

# Henderson Health Care Reports Continued Revenue Growth, of Nearly \$270k, with Continuous Process Improvements from Analytic Insights

## OVERVIEW

[Henderson Health Care](#) (HHC), a Nebraska Critical Access Hospital, continues to improve the health of their population through the implementation of analytics and process improvements. Last year, [HHC used analytics](#) to gain an understanding of their population and the magnitude of care gaps, “Quality takes time. Initially, our focus was on internal quality assurance as we had no way to track or trend the data,” states Shelly Amack, Professional Services Officer. Today, data analytics is a core piece of the management and improvement operations. Because of their data-driven infrastructure, HHC is experiencing improved operational and financial outcomes, most notably, witnessing nearly a \$270,000 increase in revenue.



## COLONOSCOPY

Year	Count	Revenue
2017	66	\$155,072
2018	72	\$166,171
2019	97	\$222,226

## MAMMOGRAM

Year	Count	Revenue
2017	136	\$34,003
2018	319	\$93,116
2019	738	\$166,121

## DEXA SCAN

Year	Count	Revenue
2017	96	\$40,017
2018	163	\$70,559
2019	225	\$110,137

With a focus on raising performance, the team used an iterative, structured approach to improving both care and leadership processes. Perhaps the most impactful process change was the introduction of [KPI Ninja's](#) gap reports and dashboards. These data visualization tools were built to

[Electronic clinical quality measures](#) (eCQMs) specifications by extracting data directly from the electronic health records (EHRs) to measure and track the performance. The ability to drill down to the provider and patient level supported care management and quality improvement. Darcy Ost, Performance Improvement, Education, Safety and Risk Management Coordinator, expresses how this information was the factor needed to drive quality, “While sometimes eye opening, data analytics has provided a road map guiding our journey in the preventative health of our patients.”

With an influx of data and clinical insights, HHC redesigned the roles and responsibilities of their team. HHC developed control mechanisms to more adequately manage the health of their population. Dependent on the insights gleaned from the analytic tools, there are defined processes to address care opportunities. As an example, if a patient is overdue for a Spirometry Evaluation (opportunity), the Respiratory Therapy department (ownership) performs a defined set of steps (i.e. proactively calling the patient to explain the need for the intervention, working with the provider to develop a care plan when multiple screenings are overdue, etc.).

Michele George, Clinical Operations Officer, highlights how the use of analytics also drove the clinic to redesign the skill/task alignment of her staff to ensure nurses were working to the top of their license. Daily, the nursing staff utilize a Preventative Health Maintenance Form to guide the pre-visit consultation assessment with the patient. This form serves as a guide to address patient needs; both urgent and reactive, to proactive and intentional. George highlights how this form is not static; it is the proven best way to perform the process, so they are continuously improving it to ensure all team members are performing the critical steps that are needed to achieve good outcomes. As an example, of this continuous improvement, the clinic recently revised the form to be more aligned to evolving payer requirements by adding cervical cancer screening components to the form.

***“Data analytics has provided a road map guiding our journey in the preventative health of our patients.”***

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HHC continues to evolve and is constantly focused on how to improve their operations. This continuous improvement culture is now ingrained in the team, which has led to discernable outcomes for the community, as well as the organization. Already a leader in the state, HHC is well positioned to continue to hold their competitive position and be nimble to the rapid changes in the healthcare industry. HHC says the next step of their journey to use analytics to drive more complex improvements with antibiotic stewardship.

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