

EHR Optimization

Helping a \$1B health system uncover greater return on EHR investment

“Pivot Point Consulting’s EHR optimization efforts not only drove significant revenue growth, but also benefited the organization’s care collaboration and population health initiatives and created the business case for enterprise adoption.”

– Rachel Marano, Managing Partner
Pivot Point Consulting

Our Challenge

After implementing an Epic EHR and revenue cycle system across inpatient and outpatient settings using the vendor’s standard implementation model, executive leadership of a mid-Atlantic, 600-bed health system wanted to drive a greater return on their EHR investment.

Registration staff were spending significant time on repetitive data capture during patient intake. Additionally, they lacked an ambulatory provider referral process to ensure approvals were in place before patients’ appointments. Both hurdles frustrated staff and the patients they were serving, delayed patient care and impacted throughput, billing and collections.

Our Solution

- ▶ Listened to health system stakeholders to understand end users’ needs and workflows
- ▶ Established a process to capture, evaluate and manage EHR change and enhancement requests
- ▶ Prioritized improvement opportunities
- ▶ Redesigned scheduling processes to leverage patient data captured during prior encounters
- ▶ Implemented patient kiosks to drive patient self-service and streamline patient check in
- ▶ Revamped referral management to secure prior authorization approval documented in the EHR
- ▶ Altered EHR scheduling processes so users could see patients across departments for greater efficiency
- ▶ Established a best practice patient registration and scheduling model for enterprise adoption



Increased revenue

Through improved patient throughput and reduced billing obstacles



Improved staff engagement

By eliminating duplicate data capture during patient intake with advanced registration



Increased patient satisfaction

Due to more efficient, advanced scheduling process

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