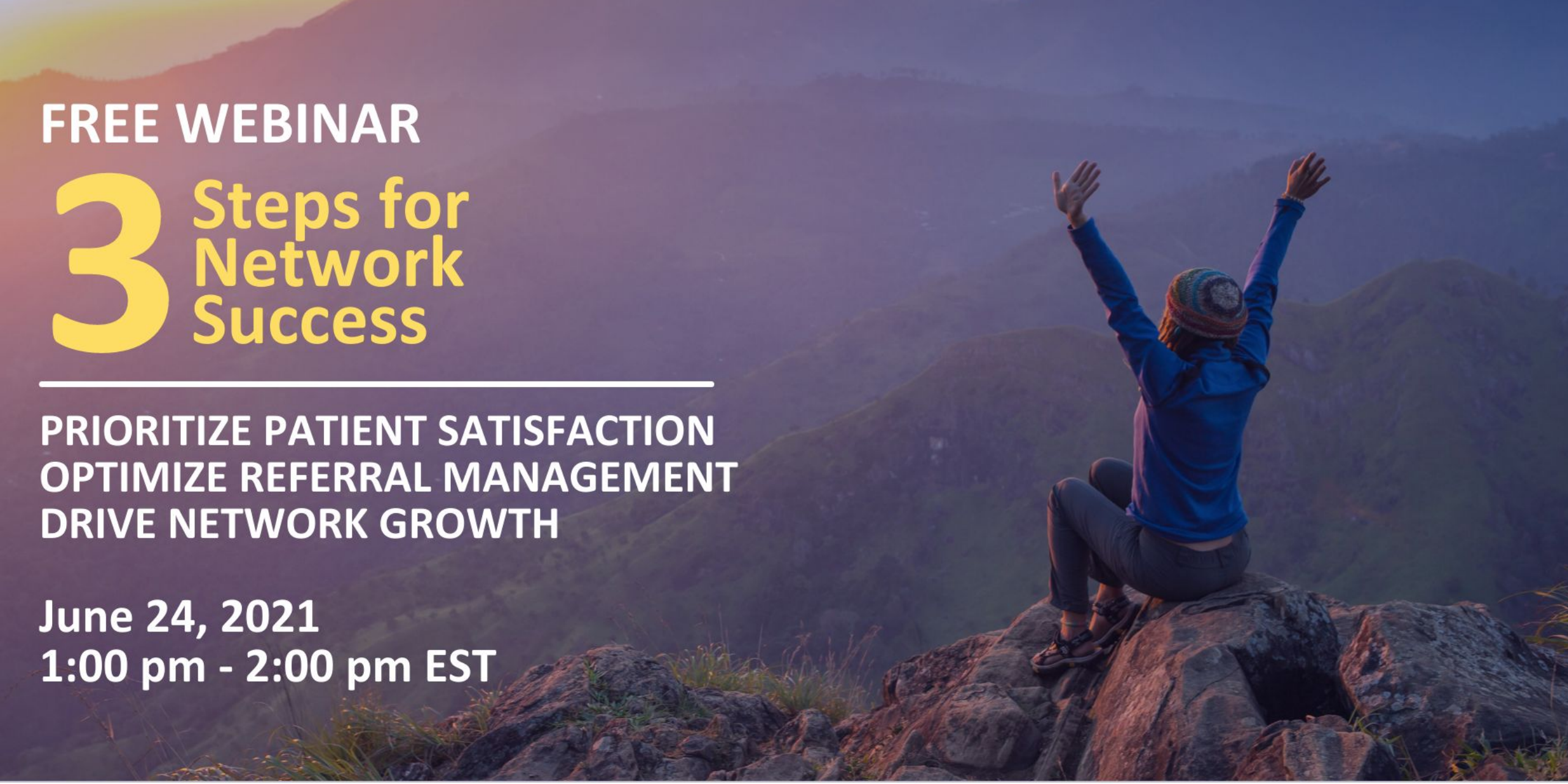
FREE WEBINAR

3 Steps for Network Success

PRIORITIZE PATIENT SATISFACTION
OPTIMIZE REFERRAL MANAGEMENT
DRIVE NETWORK GROWTH

June 24, 2021
1:00 pm - 2:00 pm EST



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Educational Webinar Series

Speakers

Salient Healthcare

Maria Nikol, MJ

Sr. Business Consultant

Salient Healthcare

Ryan Mackman, MBA, MHA

Business Consultant, User Engagement Lead

Proficient Health

Wayne King

VP, Client Alignment

Cone Health Ventures

David Heenan

Principal

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Agenda

Assess Your Network to Ensure Patient Satisfaction

Grow Your Network

Analyze Your Network Leakage

Q and A

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Assess Your Network to Ensure Patient Satisfaction

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Baseline Data Around Quality and Cost

Identify Potential Partners by Creating Scorecards

1. Cost
2. Quality

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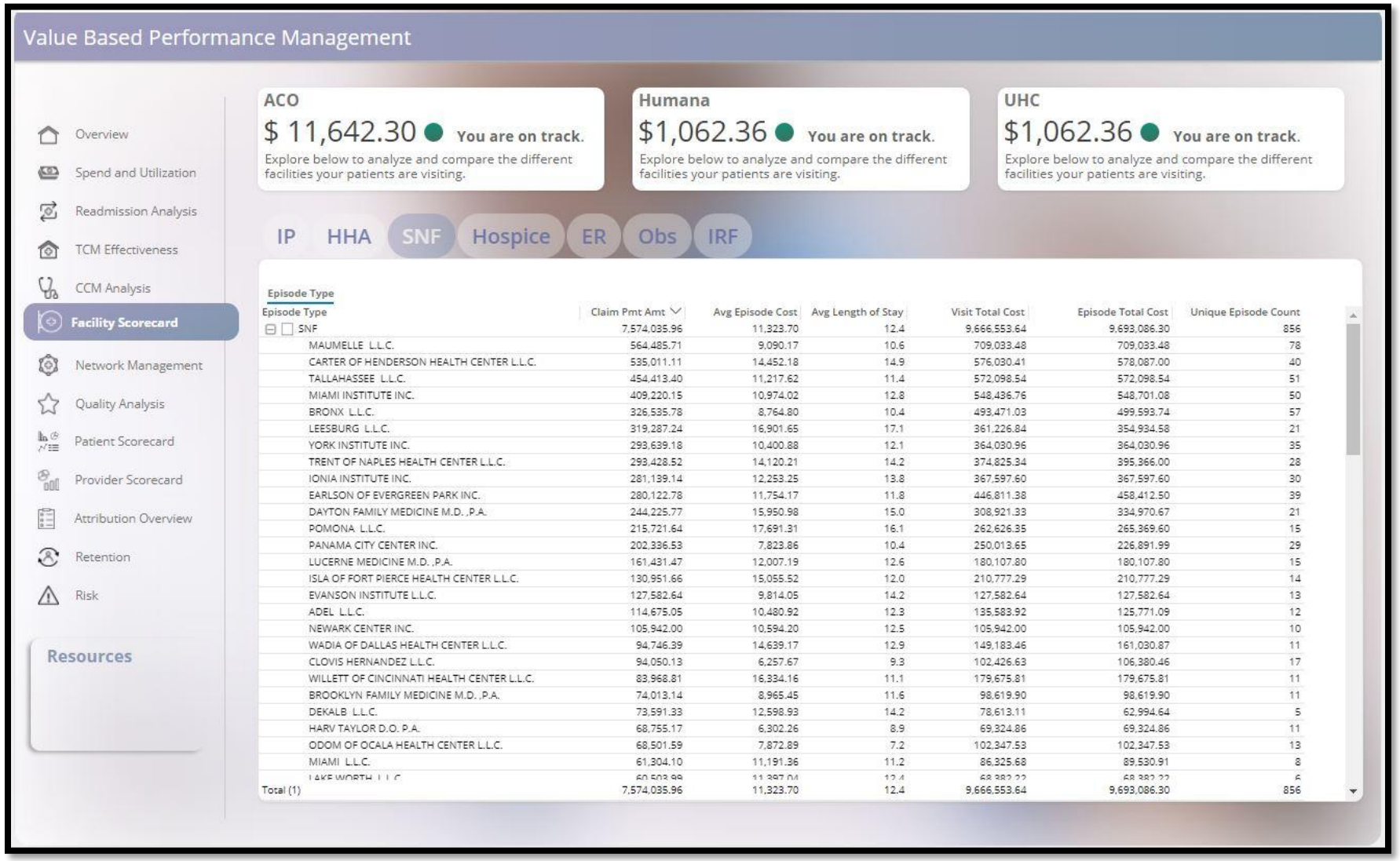
Baseline Data Around Quality and Cost



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Preferred Provider Cards

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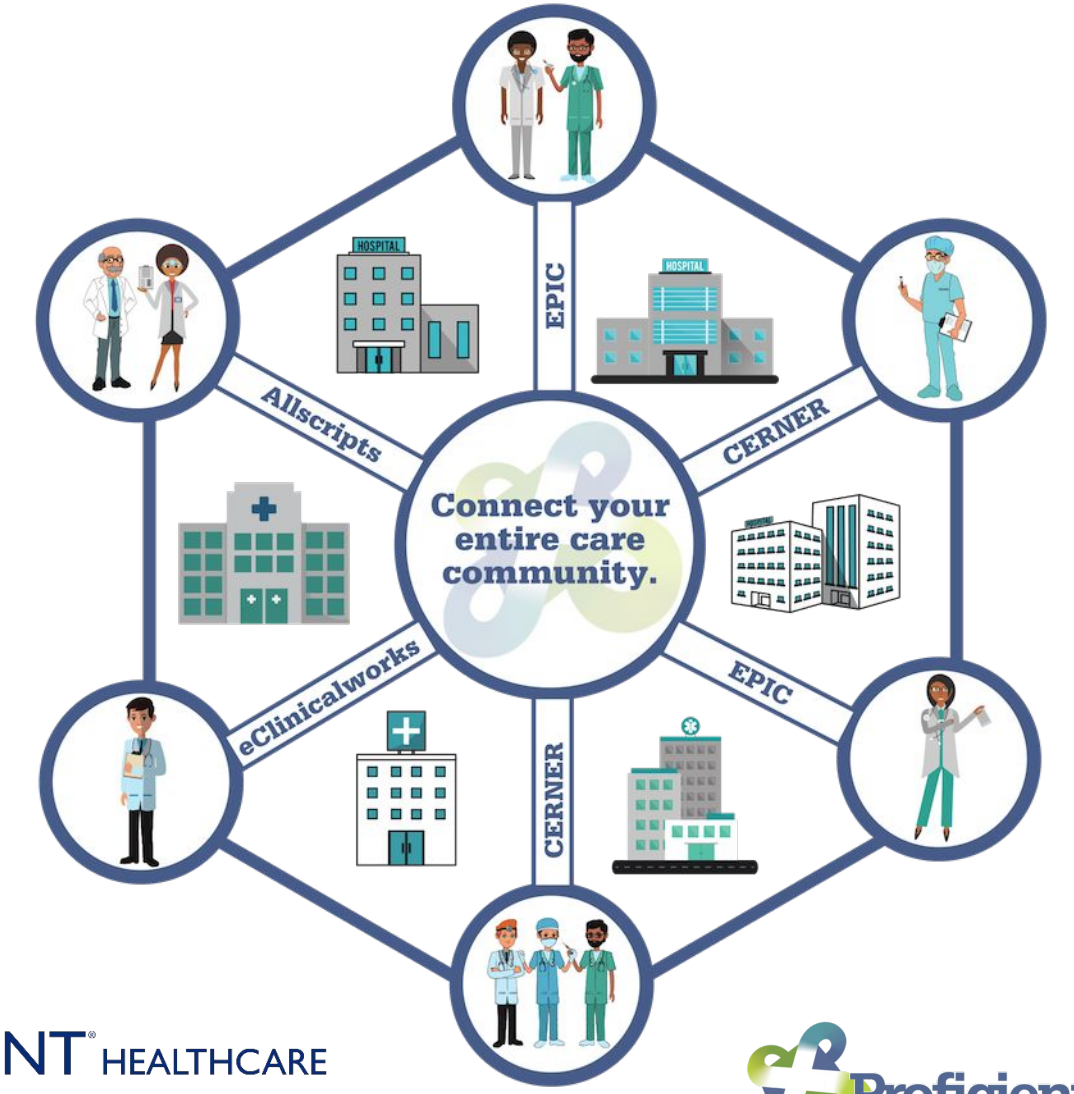
Why is Referral Management Important

Benefits:

- Network utilization
- Care coordination
- Standardized processes
- Network-wide reporting
- Patient appointment adherence



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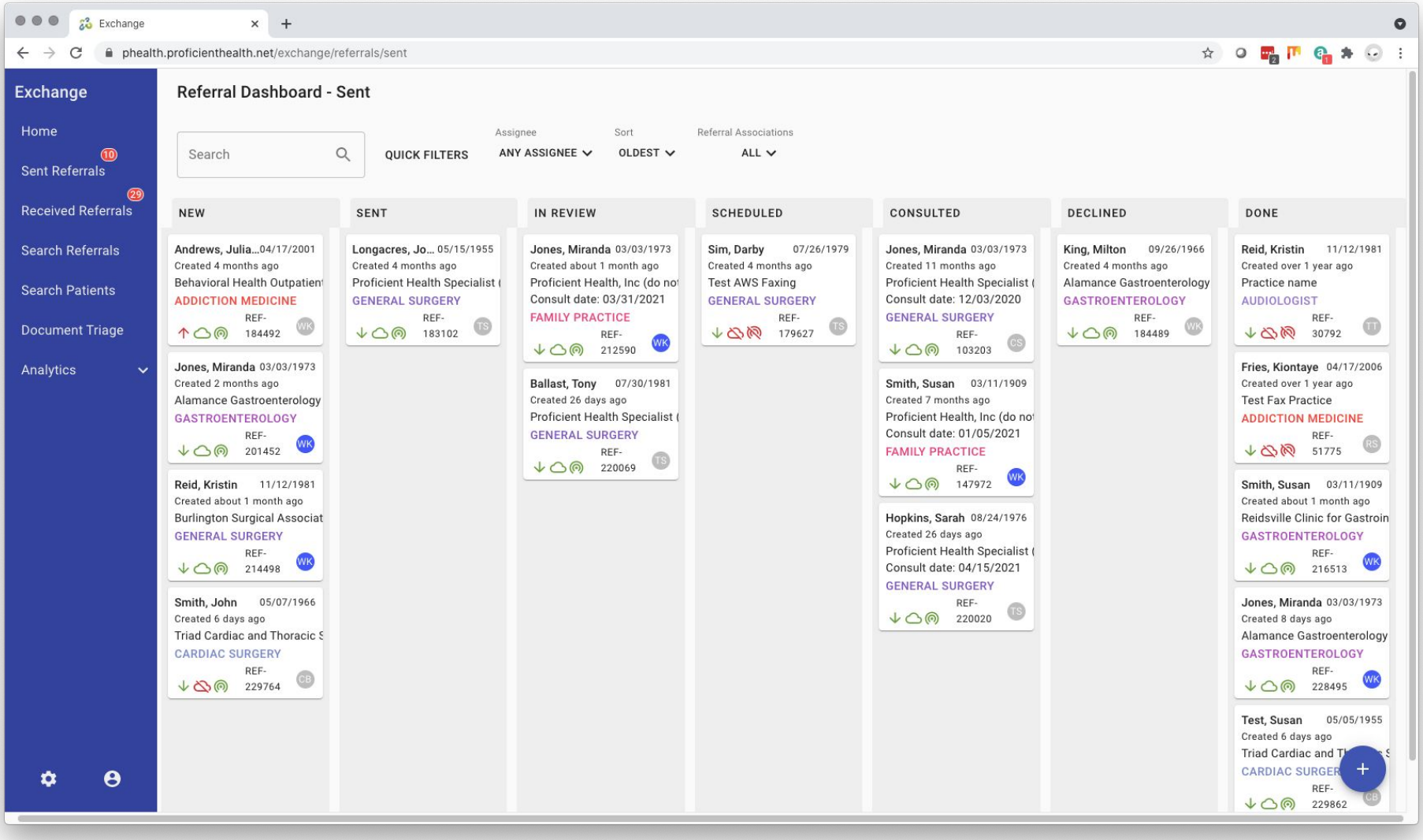
Referral Management



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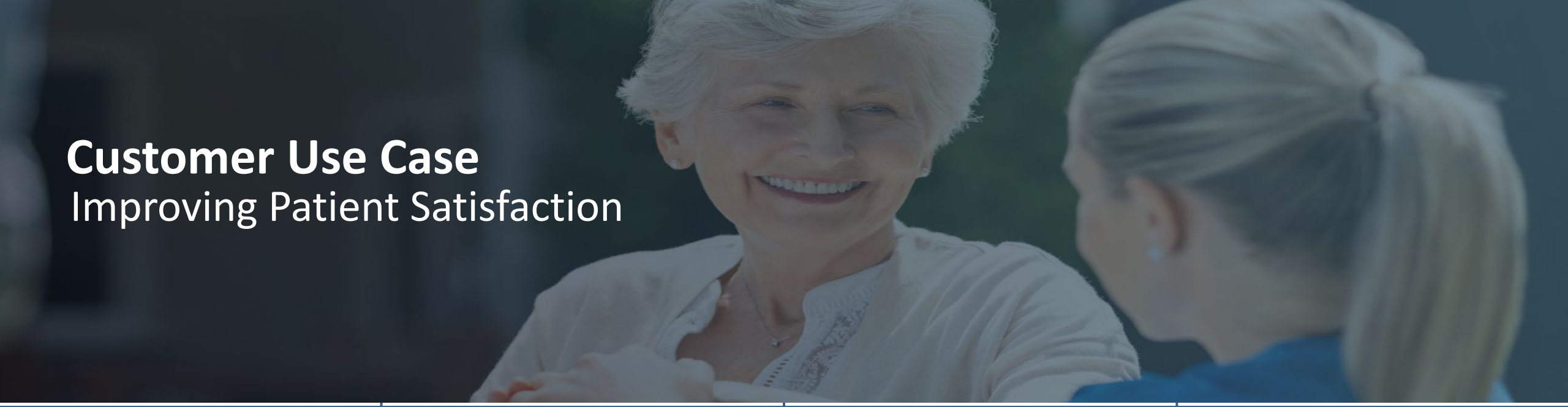

Customer Use Case

Improving Patient Satisfaction

Challenge

Fragmented communication causes delays in appointments and negatively impacts patient satisfaction

Solution

Sharing information and managing referrals online with PH Exchange

Results

Reduction in scheduling delays, improvement in patient satisfaction and better patient care

Analyze Your Network Leakage

Network Utilization Benefits Doctors, Patients and ACOs

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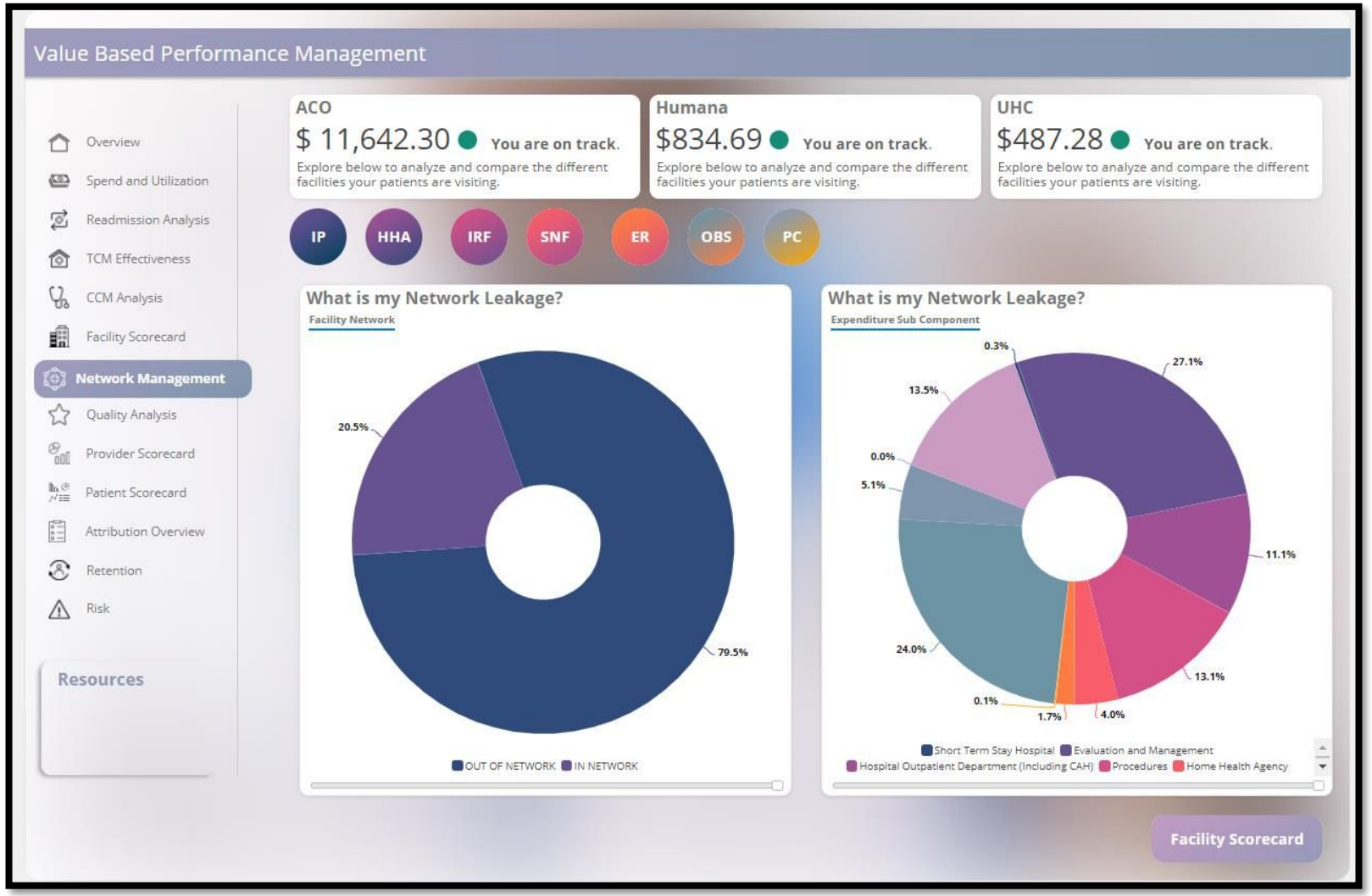
In/Out of Network Utilization



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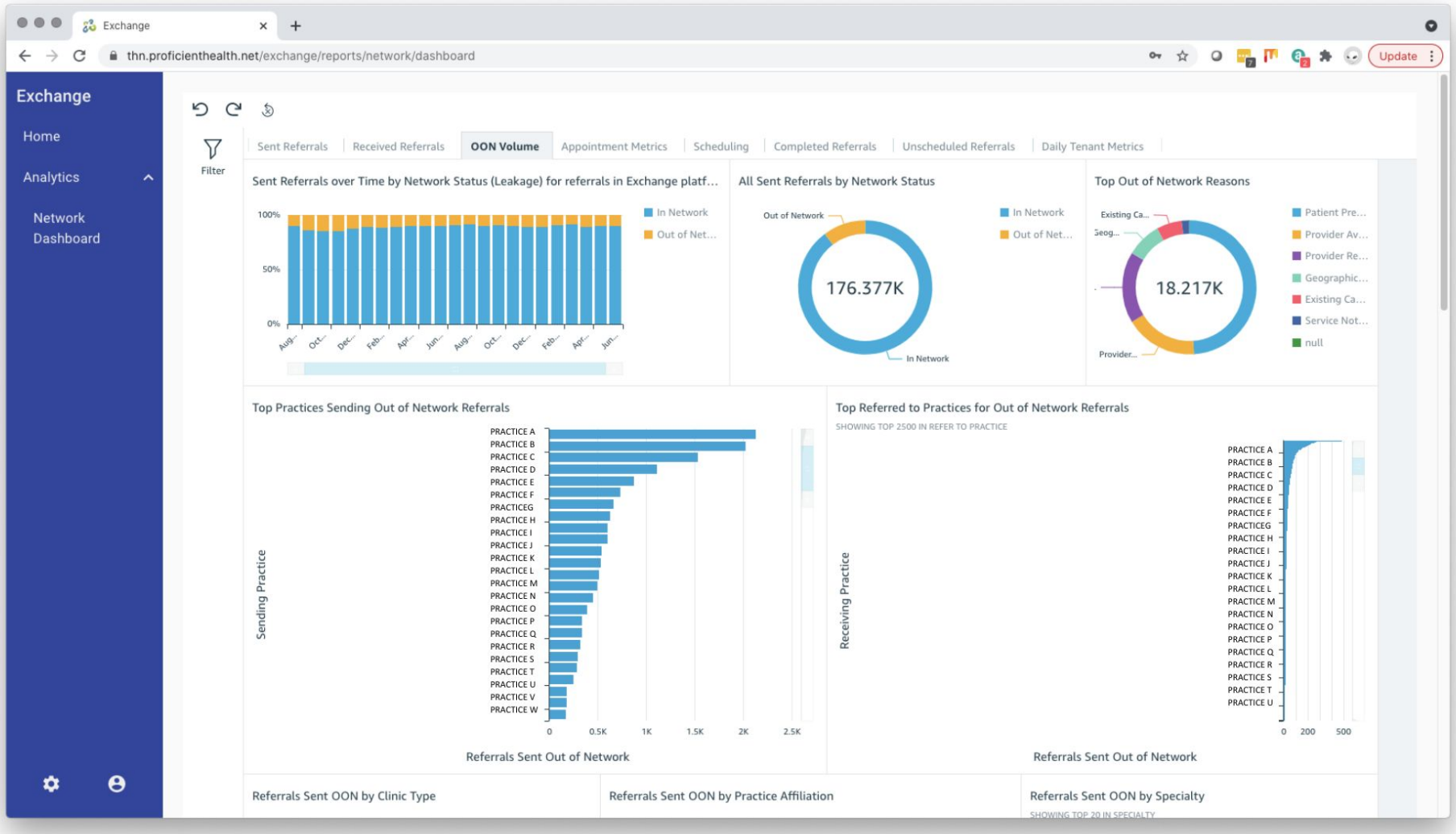
In/Out of Network Utilization



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Customer Use Case
Keeping Referrals In-Network

Challenge

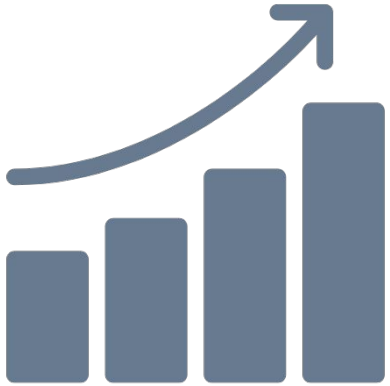
Out-of-network referrals that decreased revenues by an estimated $200 million

Solution

Using PH Exchange to retain and manage referrals across incompatible EHRS

Results

Improvement of over $2 million in keepage associated with adoption in just six months



Grow Your Network

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Continuous Process Improvement

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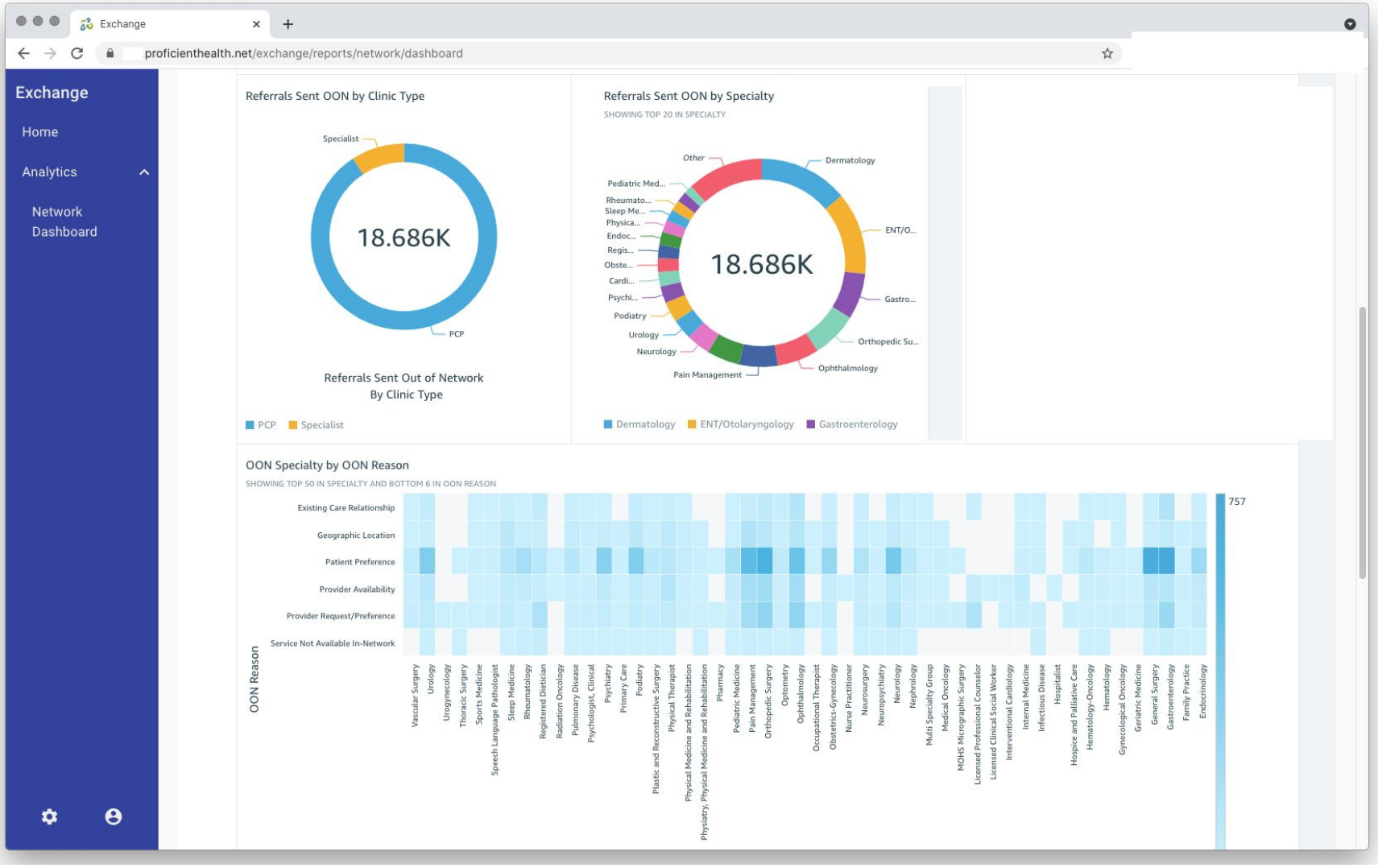
Common Reasons for OON Utilization

1. Conflicting Incentives
2. Requiring Out-of-Network Specialty
3. Patient Preference

Overcoming Challenges for Network Growth



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Q & A

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Thank you!

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