



Return on Investment from Health Information Exchange Participation

What is Return on Investment (ROI)?

ROI is a key performance indicator often used to determine the benefit of an expenditure. It is useful for measuring success over time and taking the guess work out of future business decisions.

How can HIE participation impact ROI for a clinic?

When providers access Health Information Exchange (HIE) data, they access a patient's longitudinal medical history which may include treatments the patient has received from other clinics or hospitals, a comprehensive medication list, and the ability to review results from lab tests and imaging. This level of comprehensive care information, centrally located in an HIE, enhances patient encounters, provides a means for efficient care coordination, improves workflow efficiencies for the provider and staff, saves money on staff productivity and expensive medical tests. Time saved by the provider and staff will allow for additional patients scheduled in a day or in a work week.

For example: 15 minutes saved in gathering 1 patient's medical information = 15 minutes that could be utilized in scheduling one additional patient a day. \$50 (1 additional appt. per day) x 5 days x 40 weeks = \$10,000 annually. In a 3-physician practice, the amount would be \$30,000 in annual revenue.

How can HIE participation impact ROI for a hospital?

Through the HIE, the hospital utilizes longitudinal patient data to improve care delivery with real-time patient records, including a comprehensive problem list, current lab work, and a complete medication list.

The opportunity to capture significantly richer clinical documentation enables coding accurately, reflects the severity of patients' conditions, which can result in improved revenue through higher case mix index (CMI) and risk adjustment factor (RAF).

By including HIE data, one medium-sized Prospective Payment System hospital participated in a retrospective study that demonstrated the potential for an average CMI increase of .44 through better coding. This data capture of improved CMI represents an increase of \$90,000 in MS-DRG payments annually. That same hospital could also realize a 75% RAF increase for its Medicare Advantage patients, resulting in significantly higher revenue. The potential financial benefits far outweigh the cost of HIE participation.

How can I learn more about OKSHINE?

Please contact OKSHINE at okshine@okhca.org