Strategies to Drive Operational Efficiency

ADVANCING THE BUSINESS OF ONCOLOGY

Susan Green Frailley
Chief Administrative Officer, Tennessee Oncology

Christy L. Schneider
Clinic Systems Informatics Specialist, Tennessee Oncology

Dinesh Kapur
MD, Eastern Connecticut Hematology & Oncology Associates

ONCOCLOUD '19
presented by flatiron

Tackling Bill Lag

A Case Study

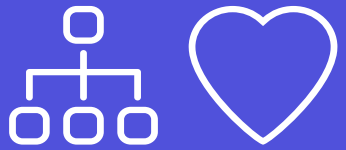
Dinesh Kapur, MD
Eastern Connecticut Hematology & Oncology Associates

ECHO

Why is financial viability so challenging in community oncology?

Consolidation & Competition

Payer Requirements

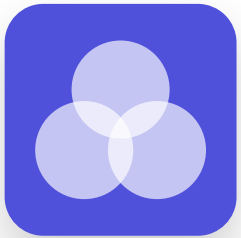


Physician Recruitment & Staffing

Tactics for Improving Financial Performance

Best Practice Culture

Continuous Performance Monitoring



End to End Collaboration & Change Management

Tackling Bill Lag

The Problem | Challenges | Our Approach | Results

- **20+ average bill lag days**
- **Negative effects on cash flow**
- **Increased risk of timely filing**
- **Highlighted operational inefficiencies**

Tackling Bill Lag

The Problem | **Challenges** | Our Approach | Results

- **Driven by clinical & non-clinical teams**
- **Workflow dependencies knowledge gap**
- **Missing data-driven insights to define root cause**
- **Required effective change management & buy-in**

Tackling Bill Lag

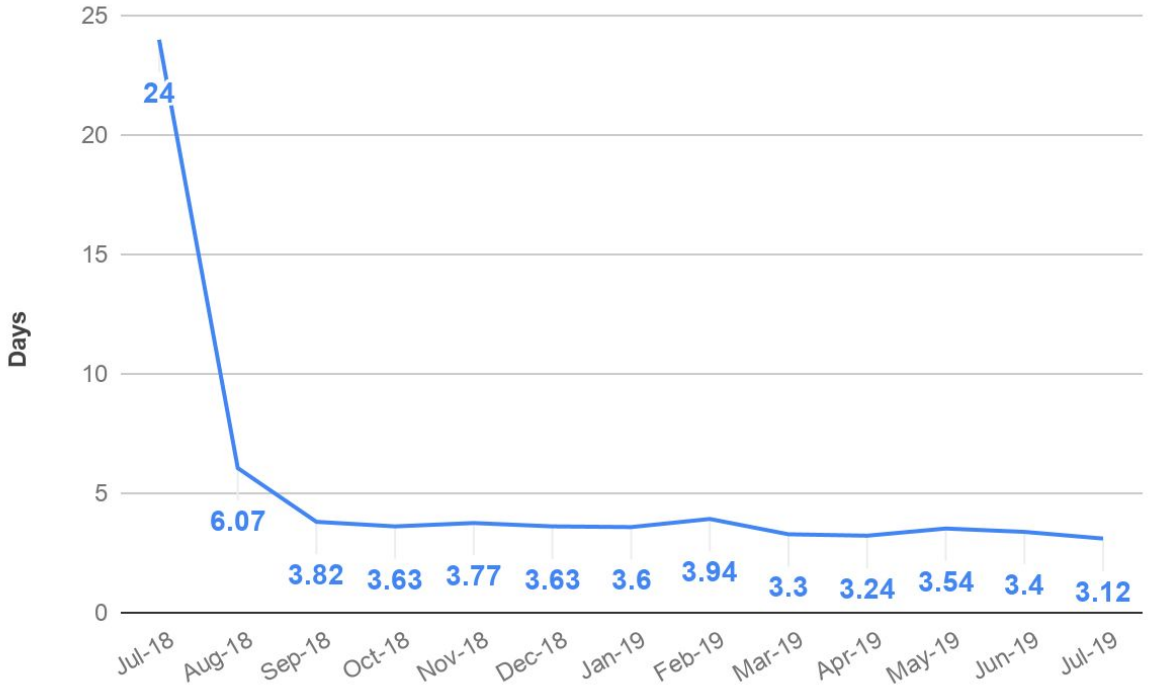
The Problem | Challenges | **Our Approach** | Results

- **Communicated the “why” behind the initiative**
- **Collaborated to define & train on end-to-end best practice workflows**
- **Used data to drive decisions & create accountability measures**
- **Implemented bi-weekly retros to focus on continuous improvement**

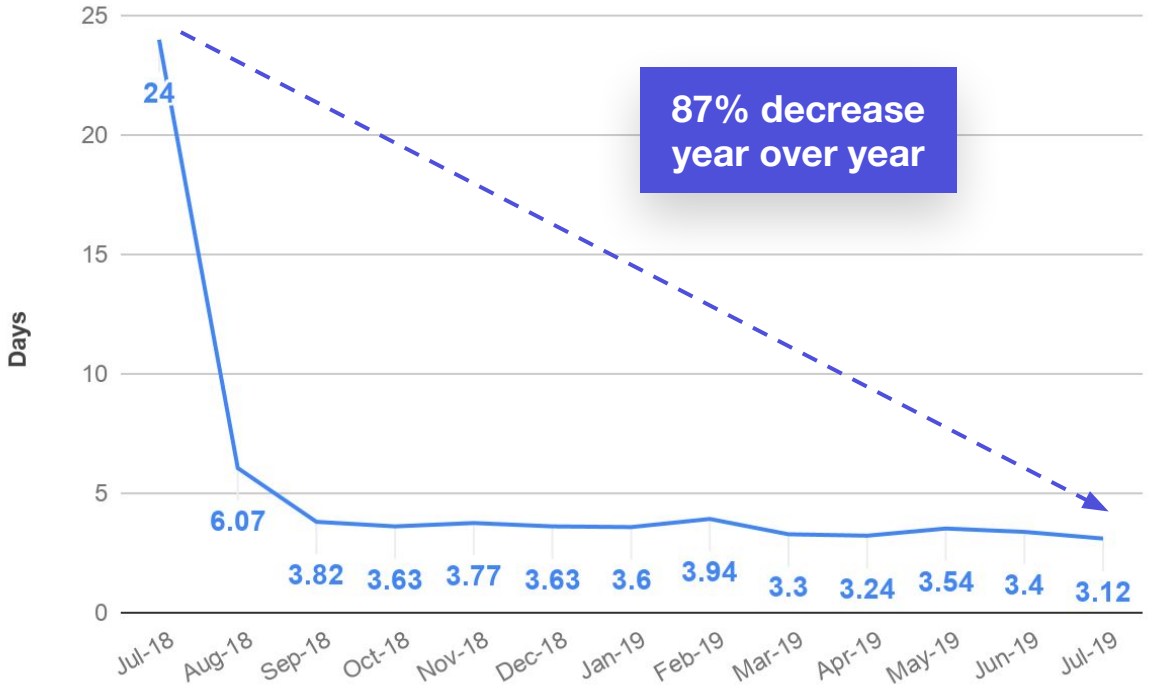
Tackling Bill Lag

The Problem — Challenges — Our Approach — **Results**

Our Results


Days
25
20
15
10
5
0
24
6.07
3.82
3.63
3.77
3.63
3.6
3.94
3.3
3.24
3.54
3.4
3.12
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
Apr-19
May-19
Jun-19
Jul-19

Our Results


Days
25
20
15
10
5
0
24
6.07
3.82
3.63
3.77
3.63
3.6
3.94
3.3
3.24
3.54
3.4
3.12
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
Apr-19
May-19
Jun-19
Jul-19
87% decrease
year over year

Financial Performance: A Work in Progress

Hospitalization Charge Capture

A Case Study

Susan Green Frailley
Chief Administrative Officer, Tennessee Oncology

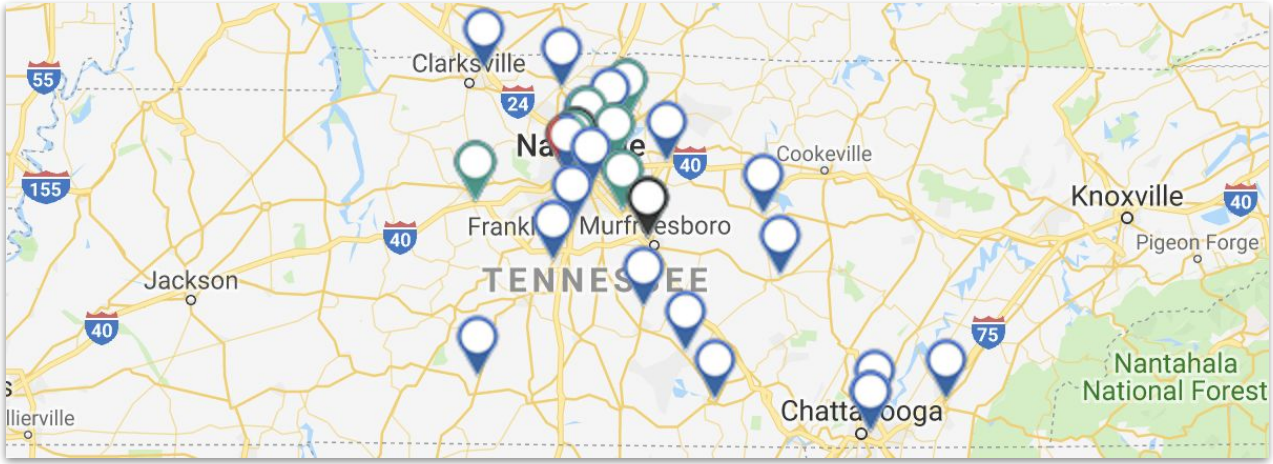
Christy L. Schneider
Clinic Systems Informatics Specialist, Tennessee Oncology

ONCOCLOUD '19

Tennessee Oncology

TENNESSEE ONCOLOGY
a partner of OneOncology

- Founded in **1976**
- **One of the largest physician-owned oncology practices** in the country
- Nationally recognized for **improving patient outcomes** through **clinical trial research** and **innovative treatments**



Today's Agenda

- The Challenge
- Our Solution & Approach
- Best Practices for Success
- Our Results

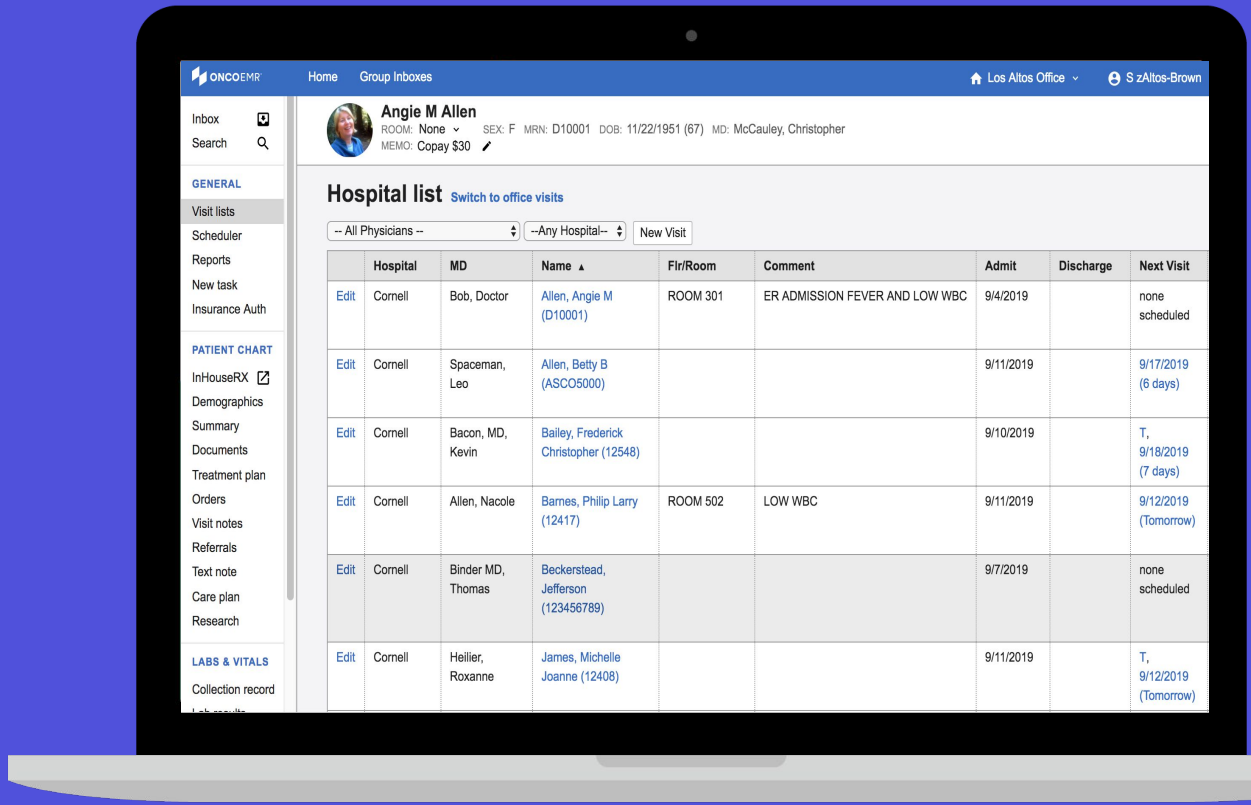
The Challenge

Hospital Charge Process

- Complications with technology access
- Calls to patients in the hospital
- Delays in hospital follow-ups
- Delays in charge capture
- Provider engagement

Our Solution & Approach

Hospital List in OncoEMR



Best Practices for Success

Find a Provider Champion and Pilot

Customize the Charge List

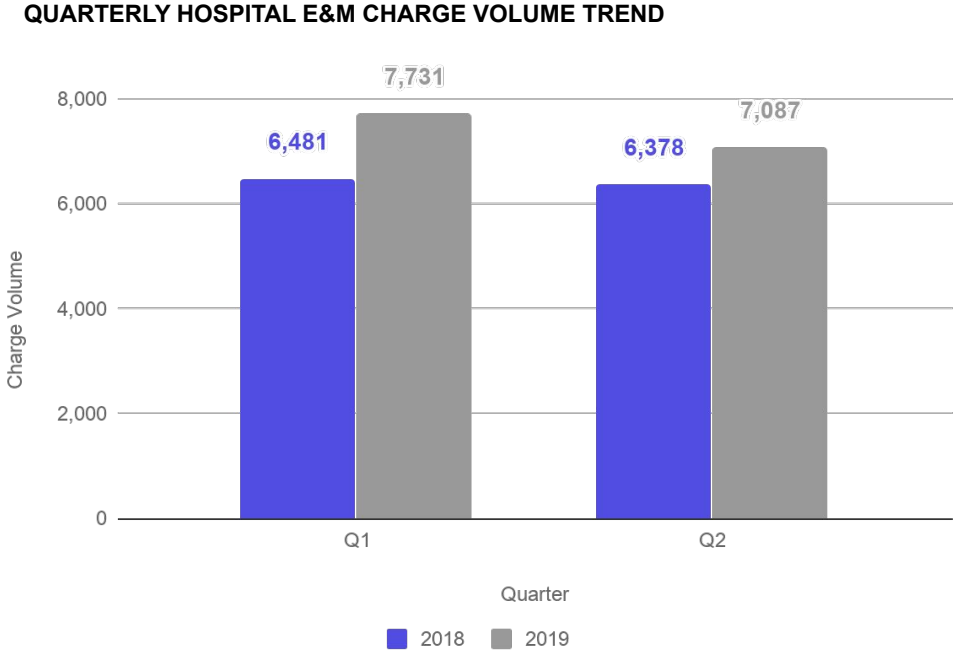
Rollout Providers by Rounding Hospital

Provide One-on-One Training

Assign Each Provider a Designee

Educate Staff on Visibility in OncoEMR

Our Results



- 13% charge volume increase
- More efficient hospital follow-ups
- Improved system access
- Accessible hospitalized patients & history view
- Effortless charge capture
- Increased revenue

Questions

Thank you!