CHAN Healthcare™

A subsidiary of Crowe Horwath. LLP

Data Analytics

Tapping Data Analytics to Support Healthcare Operations

Data analytics has long been an important strategic tool for companies in a range of industries. With the explosion of data in healthcare, including the mass adoption of electronic medical records, organizations now have unprecedented potential to manage patient care more efficiently, increase profits, and manage compliance more effectively. Data analytics can help simplify and improve an organization's auditing, monitoring, and business processes by providing management with valuable information and an enhanced understanding of risk exposures and opportunities.

Given the complex healthcare risk environment, adopting innovative methods for assessing and managing risk is critical. CHAN Healthcare has hands-on experience and insight into how analytics tools can be used to harness data, support audits, transform operations, and help healthcare organizations improve their bottom line.

Keeping Pace With a Shifting Regulatory Environment

Data analytics holds particular value in assisting healthcare organizations with regulatory compliance, which has become increasingly complex due to an evolving regulatory landscape. To verify compliance with a variety of regulations, from the Two Midnight Rule and the 340B Drug Pricing Program to implantable cardioverter defibrillators and controlled substances, organizations must become more adept at analyzing data to improve processes.

How Data Analytics Can Support Performance Improvements:

| Harness Data | Support Audits | Transform Operations | Manage Risks | Enhance Revenues |

In-Depth Knowledge of Healthcare Operations

CHAN Healthcare has a team of seasoned professionals with unmatched experience in applying data analytics to advance the healthcare industry. With our deep industry knowledge and collaborative approach, CHAN Healthcare solves today's complex healthcare issues by identifying opportunities and tailoring innovative solutions to improve operations and manage risk. Areas of focus include:

1. **Regulatory Compliance** such as 340B Drug Pricing Program, 30-day readmissions, physician Evaluation and Management coding and billing, as well as provider contracts and related provider payments.

2. **Operations Management** in functions such as accounting, payroll, supply chain, system security segregation of duties, and system interface testing.

3. **Revenue Enhancement** through reviews of charge capture, third-party payor contract modeling, and charge description master reviews, among others.

4. **Fraud Detection** in accounts payable, payroll, procurement/supply chain, and drug diversion.

5. **Continuous Auditing and Monitoring** to help internal audit departments identify emerging issues and operate more efficiently.

In addition to these services, CHAN Healthcare is able to develop and tailor analytics to specific client risks and turn data from disparate systems into actionable information.

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Using Data Analytics to Identify Financial Opportunities

By working closely with key stakeholders, CHAN Healthcare analyzes risks and implements data analytics tools that support opportunities to reduce costs and increase revenues. While each healthcare organization is unique, CHAN Healthcare has helped organizations of all sizes capture cost savings across a range of operational areas:

$1.4M Laboratory tests priced below Medicare fee schedule
$430K Duplicate invoices processed by accounts payable
$413K Surgery charge capture/missing implant charges
$500K Managed care review of emergency room visits below insurance fee schedule
$338K Pharmacy charge capture missing drug and drug administration charges

When compared with the length of engagement and consulting fees, these results represent a significant return on investment.

Key Benefits

Organizations can use data analytics from CHAN Healthcare to:

- Increase efficiency by analyzing more data in less time;
- Improve the organization's ability to identify and respond to urgent events;
- Detect changes or vulnerabilities in processes that could expose the organization to undue or unplanned risk;
- Highlight unknown issues and opportunities;
- Monitor important trends; and
- Turn data from disparate systems into actionable information.

The strategic application of data analytics can allow organizations to focus on crafting strategic solutions to support the business.

Harness the Power of Your Data

With CHAN Healthcare Data Analytics, healthcare organizations can tap their data to gain greater visibility into their processes and operations. This insight can vastly improve efforts to mitigate risks and improve operations.

About CHAN Healthcare

Formed in 1997, CHAN Healthcare provides internal audit and targeted consulting services to more than 700 hospitals and healthcare organizations across the country. Our collaborative approach and operating philosophy make us an industry leader in internal audit services focusing on improving healthcare system operations.

About Crowe Horwath LLP

Crowe Horwath LLP is one of the largest public accounting and consulting firms in the United States. Under its core purpose of "Building Value with Values,®" Crowe uses its deep industry expertise to provide audit services to public and private entities while also helping clients reach their goals with tax, advisory, risk, and performance services. With a total of more than 3,000 personnel, Crowe and its subsidiaries have offices coast to coast. The firm is recognized by many organizations as one of the country's best places to work. Crowe serves clients worldwide as an independent member of Crowe Horwath International, one of the largest global accounting networks in the world, consisting of more than 150 independent accounting and advisory services firms in more than 100 countries around the world.

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