

Hospital Improves Financial Operations with Data-Aggregation Platform



**Bradley Kappalman, AVP Medicine
Washington Hospital Center
October 12, 2009**



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My Hospital – A few facts

- **Largest Hospital In DC (36% of all admissions)**
- **926 Beds**
- **43,000 admissions**
- **440,000 Outpatient visits**
- **6000 Associates**
- **Net Revenue 1 Billion**
- **COE: Cardiology, Oncology, Neuroscience, Advanced Imaging**



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Problem – Revenue cycle

- **Poor front end revenue cycle processes**
- **No consistent practice**
- **Lack of operational accountability**
- **Assessment with consulting firm determined recurring multi-million dollar opportunity**



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Solution

- **Create CFC – Central Financial Clearance**
- **Develop standardized P & P's**
- **Need to develop revenue cycle metrics**
- **Need to invest in workflow application**



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Amalga/Azyxxi

- Issue was discussed with our Chairman of ED Medicine
- He stated that his home-grown ED application had the all functionality to make this happen with a low cost of ownership
- What is Amalga?



What Is Amalga?

A different kind of information system

- Data viewing not data entry*
- Data scaffolding that sits over existing systems
- Datacentric (Data Atoms build Data Molecules)
- Data agnostic: Data is Data
- Reuse of Data: Bring new value to existing data
- Dual Viewpoints: Individual patient / Population cohort
- Designed and built by doctors for doctors (and for nurses and administrators)
- Forged in the crucible of a hospital



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Demo of * Clinical View

Filter

Sort

Shortcut

Find

Zoom-in

Refresh

System

Adm: 12

Today

All rows

Info

Input

Forms

Docum

Dev

Misc

Admin

Dashboard

Total: 110

Room	Isolation	Site	A/S	Code	Status	Event	SH	BB	Ger	R	Team	EM Attending	Nurse	Res/Student	Sr EM Res	**PMD**	R/Date	LV	T/in	Complaint	Dsp	Comments	Lab	Med	Rat
1		MAIN ED	53M							Y	Red	Bellows, J	Michelle M.	*Medical S			10/09/2009		05:07	Cp Sweating		CM neg; 4Stress --> (Ka	08:01	05:57	06:3
2		MAIN ED	57F							Y	Red	Goyal, Mur	Marilyn M.	*Medical S			10/09/2009		08:55	Flutter In Chest		Cards consult, procaina	10:52	10:42	10:2
3		MAIN ED	27F							Y	Red	Goyal, Mur	Michelle M.	*Medical S			10/09/2009		08:42	Pelvic Abd Pain Diarrh			11:55	11:05	
4			29F								Red	Goyal, Mur	Marilyn M.				10/09/2009	2	10:52	Hives Tongue Swelling				11:37	
5		MAIN ED	39M							Y	Red		Michelle M.				10/09/2009	26	09:40	Ssc Chest Pain Head					
6		MAIN ED	54F							Y	Red	Goyal, Mur	Michelle M.				10/09/2009	8	06:42	Post Surgical Pain		DISCHARGE	09:21	07:59	11:0
7			74F								Red	Goyal, M	Goyal, Munish W.				10/09/2009	77	11:07	Sob Copd Sweats			11:51	12:05	
8		MAIN ED	52M							Y	Red	Goyal, Mur	Marilyn M.				10/09/2009	383	09:00	Abd Pain		Admit B Medicine	11:37	10:22	
Zone-A		MAIN ED	93F							Y	Red	Goyal, Mur	Rachel W.	*Medical S			10/09/2009	335	07:41	Burning In Chest		BMP	10:00		09:4
Zone-A		MAIN ED	46F							Y	Green	Shah, Amit	Laarnie P	*Medicine			10/09/2009	501	07:44	Chest Pain		labs/abd series/Admit B	11:35	09:35	
Zone-A		ACA	29F							Y	Red	*Triage Do	Marilyn M.				10/09/2009		09:44	Dizziness Body Shake			11:15		
10		MAIN ED	54M							Y	Red	Goyal, Mur	Rachel W.	*Medical S			10/09/2009		07:01	Sob		Admit B Medicine	09:45	11:40	08:3
11		MAIN ED	60F							Y	Red		Rachel W.				10/09/2009		09:28	Chest Pain					
12		MAIN ED	25M							Y	Green	Marchand, Colin B.					10/09/2009	25	02:23	Cp Rapid Heartbeat	A	IMC 1E 15A	07:06	05:37	
13			46M								Green	Shah, Amit	Colin B.				10/09/2009		10:16	Cp		labs/Admit BwT	11:20		10:3
14		MAIN ED	50F							Y	Green	Shah, Amit	Colleen C.	*Medicine			10/09/2009	246	08:50	Vomiting Body Pain W	A	rapid flu/IMC 29A	12:02	11:53	10:3
Zone-D		MAIN ED	47M							Y	Blue	Lane, Davi	Terry M.		Pontius, Gupta		10/09/2009	37	06:47	Cp Congestion		CT Chest, gupta	08:21	10:44	08:3
Zone-D		MAIN ED	51M							Y	Blue		Terry M.		Pontius,		10/09/2009		09:16	Chest Rt Hand Swellin		xray			
20A		MAIN ED	37F							Y	Green		Colin B.				10/09/2009	175	08:51	Confused Dialysis			12:16		
20B		MAIN ED	78F							Y	Green	Shah, Amit	Laarnie P	*Medicine			10/09/2009	954	09:14	Rt Side Arm Numbnes:		recta/labs/ua/pmd			
21A		MAIN ED	22M							Y	Green	Marchand, Colleen C.					10/09/2009	55	04:52	Fever	A	Admit Xplant (Neutroper	11:57	09:45	07:1
23A			53M								Blue	Lane, Davi	Terry M.	Siegel, Em	Pontius,		10/09/2009		09:24	Sick		DISCHARGE			11:45
23B		MAIN ED	35F							Y	Blue	Booker, Et	Adam W.		Morgan, Perry	Clinic	10/09/2009	708	03:45	Abd Pain		surg, paracentesis	11:19	10:28	10:0
24A		MAIN ED	45M							Y	Blue	Lane, Davi	Funmi A.	Siegel, Em	Pontius,		10/09/2009		08:33	Syncope		DISCHARGE	12:08		
24B		MAIN ED	45M							Y	Blue	Lane, Davi	Adam W.	Siegel, Em	Pontius,		10/09/2009	86	07:06	Bilat Side Body Pain		DISCHARGE	11:25		11:3
25A		MAIN ED	57F							Y	Blue		Terry M.	Siegel, Em			10/09/2009	217	10:37	Fever		head CT, CXR, UA labs			
25B		MAIN ED	60M							Y	Blue	Wuerker, C	Terry M.				10/09/2009	1132	09:37	Bodyaches Dizziness			12:21		
26A	Comple	MAIN ED	49M							Y	Blue	Booker, Et	Terry M.		Morgan,		10/09/2009	34	04:45	Ha Cough	A	Admit BwT ISO	10:19	06:26	06:4
27A		MAIN ED	53M							Y	Blue	Lane, Davi	Adam W	Siegel, Em	Pontius		10/09/2009	51	09:17	Od	A	labs ICU- NSG	11:23	12:21	10:2



Microsoft Amalga - bsk1
 WHC - Emergency Department
 Demo of Clinical View
 Filter Sort Shortcut Find Zoom-in Refresh System
 Today All rows Info Input Forms Docum Dev Misc Admin Dashboard
 Adm: 12
 Total: 110

Room	Isolation	Site	A/S	Code Status	Info	Lab	Med	RA
1		MAIN ED	53M		L. • 53M • Cp Sweating			
2		MAIN ED	57F					
3		MAIN ED	27F					
4			29F					
5		MAIN ED	39M					
6		MAIN ED	54F					
7			74F					
8		MAIN ED	52M					
Zone-A		MAIN ED	93F					
Zone-A		MAIN ED	46F					
Zone-A		ACA	29F					
10		MAIN ED	54M					
11		MAIN ED	60F					
12		MAIN ED	25M					
13			46M					
14		MAIN ED	50F					
Zone-D		MAIN ED	47M					
Zone-D		MAIN ED	51M					
20A		MAIN ED	37F					
20B		MAIN ED	78F					
21A		MAIN ED	22M					
23A			53M					
23B		MAIN ED	35F					
24A		MAIN ED	45M					
24B		MAIN ED	45M					
25A		MAIN ED	57F					
25B		MAIN ED	60M					
26A	Comple	MAIN ED	49M					
27A		MAIN ED	53M					

Info

L. • 53M • Cp Sweating

Today: 10/09/2009 07:10 Heart Profile PROHRT

CK-MB	CK-MB	.8	Ng/ml	0-2.6	10/09/2009 08:01	Final
Troponin I	TN-I	.020	Ng/ml	.000-.120	10/09/2009 08:01	Final

Troponin results <=0.120 are "normal", Troponin results of 0.121-0.600 are considered in the "gray zone" and are diagnostic of some type of myocardial injury but not AMI. Troponin results >0.600 are considered diagnostic of AMI.

Today: 10/09/2009 06:12 CHEM8 None Specified

Whole Blood Glucose	BL GLU	91	Mg/dl	70-110	10/09/2009 06:19	Final
Whole Blood Sodium	BL NA	142	Meq/l	138-146	10/09/2009 06:19	Final
Whole Blood Potassium	BL K	4.2	Meq/l	3.5-5.0	10/09/2009 06:19	Final
Whole Blood Chloride	BL CL	105	Meq/l	98-109	10/09/2009 06:19	Final
Whole Blood BUN	BL BUN	H 21	Mg/dl	4-18	10/09/2009 06:19	Final
Whole Blood Creatinine	BL CREAT	1.2	Mg/dl	0.6-1.2	10/09/2009 06:19	Final
Whole Blood Ionized Calcium	IONCAL	1.21	Mmol/l	1.12-1.32	10/09/2009 06:19	Final
Whole Blood Hematocrit	CRIT	43	%	43-51	10/09/2009 06:19	Final
	TCO2	H 32.0	Mmol/l	22.0-29.0	10/09/2009 06:19	Final
	ANGAP	10.0			10/09/2009 06:19	Final

Today: 10/09/2009 05:40 Basic Metabolic Panel PROBMP1

Glucose	GLU	86	Mg/dl	65-125	10/09/2009 06:51	Final
BUN	BUN	20	Mg/dl	6-20	10/09/2009 06:51	Final
Creatinine	CREAT	1.0	Mg/dl	0.7-1.3	10/09/2009 06:51	Final
NA	NA	140	Meq/l	135-147	10/09/2009 06:51	Final
K	K	4.3	Meq/l	3.3-5.5	10/09/2009 06:51	Final
Chloride	CL	103	Meq/l	95-110	10/09/2009 06:51	Final
CO2	CO2	H 31	Meq/l	22-29	10/09/2009 06:51	Final
Calcium	CAL	9.8	Mg/dl	8.5-10.5	10/09/2009 06:51	Final

All visits Selected Visit

Details Print... Format

sp	Comments	Lab	Med	RA
	CM neg; 4Stress ----> (Ka	08:01	05:57	06:3
	Cards consult, procaina	10:52	10:42	10:2
		11:55	11:05	
			11:37	
	DISCHARGE	09:21	07:59	11:0
		11:51	12:05	
	Admit B Medicine	11:37	10:22	
	BMP	10:00	09:4	
	labs/abd series/Admit B	11:35	09:35	
		11:15		
	Admit B Medicine	09:45	11:40	08:3
	A IMC 1E 15A	07:06	05:37	
	labs/Admit BwT	11:20	10:3	
	A rapid flu/IMC 29A	12:02	11:53	10:3
	CT Chest, gupta	08:21	10:44	08:3
	xray			
	rectal/labs/ua/pmd			
	A Admit Xplant (Neutroper	11:57	09:45	07:3
	DISCHARGE		11:45	
	surg, paracentesis	11:19	10:28	10:3
	DISCHARGE		12:08	
	DISCHARGE	11:25		11:3
	head CT, CXR, UA labs			
			12:21	



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Core Amalga Functionality

- **Ubiquitous access to information**
- **Universal image viewing**
- **Automatic report generation**
- **General alarms engine**
- **Workflow and process management**
- **Health intelligence**



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Lets build a system

- A small team of individuals built our work flow tool
- Defined work flow
- Use of base views and filters
- Leveraged ADT already going into Amalga
- Created input screens and used derived values
- Started to feed all financial data into Amalga*



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A-CFC Demo

Filter

Sort

Shortcut

Find

Zoom-in

Refresh

System

Total: 46

Yesterday

All rows

Info

Input

Forms

Docum

Dev

Misc

Admin

Dashboard

V.Account	V.Scheduled-Days	V.Expected-Admit-Date	V.Admission-Date	V.Admission-Date-Time	V.Hospital-Service	V.Admitting-MD	F.Insurance-1-Plan-Code	F.Insurance-1-Name	F.FinClear-INVISION	F.Insurance-1-Verified	F.Insurance-2-Verif
128932910	13	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Fitzgerald, James F.	G70	Kaiser	N	N	N
23852866	30	10/08/2009	10/08/2009	10/08/2009 08:32	G5G	Carroll, Nancy	M09	Medicare	N	Y	Y
23901291	16	10/08/2009	10/08/2009	10/08/2009 05:20	NSG	Aulst, Edward F.	D05	Dc Medicaid	N	Y	Y
23926033	9	10/08/2009	10/08/2009	10/08/2009 00:00	GYN	Downing, David	J13	Carefirst Blue Cross	N	N	
23951452	2	10/08/2009	10/08/2009	10/08/2009 09:46	PLA	Ramineni, Praful M.	D01	Dc Medicaid	N	Y	
128775624	27	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Chang, George	B52	N.c.a.s.	Y	Y	
128835824	21	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Auguste, Tamika	N89	Charter Health	Y	Y	
128879525	16	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Soberman, Mark S.	M51	Medicare	Y	Y	Y
128879566	16	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Auguste, Tamika	N89	Charter Health	Y	Y	
128879772	16	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Fleischer, Eric J.	L50	Md Medicaid	Y	Y	
128879806	16	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Ghasemian, Reza	B61	Carefirst Blue Cross	Y	Y	Y
128879871	16	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Ghasemian, Reza	M51	Medicare	Y	Y	Y
128880572	16	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Ahad, Abdul	M51	Medicare	Y	Y	Y
128894466	15	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Douogh, Wiemi	J50	Carefirst Blue Choice	Y	Y	
128894557	15	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Douogh, Wiemi A.	B61	Carefirst Blue Cross	Y	Y	
128909447	14	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Ayscue, Jennifer M	M51	Medicare	Y	Y	Y
128925849	13	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Dawson, Konrad L.	N89	Charter Health	Y	Y	
128925989	13	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Fleischer, Eric J.	M51	Medicare	Y	Y	Y
128925997	13	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Lynch Whc, Barlow	J50	Carefirst Blue Choice	Y	Y	
128926037	13	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Lynch Whc, Barlow	R80	Mdipa/whc	Y	Y	
128945722	10	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Lynch, Barlow S.	X58	Bravo Health	Y	Y	
128951258	9	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Colyer, Marcus H.	J50	Carefirst Blue Choice	Y	Y	
128951282	9	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Paul, Bikram	R86	Aetna	Y	Y	
128982337	7	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Reilly, Michael J.	B91	Blue Preferred Clms Div	Y	Y	
128982378	7	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Khalid, Muhammad	B50	Horizon Bcbs Of Nj	Y	Y	
128994225	6	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Lynch, Barlow S.	G70	Kaiser	Y	Y	
128994241	6	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Minarcik, John R, Jr	A50	Dc Medicaid	Y	Y	Y
129019436	3	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Fidler, Philip E	D50	Dc Medicaid	Y	Y	
129019477	3	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Eger, Christophe	B61	Carefirst Blue Cross	Y	Y	Y
129019931	3	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Mazel, Jay	M51	Medicare	Y	Y	Y
129023263	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Colyer, Marcus H.	K52	Whc	Y	Y	
129035689	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Ghasemian, Reza	B91	Blue Preferred Clms Div	Y	Y	
129035903	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Giegerich, Paul R.	M51	Medicare	Y	Y	
23852841	30	10/08/2009	10/08/2009	10/08/2009 05:33	GYN	Sokol, Andrew I	M09	Medicare	Y	Y	Y
23861364	28	10/08/2009	10/08/2009	10/08/2009 05:14	ORT	Starr, John	R72	Carefirst Blue Cross	Y	Y	





A-CFC Demo

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All rows

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128932910	13	10/08/2009	10/08/2009	10/08/2009 00:00	FFO	Fitzgerald, James F.	G70	Kaiser	N	Copy Distinct Values to Clipboard	N
23852866	30	10/08/2009	10/08/2009	10/08/2009 08:32	G5G	Carroll, Nancy	M09	Medicare	N		Y
23901291	16	10/08/2009	10/08/2009	10/08/2009 05:20	N5G	Aulisti, Edward F.	D05	Dc Medicaid	N		Y
23926033	9	10/08/2009	10/08/2009	10/08/2009 00:00	GYN	Downing, David	J13	Carefirst Blue Cross	N		N
23951452	2	10/08/2009	10/08/2009	10/08/2009 09:46	PLA	Ramineni, Praful M.	D01	Dc Medicaid	N		Y
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128945722	10	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Lynch, Barlow S.	X58	Bravo Health	Y		Y
128951298	9	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Colyer, Marcus H.	J50	Carefirst Blue Choice	Y		Y
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128982378	7	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Khalid, Muhammad	B50	Horizon Bobs Of NJ	Y		Y
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129035903	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO	Giegerich, Paul R.	M51	Medicare	Y		Y
23852841	30	10/08/2009	10/08/2009	10/08/2009 05:33	GYN	Sokol, Andrew I	M09	Medicare	Y		Y
23860364	28	10/08/2009	10/08/2009	10/08/2009 05:14	ORT	Starr, John	R72	Carefirst Blue Cross	Y		Y





A-CFC Demo

Filter Sort Shortcut Find Zoom-in Refresh System

Info Input Forms Docum Dev Misc Admin Dashboard

Total: 46

V.Account	V.Scheduled-Days	V.Expected-Admit-Date	V.Admission-Date	V.Admission-D	Insurance-1-Name	F.FinClear-INVISION	F.Insurance-1-Verified	F.Insurance-2-Verif
128932910	13	10/08/2009	10/08/2009	10/08/2009		N	N	N
23852866	30	10/08/2009	10/08/2009	10/08/2009		N	Y	Y
23901291	16	10/08/2009	10/08/2009	10/08/2009		N	Y	Y
23926033	9	10/08/2009	10/08/2009	10/08/2009	Blue Cross	N	N	
23951452	2	10/08/2009	10/08/2009	10/08/2009	icaid	N	Y	
128775624	27	10/08/2009	10/08/2009	10/08/2009		Y	Y	
128839824	21	10/08/2009	10/08/2009	10/08/2009	Health	Y	Y	
128879525	16	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
128879566	16	10/08/2009	10/08/2009	10/08/2009	Health	Y	Y	
128879772	16	10/08/2009	10/08/2009	10/08/2009	icaid	Y	Y	
128879806	16	10/08/2009	10/08/2009	10/08/2009	Blue Cross	Y	Y	Y
128879871	16	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
128880572	16	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
128894466	15	10/08/2009	10/08/2009	10/08/2009	Blue Choice	Y	Y	
128894557	15	10/08/2009	10/08/2009	10/08/2009	Blue Cross	Y	Y	
128909447	14	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
128925849	13	10/08/2009	10/08/2009	10/08/2009	Health	Y	Y	
128925989	13	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
128925997	13	10/08/2009	10/08/2009	10/08/2009	Blue Choice	Y	Y	
128926037	13	10/08/2009	10/08/2009	10/08/2009	hc	Y	Y	
128945722	10	10/08/2009	10/08/2009	10/08/2009	health	Y	Y	
128951258	9	10/08/2009	10/08/2009	10/08/2009	Blue Choice	Y	Y	
128951282	9	10/08/2009	10/08/2009	10/08/2009		Y	Y	
128982337	7	10/08/2009	10/08/2009	10/08/2009	fferred Clms Div	Y	Y	
128982378	7	10/08/2009	10/08/2009	10/08/2009	Bebs Of Nj	Y	Y	
128994225	6	10/08/2009	10/08/2009	10/08/2009		Y	Y	
128994241	6	10/08/2009	10/08/2009	10/08/2009	icaid	Y	Y	Y
129019436	3	10/08/2009	10/08/2009	10/08/2009	icaid	Y	Y	
129019477	3	10/08/2009	10/08/2009	10/08/2009	Blue Cross	Y	Y	Y
129019931	3	10/08/2009	10/08/2009	10/08/2009		Y	Y	Y
129023263	2	10/08/2009	10/08/2009	10/08/2009		Y	Y	
129035689	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO Ghasemian, Reza	B91	Blue Preferred Clms Div	Y
129035903	2	10/08/2009	10/08/2009	10/08/2009 00:00	TFO Giegerich, Paul R.	M51	Medicare	Y
23852841	30	10/08/2009	10/08/2009	10/08/2009 05:33	GYN Sokol, Andrew I	M09	Medicare	Y
23861364	28	10/08/2009	10/08/2009	10/08/2009 05:14	ORT Starr, John	B72	Carefirst Blue Cross	Y

Column Stats: F.FinClear-INVISION

F.FinClear-INVISION	Count	%
N	5	10.87
Y	41	89.13

Data Size = 46

Include = 0
 Include < 0

Print Close





data Viewer |
 Demo of OP Denials - No Auth |
 Filter |
 Sort |
 Shortcut |
 Find |
 Zoom-in |
 Refresh |
 System

7/1/2008 - 7/31/2008 |
 All cases |
 Info |
 Input |
 Report

Total: 119

A/S	Admit D/T	Primary Insurance	F.Ins1-Plan	Admit MD No	V.Attending-MD-Name	Service	Post Date	Denial Code	Denial Description
80M	05/15/2008 11:23	MGDCARE OTH	X58	010801	Lee Benjamin I	Cai	07/31/2008	833517	NO PRE-CERT/AUTH
68F	05/12/2008 10:48	WORKERS COMP	W50	025437	Cobey James C	Por	07/31/2008	833517	NO PRE-CERT/AUTH
33M	01/31/2008 10:39	AETNA	R86	003319	Light Jimmy A	Por	07/30/2008	833517	NO PRE-CERT/AUTH
50M	05/13/2008 09:29	MGDCARE OTH	X58	058644	Levine Zachary	Ffo	07/30/2008	833517	NO PRE-CERT/AUTH
62F	05/15/2008 15:00	CIGNA	S80	064238	Pindiprolu Sailaja	Mri	07/30/2008	833517	NO PRE-CERT/AUTH
39M	06/01/2008 16:28	BLUE CROSS	B54	002485	Peterson Stephen W	Mcc	07/30/2008	833517	NO PRE-CERT/AUTH
52F	07/09/2008 15:10	AETNA	E86	085225	Chia Stanley H	Hsp	07/30/2008	833517	NO PRE-CERT/AUTH
79F	11/08/2007 06:13	MEDICARE	M51	036525	Butrus Salim I	Tfo	07/29/2008	833517	NO PRE-CERT/AUTH
80M	05/15/2008 11:23	MGDCARE OTH	X58	010801	Lee Benjamin I	Cai	07/29/2008	833517	NO PRE-CERT/AUTH
53M	05/01/2008 09:39	MGDCARE OTH	S92	013110	Malik Rizwan A	Psc	07/29/2008	833517	NO PRE-CERT/AUTH
43M	06/19/2008 13:02	AETNA	R86	027631	Brown Kenneth M	Por	07/29/2008	833517	NO PRE-CERT/AUTH
46F	07/01/2008 11:32	AETNA	R86	040162	Aulisi Edward F	Mri	07/29/2008	833517	NO PRE-CERT/AUTH
54F	06/16/2008 10:17	KAISER	G70	064345	Sherker Averell	Gst	07/29/2008	833517	NO PRE-CERT/AUTH
62M	06/25/2008 07:23	AETNA	R86	022533	Marsh H Brandis	Num	07/29/2008	833517	NO PRE-CERT/AUTH
27F	06/22/2008 12:35	AETNA	R86	040311	Whitaker Ellen M	Mri	07/29/2008	833517	NO PRE-CERT/AUTH
54F	07/05/2008 07:44	AETNA	R86	009753	Moore David G	Mri	07/29/2008	833517	NO PRE-CERT/AUTH
41M	06/01/2008 09:38	KAISER	G70	013110	Malik Rizwan A	Mcc	07/28/2008	833517	NO PRE-CERT/AUTH
35M	03/23/2008 00:01	KAISER PHO	304	010843	Bahl Vivek	Cai	07/28/2008	833517	NO PRE-CERT/AUTH
27F	06/19/2008 00:01	KAISER	G70	044578	Coe Debra	Dlr	07/28/2008	833517	NO PRE-CERT/AUTH
30F	04/04/2008 10:49	AMERIGROUP	S72	040949	Rhodes Lee A	Tfo	07/26/2008	833517	NO PRE-CERT/AUTH
41M	10/30/2007 19:41	CAPITAL CARE	E57	999938	Unassigned Doctor	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
16M	11/14/2007 16:42	CAPITAL CARE	E57	087825	Ciesla David J	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
37F	04/01/2008 02:58	CAPITAL CARE	E57	010124	Bhat Rahul G	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
63M	09/05/2007 08:35	MEDICARE	M51	003319	Light Jimmv A	Tpc	07/25/2008	833517	NO PRE-CERT/AUTH





data viewer

Demo of OP Denials - No Auth

Filter Sort Shortcut Find Zoom-in Refresh System

7/1/2008 - 7/31/2008 All cases Info Input Report

Total: 119

A/S	Admit D/T	Primary Insurance	F.Ins1-Plan	Admit MD No	V.Attending-MD-Name	Service	Post Date	Denial Code	Denial Description
80M	05/15/2008 11:23	MGDCARE OTH	X58	010801	Lee Benjamin I	Cai	07/31/2008	833517	NO PRE-CERT/AUTH
68F	05/12/2008 10:48	WORKERS COMP	W50	025437	Cobey James C	Por	07/31/2008	833517	NO PRE-CERT/AUTH
33M	01/31/2008 10:39	AETNA	R86	0033					/AUTH
50M	05/13/2008 09:29	MGDCARE OTH	X58	0586					/AUTH
62F	05/15/2008 15:00	CIGNA	S80	0642					/AUTH
39M	06/01/2008 16:28	BLUE CROSS	B54	0024					/AUTH
52F	07/09/2008 15:10	AETNA	E86	0852					/AUTH
79F	11/08/2007 06:13	MEDICARE	M51	0365					/AUTH
80M	05/15/2008 11:23	MGDCARE OTH	X58	0108					/AUTH
53M	05/01/2008 09:39	MGDCARE OTH	S92	0131					/AUTH
43M	06/19/2008 13:02	AETNA	R86	0276					/AUTH
46F	07/01/2008 11:32	AETNA	R86	0401					/AUTH
54F	06/16/2008 10:17	KAISER	G70	0643					/AUTH
62M	06/25/2008 07:23	AETNA	R86	0225					/AUTH
27F	06/22/2008 12:35	AETNA	R86	0403					/AUTH
54F	07/05/2008 07:44	AETNA	R86	0097					/AUTH
41M	06/01/2008 09:38	KAISER	G70	0131					/AUTH
35M	03/23/2008 00:01	KAISER PHO	304	0108	Dam Vivek	Cai	07/26/2008	833517	NO PRE-CERT/AUTH
27F	06/19/2008 00:01	KAISER	G70	044578	Coe Debra	Dir	07/28/2008	833517	NO PRE-CERT/AUTH
30F	04/04/2008 10:49	AMERIGROUP	S72	040949	Rhodes Lee A	Tfo	07/26/2008	833517	NO PRE-CERT/AUTH
41M	10/30/2007 19:41	CAPITAL CARE	E57	999938	Unassigned Doctor	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
16M	11/14/2007 16:42	CAPITAL CARE	E57	087825	Ciesla David J	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
37F	04/01/2008 02:58	CAPITAL CARE	E57	010124	Bhat Rahul G	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
63M	09/05/2007 08:35	MEDICARE	M51	003319	Licht Jimmv A	Tbc	07/25/2008	833517	NO PRE-CERT/AUTH

Filter

Available fields

- D.Description
- D.PostDt
- D.SvcCd
- D.Total
- F.Financial-Class
- F.Financial-Class-Code
- F.Ins1-Name
- F.Ins1-Plan
- F.Ins1-Policy-NO
- F.Ins2-Name
- F.Ins2-Plan
- F.Ins2-Policy-NO
- F.Ins3-Name
- F.Ins3-Plan
- F.Ins3-Policy-NO
- F.Ins4-Name
- F.Ins4-Plan
- F.Ins4-Policy-NO
- P.Age
- P.Age-Sex
- P.DOB
- P.Name
- P.Sex
- V.Account
- V.Account-Type
- V.Admission-Date
- V.Admitting-MD-No
- V.Attending-MD-Name

Fields used for the filter

- 1> V.Account-Type CONTAINS 01617
- 1> D.Description BEGIN WITH no pre-cert

Buttons: Add field >, < Remove field, Define value... >

OK Cancel





data Viewer Demo of OP Denials - No Auth Filter Sort Shortcut Find Zoom-in Refresh System

7/1/2008 - 7/31/2008 All cases Info Input Report

A/S	Admit D/T	Primary Insurance	E Ins1 Plan	Admit MD No	V Attending MD Name	Service	Post Date	Denial Code	Denial Description
80M	05/15/2008 11:23	MGDCARE O							
68F	05/12/2008 10:48	WORKERS C							
33M	01/31/2008 10:39	AETNA							
50M	05/13/2008 09:29	MGDCARE O							
62F	05/15/2008 15:00	CIGNA							
39M	06/01/2008 16:28	BLUE CROSS							
52F	07/09/2008 15:10	AETNA							
79F	11/08/2007 06:13	MEDICARE							
80M	05/15/2008 11:23	MGDCARE O							
53M	05/01/2008 09:39	MGDCARE O							
43M	06/19/2008 13:02	AETNA							
46F	07/01/2008 11:32	AETNA							
54F	06/16/2008 10:17	KAISER							
62M	06/25/2008 07:23	AETNA							
27F	06/22/2008 12:35	AETNA							
54F	07/05/2008 07:44	AETNA							
41M	06/01/2008 09:38	KAISER							
35M	03/23/2008 00:01	KAISER PHO							
27F	06/19/2008 00:01	KAISER							
30F	04/04/2008 10:49	AMERIGROU							
41M	10/30/2007 19:41	CAPITAL CA							
16M	11/14/2007 16:42	CAPITAL CARE	E57	087825	Ciesla David J	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
37F	04/01/2008 02:58	CAPITAL CARE	E57	010124	Bhat Rahul G	Emr	07/26/2008	833517	NO PRE-CERT/AUTH
63M	09/05/2007 08:35	MEDICARE	M51	003319	Lieht Jimmv A	Tbc	07/25/2008	833517	NO PRE-CERT/AUTH

Info

Transaction History

Post Date	Svc Cd	Description	Amount
07/30/2008	00833517		
06/24/2008	00906743		
06/06/2008	00812032		1182.17
06/06/2008	00812032		-1486.27
05/28/2008	00812032		-1182.17
05/15/2008	20776233	MR PELVIS W/O CON	1900.6
05/15/2008	20710331	MR LSPINE W/O	1900.6

Outcome

- **Overall project was a success**
- **Department now clears > 95% of all dollars in the hospital and 95% of all cases are cleared before the patient arrives for service**
- **Systems created are a core place where operational managers go to get and analyze data**
- **Views and data created became available to users across the organization**



What data is found in Amalga?

- Census
- OP volume
- Payer mix
- Referral patterns
- Productivity
- Clearance rates
- Charges
- Payment
- Denials
- Write-offs
- Co-pays
- Everything else



The Unintended Consequences of Data

- Events that should never take place.....do
- You don't know what you don't know, or I never knew that I would ask that question
- Initial learning curve and then an explosion of requests
- Change in power



Washington
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MedStar Health

Financial Data

- Was an afterthought to help with measurement
- Amalga unlocked the value of the data
- Moved us from a static paper environment to a dynamic electronic one
- Is the #1 request from all new managers



Washington
Hospital Center
MedStar Health

Questions?



Washington
Hospital Center
MedStar Health