



ADVANTICS™ Performance Management Solution at Catholic Medical Center

Catholic Medical Center (CMC) had an aggressive cost savings goal to meet. They had workstreams in place focusing on improvements across the hospital in areas such as Length of Stay (LOS). However, CMC did not have line of sight to improvement opportunities within their Cardiovascular Service Line (CVSL). The CMC team had ideas and hypotheses, but they needed the actual data to validate and identify specific actionable opportunities.

Boston Scientific's ADVANTICS solutions team was able to help the hospital by leveraging analytical and benchmarking capabilities that enabled clinicians and administrators to prioritize cost reduction, revenue enhancement, and quality improvement initiatives. Through the analytics platform, the team identified actionable opportunities for improvements and gained a clear picture of variation between doctors and by specialty in documentation practices, length of stay, and cost per case. This allowed the team to make recommendations to help the hospital achieve its performance goals.

Challenge

CMC wanted to enhance the Cardiovascular Service Line's overall efficiency in preparation for the changing health care environment. They needed actionable data that was sufficiently detailed, adjusted for patient acuity, and compared to internal and external benchmarks that ultimately:

- Enhanced the quality of care
- Improved patient satisfaction
- Reduced costs and variation
- Influenced change initiatives
- Addressed specific concerns in the CVSL, including:
 - Missing real time reporting and data analytics around clinical, procedural and operational performance
 - Minimal visibility to physician level data/capturing of patient severity
 - Missed documentation opportunities to improve the coding of patients' severity of illness
 - Nominal visibility to cost per case utilization trends by physician

About the Hospital

Catholic Medical Center is a not-for-profit, full-service acute care hospital and healthcare

organization located on the west side of Manchester, New Hampshire.

Catholic Medical Center is home to the nationally recognized New England Heart & Vascular Institute (NEHI), a comprehensive cardiac center for the diagnosis and management of cardiovascular disease.

With 330 full-service beds, the hospital treats more than 180,000 patients (inpatient and outpatient) annually.

\$1.4M
potential revenue opportunities identified*



\$4.1M
cost savings associated with LOS and cost per case*

*Real results from programs. Actual results may vary. Data on file.

Solution

The ADVANTICS Performance Optimization Program offers tailored, data-driven solutions that improve operational, staff engagement, patient satisfaction and financial health.

Working in collaboration, the CMC team and Boston Scientific's ADVANTICS solutions team partnered with a project lead and physician champion. Key stakeholders were brought together to establish shared goals, set priorities, and implement the changes identified through the process.

Solution Highlights

Actionable Data

- Gather hospital data
- Prioritize and focus on specific areas of variation (LOS, documentation)

Analysis and Recommendations

- Make recommendations to improve CVSL efficiency and performance

Benchmarking

- Identify actual opportunities by specialty by physician (internal/external benchmarks)
- Identify physician outliers and corresponding financial impact

Implementation

- Implement action plans
- Continuously measure effectiveness

Outcomes

Results to date have surpassed the hospital's cost savings goals and include:

- **\$1.4 million in potential revenue opportunities** identified; CMC realized **\$610,000 in revenue capture** – added dedicated resources to support their initiative of improving physician documentation and patient acuity capture, and conducted additional clinical education and training.
- A potential of up to **\$8.5 million in cost savings identified**; CMC realized **\$4.1 million** through course of the project – this allowed the team to focus, prioritize, and strategize approaches to addressing length of stay and cost per case – altering order sets, implementing usage tracking measures, providing Physician and Clinical Staff education, and sharing peer-reviewed high quality studies supporting the clinical efficacy of proposed changes.

"We've been after data analytics for quite a while...and we know we have a LOS challenge across the board...the data is valuable with doctors...never seen data like this...top of mind and encourages buy-in..."

-CFO, Catholic Medical Center

ADVANTICS™ Innovative Healthcare Solutions

Boston Scientific's ADVANTICS solutions are tailored to accelerate and sustain cost, quality and growth transformation in hospitals. Using a data-driven approach, your ADVANTICS team collaborates with you to create lasting impact across your organization.



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