



## Franciscan Health

### Harris Affinity Decision Support Leverages Franciscan Health Financial Data to Maintain Compliance

Throughout 12 hospitals and many medical practices, Franciscan Health offers a number of nationally recognized Centers of Health Care Excellence. For 140 years, Franciscan Health has stayed true to its founding mission to care for everyone who comes through its doors. Franciscan treats patients with the best possible care by following the guiding ethical values embodied by its founding congregation, the Sisters of St. Francis of Perpetual Adoration. Always mindful of its Christian stewardship to the Roman Catholic Church, Franciscan Health ministers with joy, care and compassion according to the ideals of St. Francis of Assisi and its founder, Mother Maria Theresia Bonzel. Franciscan Health is located in Mishawaka, Indiana.

### The Challenge: Complying without risk to revenue

When the Centers for Medicare and Medicaid Services (CMS) updated their reimbursement rules for 72-hour observation patients in 2015, Franciscan Health sought a way to comply with the new rules without adversely impacting the organization's financial stability. The change, coupled with the Franciscan Health clinical team's concerns regarding the current patient conversion processes (IP and OBS), put reimbursement revenue at risk if they did not manage patients in alignment with the new standards. Their patient accounting system could provide the necessary clinical details but was not a strong resource for essential cost and financial detail.

### The Solution: Leveraging financial detail to assess clinical processes

Harris Affinity Decision Support (ADS) has been a key financial source of truth for Franciscan Health, consistently providing trusted cost and profitability reports. The Franciscan Health decision support teams leveraged ADS's data mining tools to quickly and easily provide the additional financial detail needed to assess the impact of clinical process. This enabled their clinical teams to better understand the impact of converting a patient from observation to inpatient when clinically supported. They were able to more appropriately align their clinical processes with the updated CMS guidelines.

### The Result: Detailed financial analysis leads to strategic insight

With ADS reports inclusive of the necessary clinical and financial analysis at the encounter level, the Franciscan Health hospital and clinical leaders obtained the detail essential to locating and analyzing observation conversions at the facility level. Due to the comprehensive reports provided by ADS, Franciscan Health gained the strategic insight into its processes and financials in order to provide patient care in compliance with CMS policies, while also ensuring high quality and financially sustainable patient care to its community and patients.

"ADS has allowed us to track the shift of our patients from observation to IP setting in an accurate and timely manner. This coupled with the ability to review the actual cash collections and direct patient cost of these patients has afforded us the ability to provide our senior leadership the data to support the cost of adding the various FTEs, changes in processes as well as software expense," says Jania Grimsley, director of financial analytics for Franciscan Transformation. "Having solid decision support tools allows our facility to make sound business decisions in what is not always a sound or solid environment."

### Additional Benefits of ADS

A truly effective decision support solution provides clear visibility into key volume, cost and profitability measures across the continuum of care by combining workflow tools, business intelligence and services that tangibly help you identify performance gaps and pinpoint meaningful areas for clinical and operational improvement. The financial savings realized by determining the true cost of care using Harris Affinity Decision Support (ADS) will give you the means to reinvest in your organization – thereby saving time and improving efficiencies that will ultimately help to improve patient care.



### About Harris Affinity

Harris Affinity (Affinity) is a worldwide provider of software solutions to help healthcare organizations optimize the financial potential of their facilities and services. Through integrated and standalone solution options, Affinity's flagship product offerings combine a powerful calculation engine, prospective modeling and analytic tools to deliver financial details healthcare providers need to deliver high quality, cost effective patient care and support the strategic financial planning necessary to ensure the sustainability of the organization. Harris Affinity, a wholly owned subsidiary of N Harris Computer Corporation, is headquartered in Herndon, Virginia with licensed systems for use at more than 350 hospitals worldwide.