

Key Differentiators – ActionOI

Why we win:

1. Financial performance of the database participants	In a recent study of ActionOI members, 229 of 449 hospitals (46.5%) and 27 of 50 (54%) health systems showed decreased costs, with average cost reductions of 5.36% and 6.08%, respectively.
2. Size of the comparative database	Over 700 US healthcare providers participate in the ActionOI program.
3. Data normalization	<p>Benchmarking using Actual data has it's challenges. Most often we hear "But I'm different". By applying normalization rules to worked hours and department expenses, it removes the differences and levels the playing field.</p> <p>At time of publication, we are the only vendor to offer normalized benchmark data.</p>
4. Depth and specificity of the comparative information	<p>Over 250 departments representing >90% of hospital operations.</p> <p>Over 30,000 metrics (elements, indicators, characteristic questions) spanning worked/paid hours, revenue, expenses, and department specific workload units</p>
5. Embedded Audit rules engine	Stringent audit review embedded in data collection process to ensure data accuracy and uphold data integrity
6. Industry-leading methodologies	<ul style="list-style-type: none"> - Supply intensity score - Pharmacy intensity score

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7. Client defined indicators	<p>While we have over 10,000 indicator (ratios) in the database today, we recognize there might be one missing that is important to an organization to track and benchmark. Client-defined indicator feature provides a user the ability to create a ratio or calculation using available measures in the program without having to rely on us to add it to the program.</p>
8. Customized comparative groups	<p>Provides a user the ability to create customized comparative groups to evaluate performance against peers based on user-defined criteria.</p>
9. Data-sharing and peer-to-peer communication	<p>Data sharing is a voluntary feature administered within the application. It is a contractual agreement to share data with other participants. Once in place, clients can see one another's data by name on reports and graphs. Knowing "who's who" and who one is being compared against is vital to any successful benchmarking initiative.</p> <p>Access to Advantage Community of over 22K members.</p> <p>Participate in Regional User Group meetings</p>
10. Backed by Services team with longevity and expertise	<p>ActionOI is a program...not a product.</p> <p>We surround the program and the capabilities of the application with implementation, training, support and client services expertise. We deliver professionals with decades of experience with the ActionOI and legacy programs. They have the depth of experience and expertise to support client objectives.</p>
11. Timeliness of data	<p>Quarterly refreshes of database (contractual obligation)</p> <p>Client determines frequency of submission, either quarterly or annually</p>

How we stand out:

ActionOI:

- Performance of the database members
- Size of the comparative database
- Data normalization
- Depth and specificity of the comparative information
- Industry leading methodologies
 - Supply intensity score
 - Pharmacy intensity score
 - Area wage and case mix adjustments
- Client defined indicators
- Standard and customized comparative groups
- Voluntary data sharing and peer to peer communication
- Client Service Managers with longevity and expertise
- Cultural Adoption
- Involve department managers in the process

Practice Insights:

- Our experience in operational benchmarking – the market leader in hospital operational benchmarking.
- Timeliness – updated on a calendar quarter basis.
- Ease of Use – online, unlimited comparative groups and report generation, all cost and productivity comparisons are in one place.
- Depth and Breadth of the Data – compares productivity of providers and support staff; compares cost by category, identifies key operating characteristics.
- Data Normalization – setup during implementation; automatically applied thereafter.
- Data Sharing – While most other sources are “blinded”, we encourage data sharing so clients can learn from each other.