



Customer Case Study: RVU Manager

MultiCare’s Pulse Heart Institute improves physicians’ lives by leveraging the iQ Technologies platform to simplify daily tasks and transform the business.

MultiCare 



About Pulse Heart Institute

Industry:
Healthcare

Employees:
1200 Full Time Employees

Physicians:
140 Physicians and APPs

Healthcare Facilities:
39 Sites of service
(inpatient and ambulatory)

Average patients care each year:
230,000+ Clinic Visits

Pulse Heart Institute’s proxy program has been an incredible success as measured by many metrics.



Increase in Engagement Score (90%)



Decrease Payment Errors



Strategic Digital Transformation

“ Not enough attention is paid to the physician experience. Burnout is not just working too many hours, it’s death by 1000 cuts manifested by small tasks that eat up hours in the workday. This means that many physicians are doing these small tasks at the end of the day, missing time at home with their families and friends. As Chief Medical Officer, it has been my mission to make the lives of my physicians better, the RVU Manager has been a big part of this effort. ”

Michael Meyer
MD, MBA, FACS, Chief Medical Officer and Board Chair, MultiCare Pulse Heart Institute



Background: The Proxy Work RVU Program

A work RVU is a relative value unit that dictates the value of clinical work based on productivity. The Pulse Heart Institute has a unique program that compensates physicians for non-clinical work, called the proxy work RVU program. Because physician compensation is, in part, based on generating RVU's, time away from clinical work will impact income. The proxy program eliminates this concern by placing value on program development, administrative tasks, and leadership functions and compensating these activities as well. It is the individual physician's responsibility to

keep track of the non-clinical hours, which are collated on a quarterly basis and converted to compensation according to the physician specialty.

Pulse Heart Institute's proxy program has been an incredible success as measured by many metrics. In addition to growing the scope and acuity of patient care by developing successful programs within their practice, physician engagement scores are in the 90th percentile as compared to national benchmarks and the physician attrition rate is zero.

“ The wRVU manager has helped streamline the processes for reporting programmatic work for our physicians. In an Institute driven by innovation and quality, it's essential we can provide a digital way for physicians to track and report their time spent doing this work. ”

Hilary Whittington

CPA MBA, Chief Financial Officer | Pulse Heart Institute





Challenges Faced by Pulse Heart Institute

The proxy program, however, introduced an unexpected difficulty for Pulse: management of the hours.

An administrator was designated to receive submissions, but they found that every physician had their own way of keeping track. Some sent text messages directly to the administrator, some created spreadsheets, some dropped off sticky notes, some took pictures of sticky notes and texted that, some even turned in napkins with the hours recorded.

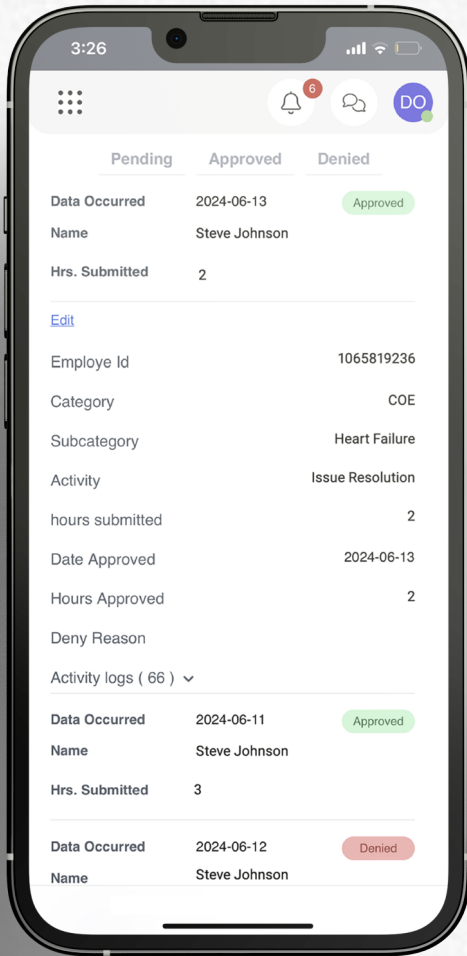
Once collated and reviewed by an administrator, the hours were then validated by the finance director. Following this, the hours were submitted for payment after an extensive manual process performed in an Excel spreadsheet. The manual nature of payment calculation led to a **payment error rate of 15%** and required additional adjustments throughout the quarter as inconsistencies were uncovered.

Solution: Development with iQ Technologies

Pulse Heart Institute engaged iQ Technologies to develop a solution. The requirements were initially simple: create an application that was **accessible on a smart phone to track proxy hours**. We saw this as an opportunity to showcase our platform and help Pulse to create efficiency through a consistent process.

The RVU manager was completed in several stages with the initial version satisfying the simple requirement of tracking time. Using a smartphone,

tablet, or computer, physicians could input the hours being claimed as proxy work RVU's and label them. The data then rolled into a spreadsheet for validation and processing. While this was a great improvement for Pulse, there was more work to be done. Automatic assignment of activities, categorization of hours with preapprovals, and standardization of meeting types further automated workflow so that Pulse was able to **eliminate an administrative FTE**.



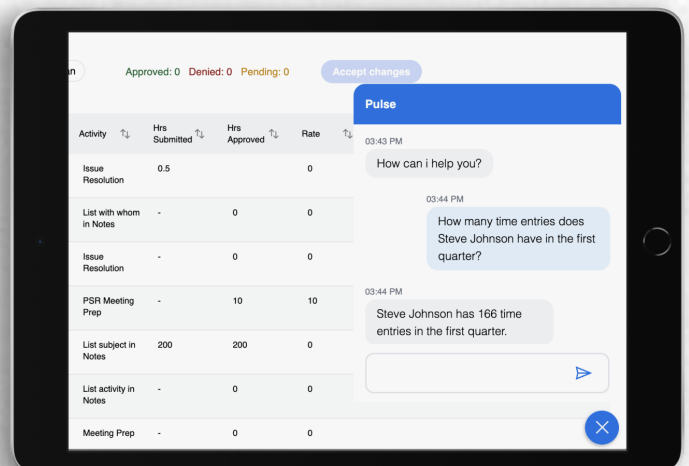
Following these enhancements, we saw additional areas of the Pulse process to improve, this time in the finance workflow. Built into the RVU Manger is the logic to calculate physician payments based on their submissions, eliminating the finance workbook and adding rigor to the payment process. Not only are payment errors significantly reduced, the finance team can focus on other strategic and high priority work.

The iQ Platform Difference

With a single module of the iQ Technologies platform, we were able to help the Pulse Heart Institute reduce expenses by eliminating FTE's, and decrease mistakes by adding innovation to their processes. Additional modules have been developed to address other business needs of the Pulse Heart Institute.

Generative AI Creates Efficiency

The Pulse Heart Institute is exploring the use of generative AI to aid in the RVU process and other key digital transformation fronts within the iQ platform and supporting modules to help physicians and administrators be more productive—on one HIPAA compliant platform.



Stay Connected with Us!

For more information visit our website: www.iq-technologies.com

Give us a call: [888-245-4142](tel:888-245-4142)

Send us an email: info@iq-technologies.com

We're here to help!