

## Union County Orthopaedic Group Leverages Actionable Insights from MedEvolve Practice Analytics

### About

Union County Orthopaedic Group treats patients requiring an orthopaedic specialist in Linden and Clark, New Jersey. The group has been in business for over 50 years, and has many doctors, physician's assistants, nurse practitioners, orthopaedic surgeons, podiatrists, rehabilitation professionals and pain management experts on the team.

### Challenge

As Practice Administrator of Union County Orthopaedic Group, Jeff Brown needed an effective method to collect, view and interpret the data the group's practices collect daily. He also wanted the ability to quickly start implementing changes and improvements backed by actionable data.



### Solution

Brown wanted to pull the right information he needed from data quickly, and MedEvolve Practice Analytics was the answer. This robust business intelligence solution presents data in easily accessible dashboards and reports, providing practices with real-time information they can access any time of day from a computer or mobile device.

### Brown highlighted three significant benefits of Analytics:

#### 1. Quick access to data

With such a user-friendly platform and "so much data at [his] fingertips," Brown praised Analytics for the ease of accessing the information he needed. When doctors call with questions, Brown pulls up the answers in seconds – a benefit that not only makes his job easier but also better supports Union County Orthopaedic Group doctors.

Brown summed it up this way: "Analytics saves time and wasted energy."

#### 2. Insight into key performance indicators

Analytics offers reports for several KPIs, many of which Brown leverages on a regular basis. He often focuses on the reports that deal with revenue, payments, transactions and collectability.

"I look for variances in the reports to see if we're getting paid correctly," Brown explained.

As such, the reporting feature of Analytics allows Brown to drill down to see where issues are coming from, whether it be a payment, insurance reimbursement or adjustment problem. Nailing down issues with such ease makes fixing them a swift and attainable task for Brown and his colleagues.

### 3. Guidance for next steps

Brown further utilizes information from Analytics to develop relevant projects for his billing staff. He referenced working on specific types of denials and building credit balance reports as examples.

"It's always been tough for me to get the correct data that I need [for credit balance reports], but Analytics has allowed it to be right at my fingertips," Brown said. "You can just switch a couple filters and pull [the data] out in a matter of minutes."

With a wealth of information available, Brown continues to use MedEvolve Practice Analytics to determine which projects and challenges his office should take on next.

### Outcome

Brown used to spend countless hours mining data to build the right reports and pull the correct information. Working with MedEvolve Practice Analytics puts that time back in his day, allowing him to expend more energy on leveraging the data rather than searching for those insights.

As a result, Union County Orthopaedic Group has been a MedEvolve partner for over 10 years – and continues to use Analytics to drive informed decision-making and improve practice performance.

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-Jeff Brown, Practice Administrator, Union County Orthopaedic Group