

## Case Study

# Physician Efficiency Program

## The Challenge

In order to pre-empt the larger industry trend of unsustainable rates of physician burnout and turnover, often tied to low adoption and satisfaction with EHR, our client partnered with us on our Physician Efficiency Program. Divurgent collaborated with the client's IT, informatics, training, and operational teams to develop a program focused on physician personalization and technology improvements, resulting in strengthened IT credibility and end-user engagement.

## Our Solution



### Opportunity Identification

Analyzed EHR efficiency, revenue productivity, burnout data, time live on system, and survey data.



### Optimization Scale

Developed custom models and metrics aligning optimization priorities with organizational goals



### Outreach Plan

Created a strategy targeting "controllable time" and prioritizing indicators for overages of system use



### Mobile-friendly Dashboards

Dashboards provided specialists with a real-time view of system usage and target metrics before and after intervention

## Our Partner

Our client is a large, integrated hospital network in the Northeast structured around seven main hospital campuses that include more than 6,600 primary and specialty care physicians and 13 ambulatory surgical centers. Across the seven hospitals, the system supports over 3,000 beds and 38,000 employees.

## The Result

Armed with the mobile efficiency data and a list of providers and targets to address, the optimization team assessed system workflow and provider system use. After working 1:1 with over 300 providers and providing department-wide personalization support, the team delivered the following results:



**Minutes spent documenting** in the system per patient decreased 21.88%



The number of **patients seen per day** increased 21.03%



Minutes spent documenting on **unscheduled days** decreased 74.22%



**Provider efficiency** as measured by EHR increased 22.14%

## About Divurgent

Divurgent is a solutions provider focused on what matters most to our client partners. We disrupt the typical value equation by using data-infused, flexible, and scalable solutions that demonstrate and quantify value for our partners.

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