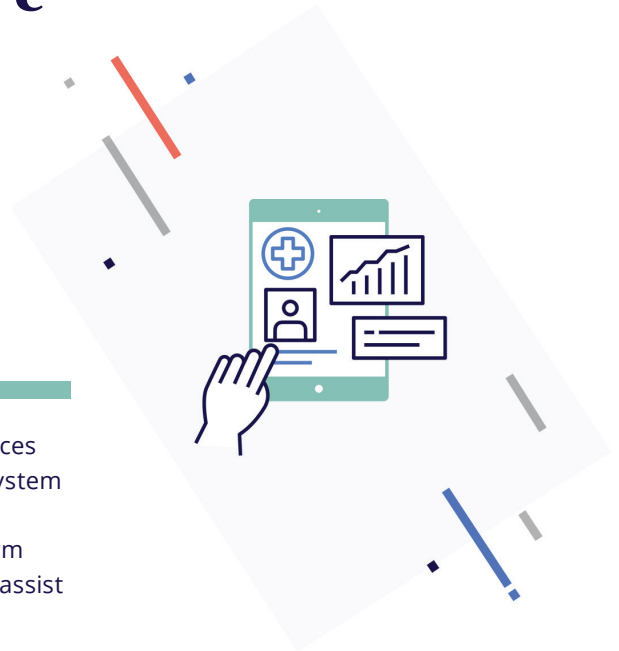


Annual System Wellness Report

Pinpoint your system strengths and identify areas for enhancement

The MTS Annual Wellness Report, a key element of Med Tech Solutions' SMART Program, assesses your organization's use of EHR/PM systems. It provides a detailed overview of system usage, documentation efficiency, and team productivity, pinpointing strengths and areas for enhancement.



The report highlights system workflows and documentation practices to identify opportunities for process optimization and increased system efficiency. It serves as a basis for further analysis with actionable recommendations to refine system utilization and achieve long-term objectives. An MTS Consultant is ready to discuss the findings and assist in planning the next steps for system optimization.

The Annual System Wellness Report includes:

- Annual System Report Generation
- Consulting Review
- Presentation of Findings and Recommendations

MTS SMART Program

Guiding client healthcare organizations to achieve their goals through five essential elements for success:



SCREEN



MEASURE



ASSESS



RECOMMEND



TRANSFORM



SCREEN

Under the first portion of the SMART Program, the Screen phase initiates a high-level review of the EHR and PM systems, analyzing critical indicators of system performance and user satisfaction. This phase helps quickly identify potential issues such as system slowdowns, workflow bottlenecks, or compliance gaps that could affect efficiency and patient care.

ANNUAL SYSTEM WELLNESS REPORT – KEY ACTIVITIES:

- Review system usage and performance metrics
- Gather feedback from key stakeholders (administrators, clinical staff, etc.)
- Identify any clear inefficiencies or red flags

Explore the insights presented in the report.

Clinical Message Manager Pending Items
The Clinical Message Manager, previously known as the Rosetta Holding Tank, contains messages and documents that have not been processed. These items can lead to standard implementation issues, which can be resolved by ensuring the system is up to date and that the appropriate configuration is in place.

Encounter Notes Not Generated
Encounter notes not generated represent gaps in clinical documentation that can delay billing, hinder patient care, and impact revenue. Encouraging dictation and ensuring the system is up to date can help minimize these issues.

Charge Holding Tank
The Charge Holding Tank holds unprocessed charges that await validation or correction before being posted for billing. Ensuring the system is up to date and that the appropriate configuration is in place can help minimize these issues.

Unassigned
Unassigned signature, potential to ensure reminders, encounters are not being processed. One of our system, it to schedule. For a more the enter improve. We hope

Aging R
An aging R been dated claims, ass paid with focus on re

Denials
Denials occur and dollar missing due less than 30 strengthen for appeals

Unmarked
Unmarked prescription result from To prevent Implement requests e

Billable Encounters w/n Charges
Billable Encounters with No Charges identifies the total number of billable encounters where no charges were submitted. This information can be used to identify areas where charges are not being captured and to ensure that the system is up to date and that the appropriate configuration is in place.

Kept Ap
Kept Appr indicating revenue lo workflow auditing at capture...

Unbilled
Unbilled E not yet been cash flow identify pr auditing at Count Total Amount

Pending
Pending C paid, include inefficiency claims can transitional operations

Unapplied Credits
Unapplied Credits highlights the total dollar amount of payments that have not been allocated to patient accounts during the time frame studied. This information helps identify inefficiencies in billing processes, such as overpayments or delayed payment posting. High levels of unapplied credits may indicate workflow issues that could impact cash flow and financial accuracy. While there isn't a strict industry standard, best practices suggest minimizing unapplied credits and resolving them promptly. The next step is to investigate the causes and implement strategies to improve payment allocation and financial efficiency.

MTS Annual Wellness Report
Date Range: 3/17/2023 - 09/17/2024

Appointment
Appointments focus on key metrics such as the total number of no-show appointments, the percentage of no-shows, and the number of walk-in appointments managed during the evaluation period. Analyzing these metrics is essential for optimizing appointment scheduling, improving patient care, and ensuring efficient resource utilization. High no-show rates can disrupt clinical workflows and decrease revenue, while effective management of walk-ins allows for flexibility in accommodating patient needs. Tracking these parameters enables organizations to implement strategies that reduce inefficiencies and enhance overall operational performance.

No-Show Appointments	52,062
% No-Show Appointments	22.83 %
Walk-in Appointments	35,693

Duplicate Patients
Duplicate Patients identifies instances of multiple records for the same patient, highlighting the frequency and impact of these duplicates. These findings help pinpoint inefficiencies in data entry processes and workflows, which can lead to inaccuracies in patient care and billing. By addressing and merging duplicate records, organizations can improve data accuracy, enhance clinical decision-making, and streamline operations. Ultimately, reducing duplicates strengthens the overall integrity of your EHR/PM system.

Duplicate Type	Duplicate Count
Same Last Name/First Name/DOB/Sex	311
Same Last Name/First Name/DOB/SSN/Sex	127
Same Last Name/First Name - Different Sex	21,513
Same Last Name/First Name - Different DOB/SSN	275,970
Same Last Name/First Name/SSN/Sex - Different DOB	320,876
Same Last Name/DOB/SSN/Sex - Different First Name	5,677
Same First Name/DOB/SSN/Sex - Different Last Name	13,803

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\$ of unapplied credits for Account	\$7,666.69
\$ of unapplied credits for Encounter	\$2,573.94

Your Annual System Wellness Report serves as the foundation for deeper analysis and targeted recommendations. Med Tech Solutions offers a variety of solutions and services designed to help you dig deeper into these findings and take actionable steps toward optimizing your system for both current and future needs.