

Bingham Memorial Hospital

Dashboards Provide Insight into Departmental Processes



An iDashboards Case Study

Case Study: Bingham Memorial Hospital

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Customer

Nestled in the Snake River Valley in Idaho, lies a celebrated gem known as Bingham Memorial Hospital. The hospital has been serving residents of East Idaho since 1950, and offers 25 critical-access beds and an attached 70 bed skilled nursing and rehabilitation center. This non-tax supported hospital is a 501(c)(3) non-profit organization that is owned by the citizens of Bingham County, and governed by a local Board of Directors.

The hospital has assembled a premier staff that is highly trained and extremely competent. They employ around-the-clock, board-certified Emergency Room physicians and offer numerous choices for primary care and specialty care physicians.

Over the past eight years, Bingham Memorial has built a successful model that provides in-house specialty healthcare services to the community and region. Bingham offers specialty services all the way from pediatric care to brain surgery.

Bingham's premier physicians and staff have an extensive understanding of the diagnosis and treatment of illnesses that affect all ages, from newborns to the elderly.

Their quality health care services are delivered in a compassionate manner, which contributes to the high level of care patients have come to cherish.

Challenge

Bingham Memorial has developed many solid partnerships with world-class physicians, hospitals and clinics in East Idaho, which has created rapid growth over the past several years.

Administrators at Bingham Memorial are committed to excellence, and began searching for solutions that would encourage employees to increase professional efficiency in the hospital's day to day operations, while at the same time raising the bar in employee accountability.

Employees at Bingham Memorial Hospital expressed concern over a lack of data that is necessary to judge and improve performance. Often, staff was operating on information from up to six weeks in the past. Waiting for the data found in end-of-the-month reports caused a disconnect with employees and made it difficult to see how their daily job performance directly impacts the bottom line at Bingham.

Solution

The solution to this challenge was clear to Bingham Memorial Hospital's IT Director Jack York; administration and employees needed an easy to use tool that could be implemented quickly, and would provide visibility of necessary data across all departments.

Jack York was able to gain project approval from administration and the board of directors by demonstrating how the data displayed in iDashboards gives hospital staff the ability to see the past and present as a way to predict the future. He showed that business decisions will be able to be made based on current data.

Results

iDashboards is now used by a combination of 58 employees at Bingham Memorial Hospital, a combination of directors, doctors and administrators.

Billing & Collections

iDashboards has answered the need for organizational transparency. iDashboards is now used in the billing department. Billers are able to track collectors' calls, how long they are on the

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phone, and how much money they are collecting. Employees, managers and administrators are now able to see on average how much a collector is collecting per minute on the phone.

Referral Tracking

In addition to being used for billing, physician offices are implementing iDashboards in order to track referrals. With iDashboards, doctors can track where their patients are in the referral process and ensure that they are receiving the best care. iDashboards has assisted the hospital in creating a continuum of care. The hospital tracks the referred physicians that are in the hospital but they can also see if there is a need for certain specialties based off of the number of referrals that are going outside of the hospital. The hospital can now directly correlate a revenue amount to the referral program. Prior to implementing iDashboards, this revenue was not being tracked.

Transparency & Accountability

The organizational transparency brought on by iDashboards has been embraced by all 58 of the hospital's employees that are using it. The dashboards help to create ownership by the employees because they can see the impact that their specific job is having on the organization. This motivates staff to continually improve their performance and become professionally efficient. For example, the hospital is noticing that the amount of revenue being collected per minute has been steadily increasing since the dashboard was implemented in August.

"Our organization is committed to using iDashboards because of the insight that it provides, allowing us to make better, more informed decisions that affect all areas of operation. We have seen an immediate return on our investment with iDashboards."

Jack York
IT Director, Bingham Memorial Hospital