



“We’re Doing in Two Clicks What Used to Take 45 Minutes”

How a Georgia Healthcare System Is Benefiting from a Simple Software Decision

KEY POINTS

- The GA Healthcare System needed real-time, actionable data to support decision-making in their community.
- Their systems were outdated and not up to meeting leadership’s goals. The COVID-19 pandemic highlighted this issue.
- After a smooth rollout of their new decision support system, data now flows seamlessly across systems, informing key volume indicators and supporting high levels of awareness.
- Leadership believes the system will pay for itself within six months to a year.



The Hospital at a Glance

- **The Organization**
 - 64-bed hospital
 - 30-bed geriatric behavioral health unit
 - 101-bed nursing home
- **Tech Profile**
 - Meditech Magic
 - eClinicalWorks
 - Paycom
- **Oi Modules**
 - Financial Performance
 - Labor Productivity
 - Operational Budgeting
 - Capital Planning
 - Analytics and Visualizations (OiAV)

Sometimes, a simple decision has a huge impact. This was the case for a Georgia healthcare system in its journey to improved financial decision support.

They have long provided the Baxley, GA area with the highest standards of care — ensuring that its mission to CARE (Connect, Acknowledge, Reassure, & Engage) for patients was reflected even in the organization’s financial DNA.

Their new CEO was determined to make sure all decision-making was backed up by smart use of data to support the organization’s vision.

He knew he needed accurate, real-time information to make optimal decisions and to move them forward in his plans for future growth. This meant taking the same care with his business decisions that the system takes with its patients across all core operations.

Unfortunately, the organization’s antiquated financial systems weren’t up to the task.

Challenge: An Outdated System Stifles Insights

The CEO, his CFO, and the accounting department were hungry for data. They were getting by, but the drawbacks of their system were draining time and resources.

Actionable data was inaccessible, meaning it was impossible to make discriminating, timely decisions. They also had a mix of systems that didn’t play well together — Meditech Magic in the hospital and behavioral health units, PointClickCare in the nursing home, and eClinicalWorks in the clinics.

The COVID-19 pandemic highlighted these issues, but he saw an opportunity in the crisis — they could take the space created by reduced OR volumes and use it as a chance to move forward on the groundbreaking initiatives his Georgia community needed. But this posed a bigger question: As they grew, how would leadership identify the service lines that best served the needs of their community — and that supported the organization’s financial well-being?

Solution: Decision Support With Oi Health Opens the Black Box

To find a solution that fit their needs, the CEO sent members of his team to a conference in South Carolina with one critical requirement — he wanted to see everything he needed to make a decision on one page. The team met with multiple vendors, but Oi Health stood out, offering a modern, unified system, seamless data reconciliation, simplified reporting, and a progressive path to the financial information that would support the health system’s goals.

They considered other vendors, but after comparing price (and being rejected by a well-known vendor because of the organization’s community-focused size), the health system chose Oi as its data analytics partner. In the CEO’s words, “The more we got into it, the more we saw Oi offered everything we needed — so it was a natural progression from there.”

Bring healthcare finance data to life with Oi Health. [OiHealth.com](https://oihealth.com)



But there was one thing in particular that sold them on Oi. It was a preview of the hands-on, specialized service and personal relationship that Oi offers all its partners. The CEO noted, “When I needed to talk to the sales rep, he was always available. If I needed an answer, he got it. There are plenty of software companies out there who promise the world and don’t deliver, but our Oi rep was two steps ahead of everybody else — getting answers to leadership, tech, finance, or whomever needed it. We knew we could pick up the phone and call him whenever we needed.”

Favorite Oi Features

- Customizable Heads Up Displays
- Scalable approach to leveraging data
- Hands-on support

Implementation: A Smooth Process, Even During Crisis

The 2020 roll-out was simple, even as COVID-19 spread through Southeast Georgia. They were one of the first hospitals hit in the area.

The hospital was receiving government funding to get through the pandemic, and had to track every dollar. Thanks to Oi, they were able to work their way through these challenges and get up and moving again once things leveled out.

Results: A New System Fuels Future Growth and Powers Scalable ROI

“I can see everything in my key volume indicators ... first thing in the morning, I can get into the weeds of the most pressing problems.”

— CEO

Today, their data flows smoothly across their disparate systems, giving managers instant insight into emerging problems and opportunities. Meditech feeds into customer Heads Up Displays (HUDs) — providing graphic representations of data that inform decision-makers from executive leadership to finance and accounting.

All key volume indicators (KVI) are now easily accessible to the CEO. “I can see everything, all my KVIs, at one time. First thing in the morning, I can get into the weeds of the most pressing problems.” The customizability has been a crucial feature for leadership. Decision-makers can now set desired parameters, assigning HUD color priorities (red, yellow, and green) to reflect organizational standards visually, and act where needed — from marketing to education, and even in conversations with physicians. Most importantly, they now enjoy a visual, high-level awareness across the hospital, nursing home, and geriatric

service lines — invaluable in a rural hospital, where critical metrics can change by the second. They appreciate the results of the upgrade. “There’s no way I could do this in meetings. The time to action would be drawn out, but now, I can set a course easily, just by checking in with my HUD.”

On the finance side, their system upgrade has changed the way they work. They’re now doing in two clicks what used to take 45 minutes. Their system's controller, has seen what Oi’s approach can do up close. “This is really going to streamline what we can do in accounting.”

“I’m doing in two clicks what used to take me 45 minutes.”

— Controller

ROI

The CEO expects to see incredibly fast ROI on the system. “I think that it’ll pay for itself in a year or even six months.”

This is because of the shortened speed-to-decision, but also because of leadership’s ability to act on those decisions in a way that benefits the organization.

But the rapid ROI will also come from Oi’s automatic data reconciliation — something that happens instantly between modules. According to the CEO, “Without Oi, we would have had to hire two or three more people just to extract the data we need today. As we grow, that savings will likely increase because the Oi platform is so easily scalable.”

And they are taking advantage of that scalability. They’re acquiring multiple new clinics, and tying in EMRs will now be a simple process, regardless of where a clinic is located — whether in Georgia or across the country. Oi is now a primary driver in their growth strategy as the CEO looks for opportunities to expand and scale the quality care they offer their rural community.

CEO Insights

He offers advice to other hospital leaders looking to address their data access issues with advanced decision support functionality.

“Look for a solution that can keep up with your needs from people who care about them. I learned the experts at Oi can implement your solution as fast as your IT can get them the data, and they can do it with no issues.”

As the organization moves forward, they will be automating their feeds, implementing over 50 new metrics, and developing more HUDs for department managers to extend decision-making efficiency beyond senior management. They will also be working with Oi in developing an operating budget using Oi budget functionality and expanding into more system data, including eClinicalWorks.

For hospitals that want to make change a reality, Oi Health is the healthcare data analytics solution that marries financial and clinical departments. That’s because we know your journey is bigger than software. Oi stays by your side to guarantee efficient financial management processes, clinical engagement, and honest data. To get started accelerating your journey to financial health, set up your demo today: 800.750.0201 or info@oihealth.com.