A 19 hospital, not-for-profit, Health System with almost 1400 providers in six states

**Requirements**

This group was looking to increase transparency of information between their providers and the administration. It was essential that they created scalable, consistent automation for all compensation calculations and communication. They wanted to include all manual RVU adjustments into the calculation automation process to mitigate manual effort. Furthermore, they wished to streamline the reconciliation process and share clear, concise reports and dashboards throughout the organization. Items such as compensation, contract renewals and fair market value were other key components that required better automation for compliance and risk mitigation.

**Challenges**

The existing disparate systems made it very difficult to electronically import data from all groups without significant manual manipulation. This created an inability to reconcile input totals to imported totals or pull and review separate data sets by specialty. Additionally, manual adjustments for RVU’s not tracked in EMR were manually tracked and keyed into excel. Time and resource availability made it difficult to produce timely compensation sheets monthly.

The group also found it extremely difficult to substantiate accuracy between the compensation calculation and the produced payroll record.

Without significant automation to produce triggers and alerts relative to thresholds or variances, they were forced to cross validate through multiple teams and various channels.

Another key challenge was their ability to track and project compensation to benchmark data and report on payments being generated outside of contractual terms.

Finally, the lack of automation created a lack of an audit trail to determine when changes were made and by whom. This exposed another compliance hotspot.

**Action**

Heisenberg II (H2) became their single system, source of truth for total automation of the compensation process. H2 was able to pull large amounts for raw data into a usable format and report on KPI’s from inside the data. The “go live” of H2 delivered:

- Accuracy between compensation calculations and payroll
- Single source for Provider Contracts so that payments are based on discreet pay element level data
- Real-time tracking of benchmarking data, blended by specialty to the required percentile
- Ease of use and mass changes when changing compensation setup for provider groups
- Full transparency and dashboard for providers to view up to date detail e.g. Report card/payroll stuffer
- Ability to test comp models for providers without flowing through to payroll.

www.heisenbergii.com