

OPERATIONAL

AND FINANCIAL

ActionOI
Reduce Costs and Improve
Operational Efficiencies

ActionOI

Healthcare executives face increased budget pressures and shrinking bottom lines, year after year. The skyrocketing cost of care is compounded by declining and inadequate reimbursement, delayed payments and denials, and dynamic payer-provider relationships. As a result, healthcare leaders must manage their revenue cycles and operations more effectively than ever. This culture of “doing more with less” requires a clear understanding of what’s working to optimize spending and keep staff and supply costs under control.

FACT: Truven Health has the largest database of client-supplied data in the industry, with financial and operational data from more than 750 healthcare organizations.

With operational benchmarking data from more than 750 healthcare organizations and more than four million patient records across the country, Truven Health AnalyticsSM has the largest database of client-supplied and public data in the industry. That data powerhouse, combined with our expert analysis and reporting tools, supplies the vital information you need to focus resources, improve performance, and achieve results.

Maximize Performance Improvement

Establishing baseline metrics — then comparing your results to peer-group benchmarks — is a sound way to identify strengths, weaknesses, and priorities for improvement. Truven Health Operational and Financial Solutions help you reduce operating costs by evaluating your facility’s costs against those of better-performing organizations or peers of similar size, payer mix, geography, or patient population — so you can understand the gaps that exist and identify specific areas with the greatest potential cost-savings.

Another advantage of our solutions is that you have the ability to share information on a confidential and reciprocal basis with other Truven Health clients to learn best practices. By incorporating metrics into measurable department goals, you can guide operational change across the organization.



Utilize Unmatched Breadth and Depth of Data

With more comprehensive, department-level information than anyone in the industry, the Truven Health ActionOI® operational benchmarking program gives you comparisons accompanied by more relevant detail to support your analyses.

Track the Progress of Your Change Initiatives

When performance measurement and management is based on quantitative data, hospitals can target key drivers of outcomes, cost, and operational performance. ActionOI brings expertise that prompts new ideas on how to make an organization more efficient, drive change, and help track the direct impact change has on performance.

Inform Payer Contract Negotiations With an Understanding of the Managed Care Landscape

An objective, market-based perspective on a facility's managed care contracts enables hospital financial planners to negotiate health plan contracts more effectively.

To achieve this understanding, financial managers must know whether their prices are competitive in their market and whether they're receiving similar reimbursement amounts as other providers. The Truven Health Strategic Services team builds on the insights from more than 40 million fully adjudicated claims and the associated benchmarks to drive improvement efforts.

Armed with information on how their managed care reimbursement rates compare to market benchmarks, hospital executives are equipped for more productive contract negotiations with managed care counterparts, allowing an accurate assessment of areas for potential profitability improvement.

Labor Benchmarking Leads to \$5.2 Million in Savings at St. Elizabeth Hospital

“Without a doubt, we would not have been able to achieve any of this without your support, guidance, and expertise.”

Jason Jobes, CLSSGB
Director of Performance Excellence
St. Elizabeth Hospital



“Our goal was to achieve a 5-percent reduction in operating expenses across the board. The Truven Health Strategic Consulting Services team used their Target-Setting Through Benchmarking methodology to help us identify ways to save a minimum of 5 percent on costs in 20 of 21 departments.”

James Sinek
President and COO
Verde Valley Medical Center

Leverage Strategic Consulting to Meet Goals Faster

The Strategic Services experts at Truven Health are here to translate and build on the data and insights found in our extensive data assets. Our team offers objective, realistic evaluations of productivity and resources. Then, our in-depth experience helps you drive rapid-cycle improvement efforts, implement processes, measure results, make adjustments, and meet your goals — faster and smoother than you could by working on your own.

Truven Health uses a “teach as we go” approach to enable your team and empower your managers to build sustainable results. Our staff teach your managers how to interpret the comparisons and identify improvement opportunities. Onsite training may include department-level meetings to gain individual perspective on department operations, create relevant custom peer groups, establish performance targets and implement performance monitoring processes that track change.

Critical Questions That You Need Answered Today

Are we identifying the right areas within our health system for operational improvements with the most promising financial returns?

How can we quickly translate opportunities into action-oriented projects that ensure a positive return on investment?

Are we accurately capturing the return on investment in our performance improvement initiatives?

How can we be sure operational performance improvement programs are accepted and sustained?

How can we set realistic budget targets and ensure appropriate resource and budget allocations?



Our Strategic Services Offerings Turn Data Into Action

Operational Performance Strategy Development

Working closely with executive leadership on goal consensus, our team will identify opportunities for strategic improvement of the benchmarking program — resulting in an achievable operational plan that ensures quality care while keeping costs under control.

Benchmarking Insights

For our clients who have not licensed ActionOI, our insights will help you set productivity and expense benchmarks to improve resource utilization in order to meet budget goals. We work one-on-one with designated managers to create custom compare groups and establish department-specific performance targets.

Target-Setting

Let us help you evaluate productivity and resource utilization through benchmarking — to prioritize and achieve immediate operational improvements. We work one-on-one with designated managers to create custom compare groups, establish department-specific performance targets, and implement a measurement approach to monitor performance over time.

Performance Excellence Academy

This small-group forum quickly engages department teams and helps them identify performance improvement opportunities, evaluate root causes of cost variance, and work cooperatively to develop a process for improvement.

OP-Action

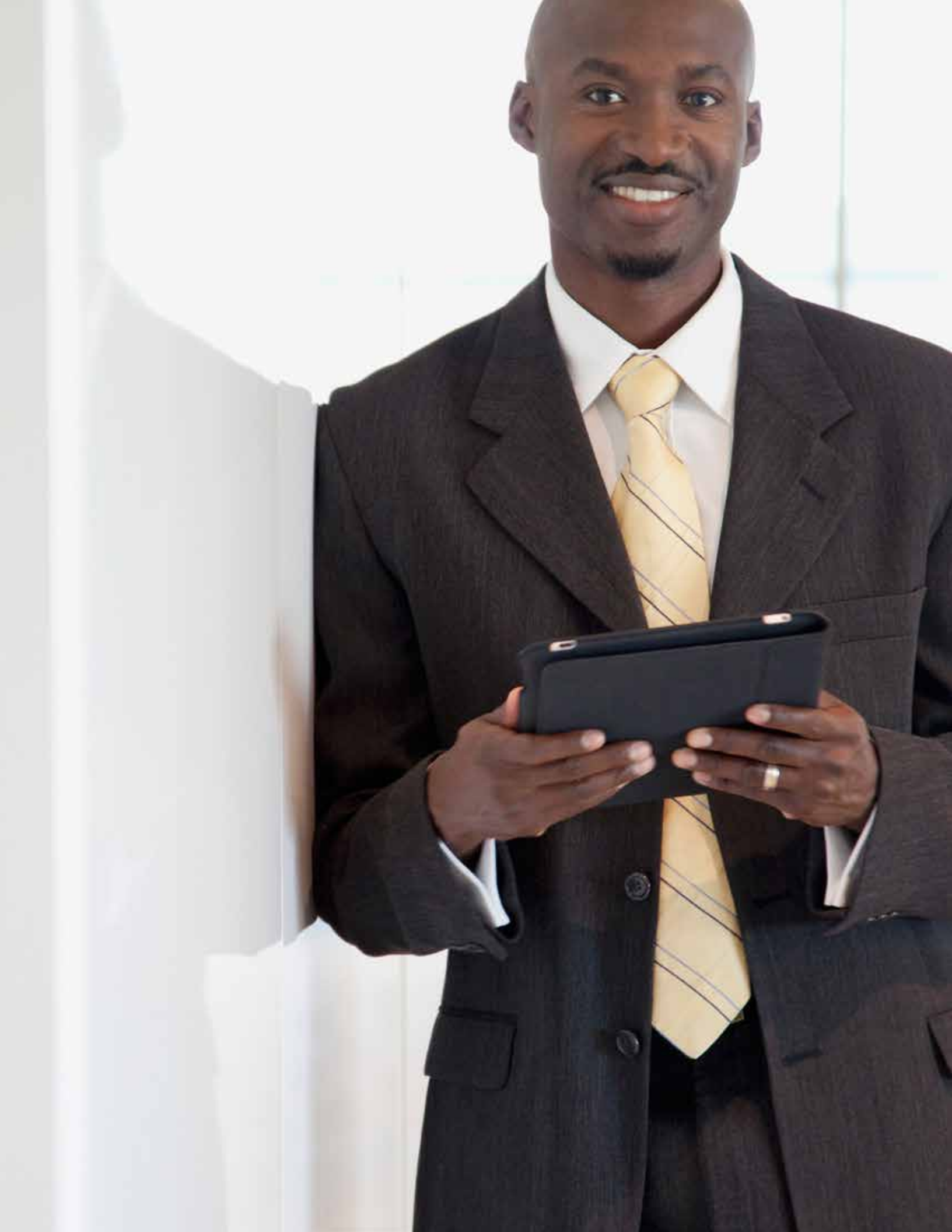
This is an intensive and collaborative 10+-week project designed to identify and implement multiple, sustainable process improvement projects with a selected department. Weekly hands-on assistance is provided to help staff prepare and implement action plans.

Process Link

Address process breakdowns that impact upstream and downstream departments. This interactive engagement is designed to break down silos between the selected departments, identify performance improvement opportunities and help teams work cooperatively to develop a process for improvement.

Reimbursement Benchmarking

Leveraging the Truven Health MarketScan® database, the largest and most trusted claims database in the industry, our Reimbursement Benchmarks deliver highly specific reimbursement estimates that contract negotiators can use to manage rates and defend pricing. Reimbursement Benchmarks are based on a proprietary methodology, providing estimates of reimbursement rates, by CPT/HCPCS and MS-DRG. The estimates consider cost characteristics for specific geographies with service-specific, nationwide cost information. These estimates are provided at the Core Based Statistical Area.



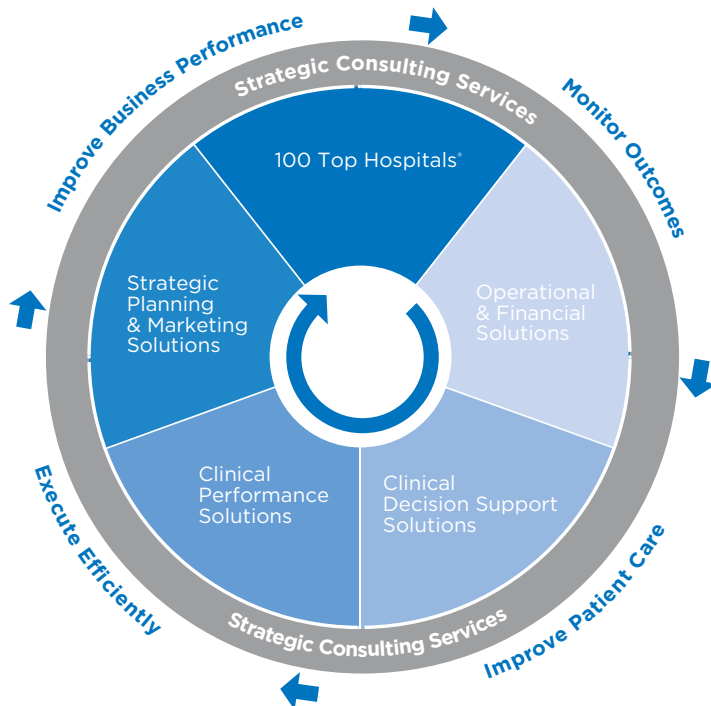
Why Truven Health?

Hospital executives, managers, and clinicians rely on Truven Health AnalyticsSM solutions to improve clinical and business performance. Truven Health offers a comprehensive suite of content, applications, and consulting services to help improve performance across the enterprise:

- Strategic planners count on vital market and consumer intelligence to develop sound growth plans and effective marketing strategies.
- Clinicians are empowered with trusted clinical evidence to make the best decisions for their patients.
- Clinical and operational executives gain relevant and reliable measures of performance and an objective guide, based on peer benchmarks, to focus efforts where they will have the most impact.

Our Strategic Services experts complement and extend the data and tools with an objective view of performance and — the experience to help address key strategic and operational questions, drive change, and implement solutions.

Truven Health Provider Solutions



Health System Identifies More Than \$90 Million in Financial Improvements

“Using the operational benchmarks and detailed department-level reporting capabilities in ActionOI to identify potential areas for performance improvement, we were able to strategically set achievable goals and support initiatives in-house.”

Jim Budzinski
Acting President & CEO
WellStar Health System



FOR MORE INFORMATION

Send us an email at
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or visit truvenhealth.com



ABOUT TRUVEN HEALTH ANALYTICS

Truven Health Analytics delivers unbiased information, analytic tools, benchmarks, and services to the healthcare industry. Hospitals, government agencies, employers, health plans, clinicians, pharmaceutical, and medical device companies have relied on us for more than 30 years. We combine our deep clinical, financial, and healthcare management expertise with innovative technology platforms and information assets to make healthcare better by collaborating with our customers to uncover and realize opportunities for improving quality, efficiency, and outcomes. With more than 2,000 employees globally, we have major offices in Ann Arbor, Mich.; Chicago; and Denver. Advantage Suite, Micromedex, ActionOI, MarketScan, and 100 Top Hospitals are registered trademarks or trademarks of Truven Health Analytics.

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