



CASE STUDY



“Clinical ConneXion has really allowed us to develop even more trust in the cost data in our decision support tool, particularly the impact of supplies on clinical and financial outcomes.”

— **Hunter Chandler**, Director Supply Chain Information Systems

## BUILD A SOLID FOUNDATION FOR UNDERSTANDING COST OF CARE

Health systems have long struggled to measure the actual cost of providing patient care. By integrating accurate, comprehensive supply spend data from GHX Clinical ConneXion<sup>SM</sup> as the foundation with system-specific clinical and financial data, Wake Forest Baptist Health has begun to successfully answer this critical question.

Wake Forest Baptist Health was missing a cohesive product data management strategy, a single source of truth for product data and automated processes to populate accurate, complete data across all required systems including the EHR. These gaps placed a significant burden on its supply chain, clinical and finance teams.

Uniting the best of healthcare.™

## INCOMPLETE DATA AND INCONSISTENT DOCUMENTATION CAUSED PROBLEMS AT MULTIPLE POINTS IN THE PROCESS

**Clinical staff members** were frustrated because documenting items at the point of use distracted them from patient care.

**The finance department** did not always have charge codes for patient billing, so the charge posting team would have to ask supply chain for this information.

**Supply chain** would have to search online for the correct codes and then communicate them back to the finance team, leading to billing delays or missed charges.



Using Clinical ConneXion, Wake Forest Baptist Health has automated the process of capturing supply data in the electronic health record (EHR) at the point of use. As a result, the system has reduced the time and labor burden on clinical staff for point of care supply documentation, enhancing the quality of data recorded in the patient record and fed downstream for charge capture and patient billing.

Wake Forest Baptist Health's decision support platform integrates data from the health system's cost centers for insight into the overall cost of patient care. Clinical ConneXion provides supply and implant data for this platform, including what supplies were documented in a patient's case, what was charged to the patient and the associated charge codes.

By marrying supply, clinical and financial data, Wake Forest Baptist Health gained true visibility into the impact of supplies on cost and outcomes and established a solid foundation for successful value analysis efforts. Now, clinicians have access to validated, credible data needed to help measure the impact of supply cost in coordination with patient outcomes.

"If you don't have good data feeding your decision support platform, you can only make broad-brush estimations in your cost accounting and costing. Clinical ConneXion has really allowed us to develop even more trust in the cost data in our decision support tool, particularly the impact of supplies on clinical and financial outcomes."

— Hunter Chandler, Director Supply Chain Information Systems

## DATA HAS PLAYED AN IMPORTANT ROLE IN VALUE ANALYSIS COST INITIATIVES

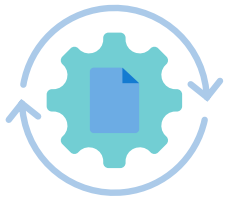
Reduced the manual creation of new items in the EHR with more accurate and complete supply documentation at the point of care

Dramatically limited the utilization of a bone graft product for lumbar vertebral joint fusions

Improved awareness of the appropriate use of antibiotic pouches for pacemakers and neurostimulators

Renegotiated price with physician support around cost differentials for vascular closure devices

# MORE IMPROVEMENTS INCLUDE:



**Reduced the manual creation** of new items in the EHR with more accurate and complete supply documentation at the point of care



**Gained the ability to calculate** the total cost of care for specific procedures with the addition of accurate and complete supply data then integrated with clinical and financial outcomes data



**Achieved approximately \$650,000** in supply cost savings by establishing a data foundation that supports value analysis initiatives



**Freed up more time for patient care** by improving efficiency for clinicians when documenting supplies



**Improved supply chain and finance team process efficiency** by providing both teams with the product information they need

