SmartNetworks SM

Getting a Clearer View of Patient Leakage

An estimated $20 billion is lost annually to patient leakage.[1] When patients leave, opportunities are lost to build patient loyalty, drive growth, improve patient outcomes and recover lost revenue.

SmartNetworks helps organizations clearly understand where patients are going, why they're leaving and who's sending them away. Actionable insights show opportunities to improve care coordination, inform more effective plan education and benefit design, and increase efficiencies – all helping to keep more patients in network and reduce costs.

TOP 5 REASONS LEAKAGE HAPPENS[2]:

1. Distance and geography
2. Poor service
3. Limited office hours
4. Provider/patient preference
5. Lack of provider awareness

As the health care industry continues to evolve, organizations are looking for creative ways to effectively drive affordable, quality care. One way to achieve this goal is to keep patients in network and encourage the use of high-quality providers.

SmartNetworks offers powerful visualization into referral patterns and the drivers of patient leakage.

HOW IT WORKS

SmartNetworks is a robust web-based application that is easy-to-use, deploy and navigate. All data is integrated and centralized with best-in-class analytic rules.

Guided analytic pathways help you:

» Evaluate leakage by revenue impact, provider, patient, practice and location

» Assess which doctors to coach through customized referral activity reports

» Determine network service line gaps and opportunities

» Prioritize action by quickly and easily quantifying opportunity

» Find the answers you need with little to no training

We provide a single source of truth for our customers through our quality data ingestion and superior account reporting capabilities.
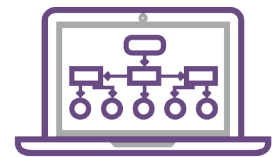
WHY IS REFERRAL TRACKING IMPORTANT?

Retention and Engagement

Understand patient preferences and provider referral patterns to keep patients in network and encourage primary care relationships.

Network Optimization

Identify access challenges and opportunities to narrow networks to drive affordable, quality care.

Growth Planning

Quantify revenue losses by provider type to see exactly where money is spent and determine an effective strategy for engaging providers and improving outcomes.

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[1] *http://e-caremanagement.com/patient-leakage-rethinking-two-field-of-dreams-assumptions-about-acos/*
[2] *Missing Clinical Information During Primary Care Visits, JAMA 2005 http://jama.jamanetwork.com/article.aspx?articleid=200289*

ABOUT HDMS

Health Data & Management Solutions, Inc. (HDMS) sits at the intersection of providers, payers and employers, putting unparalleled analytic power into the hands of its customers and utilizing its extensive industry expertise to help them better manage their business and improve health outcomes. For more information, visit www.hdms.com.

HDMS SM **Health Data & Management Solutions**