

WHITE PAPER

UNLOCK THE POWER OF YOUR HEALTHCARE DATA

*HOW CONVERSATIONAL ANALYTICS ENABLES
DATA-DRIVEN DECISION MAKING*



Every hospital generates a wealth of data through its everyday operations. In today's ever-changing landscape, data is the key to staying competitive.

From ensuring smooth experiences throughout the patient journey to maximizing revenue from healthcare treatments, decision-makers require the right type of insights to make the correct decisions without relying on predictions or a 'gut-feeling'.

However, the challenge is getting insights that matter to the people on the ground without having them to filter through a mountain of data or possess all the knowledge to effectively interpret the data.

Could I check my revenue for outpatient treatments for the last 3 months without heading to finance or needing to create yet another dashboard?

Would it be possible for management to gain insights on the active bed occupancy rate throughout the hospital network (without accessing the Hospital Information System)?

Is it possible to gain insights on specific situations immediately by just asking questions?

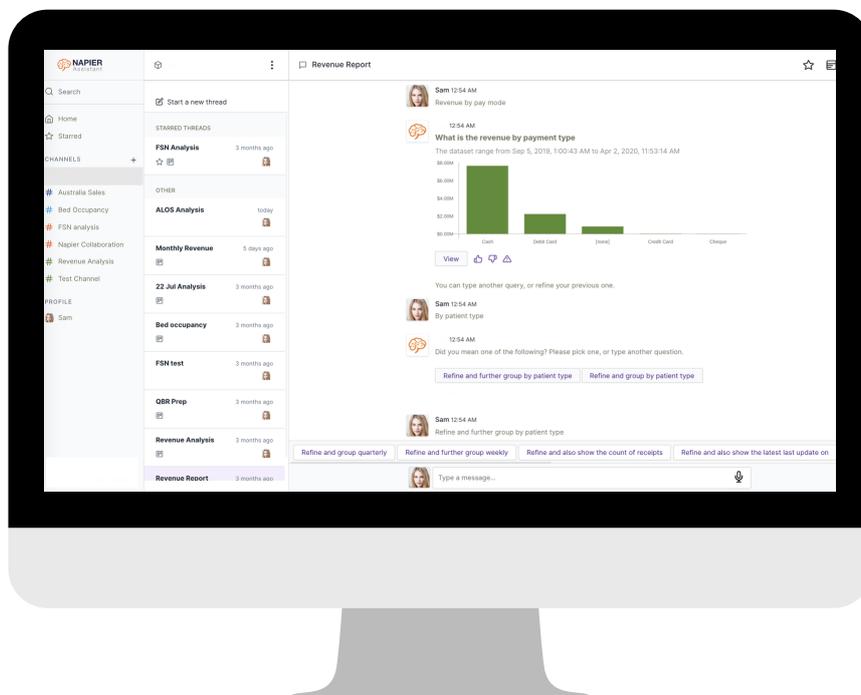
With Napier Assistant's Conversational Analytics, we have made it possible to leverage your data stored in our [Hospital Information System](#) to revolutionize decision making in your organization.



The Power Of Conversational Analytics - Data Democratization For Everyone

Through AI-Powered by [Napier Assistant](#), people throughout your organization will be able to gain insights on demand to make data-driven decisions.

This is done by asking simple and intuitive questions that will tap onto the wealth of data that is being generated and stored in the hospital information system platform.



Powered by artificial intelligence (AI) and natural language processing, decision-makers in the organization can ask important questions such as:

“What is the revenue generated by surgeries for the last month?”

“Show me the bed occupancy rate in the ICU now.”

And gain actionable insights on demand for quicker decision making and collaboration throughout your team and hospital network.

Conversational Analytics Allows The Optimization Of Key Hospital Metrics

Running a hospital effectively and efficiently means paying attention to key metrics that underscore the health of the organization's performance.

A good example is that of admission related metrics such as:

- Admissions by specialty
- Inpatient conversion rates (for example, from the ER to Inpatient)
- Admission Referrals (for example, from doctors)

All these insights can be easily obtained by simply asking a question such as:

- What is the number of admission in cardiology department in the last 6 months?
- What is the Inpatient conversion rate from ER and Outpatient?
- How many of these were referral cases?

Another good use is to analyse appointments that include appointment conversions to visits and cancelled vs rescheduled appointment rates.

Need to understand which departments are the busiest and highest converting?

Simply ask "Which departments have the highest appointment rates and which departments convert the most appointments to visits in the last 12 months?"

Utilizing the Napier Assistant, hospitals can effectively gain insights for better decision making to increase their bottom-line.

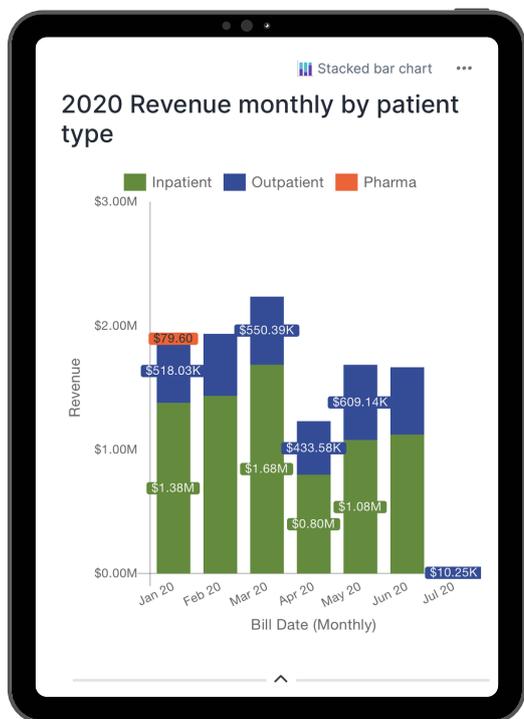
We'll demonstrate through four specific use cases that will help organizations optimize their:

- Revenue reporting
- Bed occupancy rate
- FSN analysis
- Length of stay



Transforming Hospital Revenue Reporting

Conversational analytics allows you to gain insight into your organization’s revenue report, allowing your team to easily evaluate the financial health of your hospital.



In real-time, you’ll be able to immediately pinpoint key metrics and dimensions from your data including:

- Revenue earned from credit card payers over the last year
- Profit generated from in-patient treatments vs outpatient treatments
- Payment through cash vs insurance claims in the last quarter
- Revenue in various departments such as surgery and medication
- Revenue generated by selected hospitals in your healthcare chain...and more

The Napier Assistant allows you to ask simple questions to unlock valuable insights, allowing you to uncover exciting business opportunities or growing trends you can capitalize on.

Powered by conversational analytics, decision-makers can gain immediate insights into key financials by asking questions naturally such as:

“How much revenue came from outpatient treatments last year?”

Or go even more specific with queries such as:

“How many patients paid their bills through insurance claims over the last 6 months?”

Best of all, all these are done instantly and the insights are viewable through data visualizations, allowing you to share the information through collaboration platforms such as Microsoft Teams without any lag-time or delays in the decision-making process. You can also create “Channels” that allow past reports to be “called up” at any time with refreshed data. You don’t need to ask the same question again!

Maximizing Your Hospital's Bed Occupancy Rate

One of the ever-present challenges facing hospitals is maximizing the [bed occupancy rate](#) which directly impacts the bottom-line of the organization.

From late discharges to unplanned admissions and emergencies, there are a whole host of factors that affect the bed occupancy rate.

With Conversational Analytics powered by Napier Assistant, organizations can immediately get up-to-date data on the bed occupancy rate on demand and filter through various ward types such as ICU, Post-Natal and Class A.

On-demand bed occupancy rate data can also be analyzed based on specialties including Cardiology and Orthopedics to name a few.

You can even further refine your queries by asking hyper-specific questions such as “What is the bed occupancy rate last month by bed-class?”

This allows for better insights and data-driven decision making to help facilitate operations in areas such as:

- The planning and managing of patient discharge times
- Efficient physician and surgeon scheduling

With the insights gleaned from your data, the leader of the team can recommend a more strategic bed occupancy allotment that can be made on the basis of the current bed occupancy rate and future forecasts.



Effective & Efficient FSN Analysis

How efficiently is your organization managing its inventory?

Are you utilizing them in a manner that ensures the best outcome of your supply and demand?

From PPE kits and masks to needles, syringes and pillow covers, hospitals purchase and utilize a huge amount of inventory. This inventory management can be optimized by tapping on the data that is being generated.

Napier Assistant's Conversational Analytics capabilities allow you to ask questions on the status of your fast-moving, slow-moving and non-moving (FSN) inventory.

Want to understand the movement of masks and gloves in the last year?

Simply ask "What is the consumption of masks and gloves in the last 12 months?" as you would in a normal conversation.

This simplicity allows you to gain key insights on-demand on your inventory such as:

- The consumption rate of a particular item
- The cost and order frequency of your items
- How long an item stays in the warehouse

Organizations will be able to categorize the FSN items and calculate them based on the percentile of cumulative average stay and consumption rate for a more comprehensive inventory overview.

By better understanding how your inventory moves over specific periods throughout the year and month itself, it will allow hospitals to [make accurate forecasts](#) on when to order the items.

This allows for shortage prevention as well as potential over-orders, enabling organizations to cut down on costs and better manage their finances.



Optimize The Average Length Of Stay

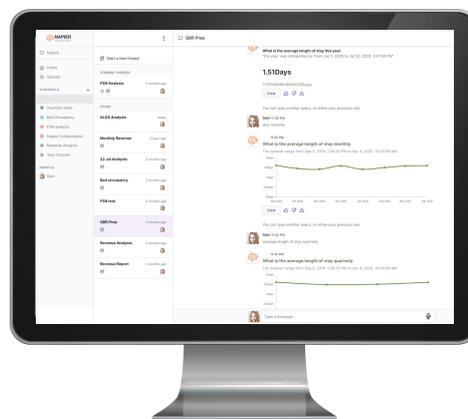
Consider a discussion where an important question gets asked such as “What is the average length of stay in our hospital from January to March this year?”.

It is highly unlikely you’ll have the answer ready immediately.

The length of stay in a hospital is a [key indicator of how efficient operations are](#). By optimizing the length of stay, inpatient days can be reduced that will allow for an improved quality of treatment outcomes while increasing hospital profit (from efficient bed management and inventory optimisation) as well.

With the Napier Assistant, organizations will be able to gain actionable insights into the length of stay by asking questions that can range from periodic queries such as:

“What is the average length of stay in the hospital in 2019?”



Or dive into specific situations to discover opportunities that can be capitalized on:

“What is the average length of stay in B-Class wards in October to December over the last 3 years?”

Napier Assistant allows you to ask questions based on different variables such as treatment types and ward types as well.

With these insights, organizations will be able to make more accurate decisions on the spot, and plan ahead, on how to improve the hospital resource allocation.

This includes better scheduling of getting the right patients to the right bed at the right time to reduce the length of stay to increase profitability for the hospital.



Leverage Your Data Into Actionable Insights Today

At Napier, we believe in the power of utilizing data in transforming your organization into one that is more efficient and effective in your healthcare operations.

With the Napier Assistant, you will be able to simply ask natural questions to gain powerful insights to discover and capitalize on opportunities through data-driven business decisions.

Let's transform your organization today through the power of conversational analytics. Get your personal digital assistant today!!

[Book an introductory call with us today](#) or find out more through [our website here](#).



About Napier

Headquartered in Singapore, Napier Healthcare Solutions is a specialist global technology vendor for healthcare providers. Since 1996, the Company has been enabling medium to large, private and public sector hospitals and hospital networks across the globe to capture and work with clinical information, streamline workflows, reduce medical errors, drive cost efficiencies and maximize profitability.

Napier Healthcare's expanded portfolio today covers the information needs of acute care providers and operators of long-term care facilities, such as hospices and nursing homes, as well specific healthcare IT needs in other industries such as aviation and maritime. To find out how Napier Healthcare can help your organization to derive top dollar returns on IT investments, make your way to www.napierhealthcare.com today.

Get In Touch

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