patient accounting systems individually, run manual reports, and then spend time extrapolating and compiling the needed information which would be inefficient and cumbersome.

In an effort to fill this gap, the senior vice president began to evaluate revenue centric business intelligence products from several different vendors who all quoted prices in excess of $1,000,000 just for the tools. It was at this point that the Business Intelligence (BI) and IT leadership entered the scene.

During the discovery phase, David learned that the senior vice president wanted monthly and daily information on patient cases at a macro and micro level even to the point of drilling down to any individual case, at any facility, on any day. He also wanted the same level of detail for revenue, receivables, and collections information. Since much of the data was stored in independent patient databases at the hundreds of individual facilities, this would be a large and complex undertaking.

Solution

With over 14 years of business intelligence leadership experience, David Behr, USPI's Vice President of Business Intelligence, and Bob Wideman, USPI's Data Warehouse Director, formulated a faster and much more cost effective plan using InfoSol's InfoBurst BI Bundle Edge Edition, which includes both the powerful InfoBurst publishing and caching platform and the industry leading BusinessObjects Business Intelligence suite.

Working closely with Bob Wideman, it was established that although the necessary data was not currently available, by working together they could create exactly what the revenue group needed at about one tenth the cost of any of the externally proposed solutions with a timeline to complete the project of less than 5 months. With this solution the majority of the time and cost would go towards getting the data into the data warehouse, cleaning it up and making it available for this and future projects.

They proposed this strategy to the senior vice president and as David says, "He bought off on the plan and we started immediately."

The Results

- Better Business Decisions

- $900K Savings

- Completed in Less Than 5 Months

- Created Strategic Advantage

InfoSol continues to deliver quality work for USPI! - David Behr

Implementation

The revenue department wanted to include both monthly and daily information on one dashboard. David's team began by creating a dashboard with both monthly and daily tabs. Because the majority of monthly data required already existed in the data warehouse, the team was able to develop the monthly functionality quickly. Once complete they concentrated on building the daily tab's piece by piece as data became available in the data warehouse. This method was necessary for the daily portion of the project because as David explains, "We were starting from scratch on the data side."

David with the help of InfoSol then created the BI dashboard using the combined technologies of the in-memory InfoBurst XML Data Cache (XDC) and the versatile SAP BusinessObjects dashboard designer tool (aka Xcelsius). The XDC provided a super-fast, scalable dashboard accessing large amounts of data and Xcelsius enabled the dashboard to be prototyped and built in just days.

Results

The project was completed in less than 5 months, within budget, meeting all requirements. A total win for David's team, the data warehouse and the revenue department that needed the dashboard.

Having this dashboard gave the revenue department the necessary macro and micro level visibility of both monthly and daily information in regards to case, revenue, receivables, and collections. Providing this gives the senior vice president and his department the intelligence needed to draw a clear picture of the company's revenue and KPI's in order to make better business decisions.

The company saved more than $900k plus maintenance by choosing InfoSol instead of another enterprise level solution. This solution was cost effective, and took less than 5 months to complete.

The dashboard gives them a strategic advantage by allowing USPI to develop company benchmarks and metrics. These will then permit comparisons to drive improvement and cost saving initiatives within USPI, and provide a way to measure the company against its competitors.

By intelligently investing in projects like the Revenue Cycle Dashboard, USPI is ensuring it is positioning itself for success now and in the future.

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