



## Axiom Enterprise Decision Support Forms the Hub for Actionable Decision- Making at Fisher-Titus Medical Center

**A**s a CPA, Ben Moncher can paint pictures with numbers, but he needs rich, accurate data to tell those stories — data he's now getting with the help of Axiom Enterprise Decision Support.

Moncher, Senior Director of Finance at Fisher-Titus Medical Center, uses numbers to communicate intricate scenarios and give leaders the intelligence they need to make informed decisions. The Norwalk, Ohio, nonprofit health system began its journey toward a single solution suite with Strata's Axiom™ Budgeting and Axiom™ Performance Reporting, and plans to add the Axiom™ Cost Accounting and Decision Support modules in the near future.

"It's great to have one spot where we can take clinical data and mash that up with budgeting and financial data," Moncher said. "Data import in Axiom is incredibly easy, especially when it's a standard field. The pairing that Axiom does on the back end creates a true data warehouse that connects many different data sources."

### Discovered \$200K in missed billing

Once Axiom Enterprise Decision Support was fully implemented and the data were moved into Axiom, Moncher and his team verified the information and began integrating new data feeds. The goal was to create a central data repository — including linking professional and hospital encounters from the hospital and affiliated physician practices' Cerner electronic health record (EHR).

Moncher and his team immediately discovered a disconnect in billing, where not all physician charges were being posted. Using Axiom, Moncher developed a report that showed all hospital charges that didn't have a corresponding physician charge. So far, the health system has found more than \$200,000 in discrepancies, caught early enough to update the charges and bill insurance within timely filing deadlines. "Even though our physician group has been fully integrated within Cerner for over a year, I continue to run this report weekly and find instances of missing professional charges," Moncher said. "Uncovering those dropped charges was a big win for us."

Another report helps ensure revenue integrity by identifying potential issues with



**\$200k**

Unbilled gross charges found  
from running 1 report

**8 HOURS to  
2 MINUTES**

Staff time savings creating  
monthly physician RVU report



Easy to import and  
calculate data in Axiom



charges that do not post in a timely manner. Most often, the issue can be traced to one department or a particular physician. By identifying those gaps quicker, the claims process at Fisher-Titus has improved, reducing accounts receivable (A/R) days.

### Becoming a data-driven organization

Among the data that Fisher-Titus pulls into Axiom Enterprise Decision Support, there is a monthly report that encompasses key metrics (admissions, outpatient visits, ED stats, and more) from nearby hospitals.

Moncher described report building in Axiom as “fairly straightforward,” especially for those with a background in Excel. “There’s so much value in building and saving a report one time, because then the report takes a second to run and update versus taking a half-hour every month to rebuild.”

For example, the physician RVU report formerly took an analyst a full workday each month to compile. After building the report in Axiom, the process takes a couple of minutes.

“I wanted to focus on manual processes we were doing today that could be automated in Axiom,” Moncher said. “There were a lot of financial reports we would run out of Cerner, import into Excel to do formulas and mash up the data — all for one cell number to put in a report. Now those reports run automatically, with no importing data back and forth to make calculations.”

### Reporting brings better strategies, decisions

Since implementing Axiom, finance creates most of the ad hoc reports formerly managed by IT in the Cerner system. Due to complexities within Cerner and numerous vital projects, an IT report request could take up to a month to complete. Finance can complete most requests in a day or two.

During the report request phase, it’s critical that finance

asks front-end users questions to better understand the request, which results in more actionable reporting that focuses on driving improvement or containing costs.

“Report requests through finance allow us to leverage the power of Axiom to expand a simple data request into robust analytics-driven models,” Moncher said. “We’re looking at where we could capture additional market share, optimize ancillary utilization, identify lost revenue, analyze profitability, and detect gaps in quality metrics. It works nicely with our clinical leaders, whose primary focus is on patient care.”

The organization is also looking to capture patient orders to determine how many imaging studies, physical therapy visits, referrals, and more actually occur and whether they occur at Fisher-Titus. Moncher said the information helps identify physicians or clinic locations that have leakage to determine how to keep more orders in house. It remains a work in progress.

“Our data journey isn’t complete, but I feel good about where we are from a core decision support standpoint,” he said. “You don’t remain competitive by just being good at your base and your core. If we didn’t have the core data set we have with Axiom, I don’t know how my team and I would do our job. It would be almost impossible without it.”

The actionable data coming from Axiom Enterprise Decision Support has already guided several strategic investments. “With Axiom we have added another layer of confidence in our decision-making, and feel we are capitalizing on new opportunities and gaining strong returns on our investments,” Moncher said.