

E-Book

Healthcare Financial Dashboards and KPIs that matter

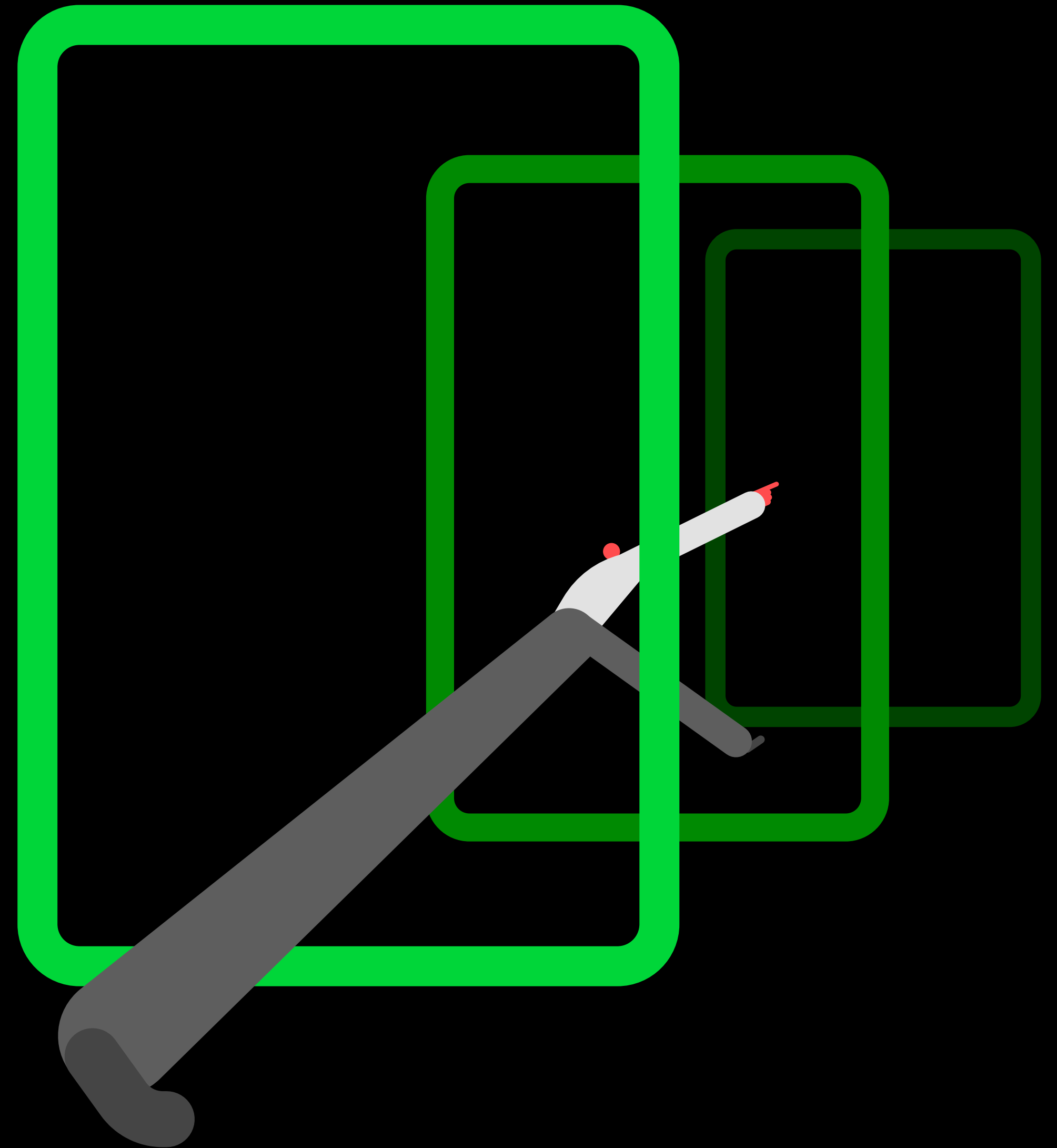
How to leverage real-time visibility and insights
to make more informed decisions

Sage



Table of Contents

Introduction	Page 3
Healthcare market trends	Page 4
Dashboards and KPIs that matter	Page 6
Achieving real-time-visibility	Page 12
Conclusion	Page 15



Introduction:

The healthcare industry is undergoing exceptional change

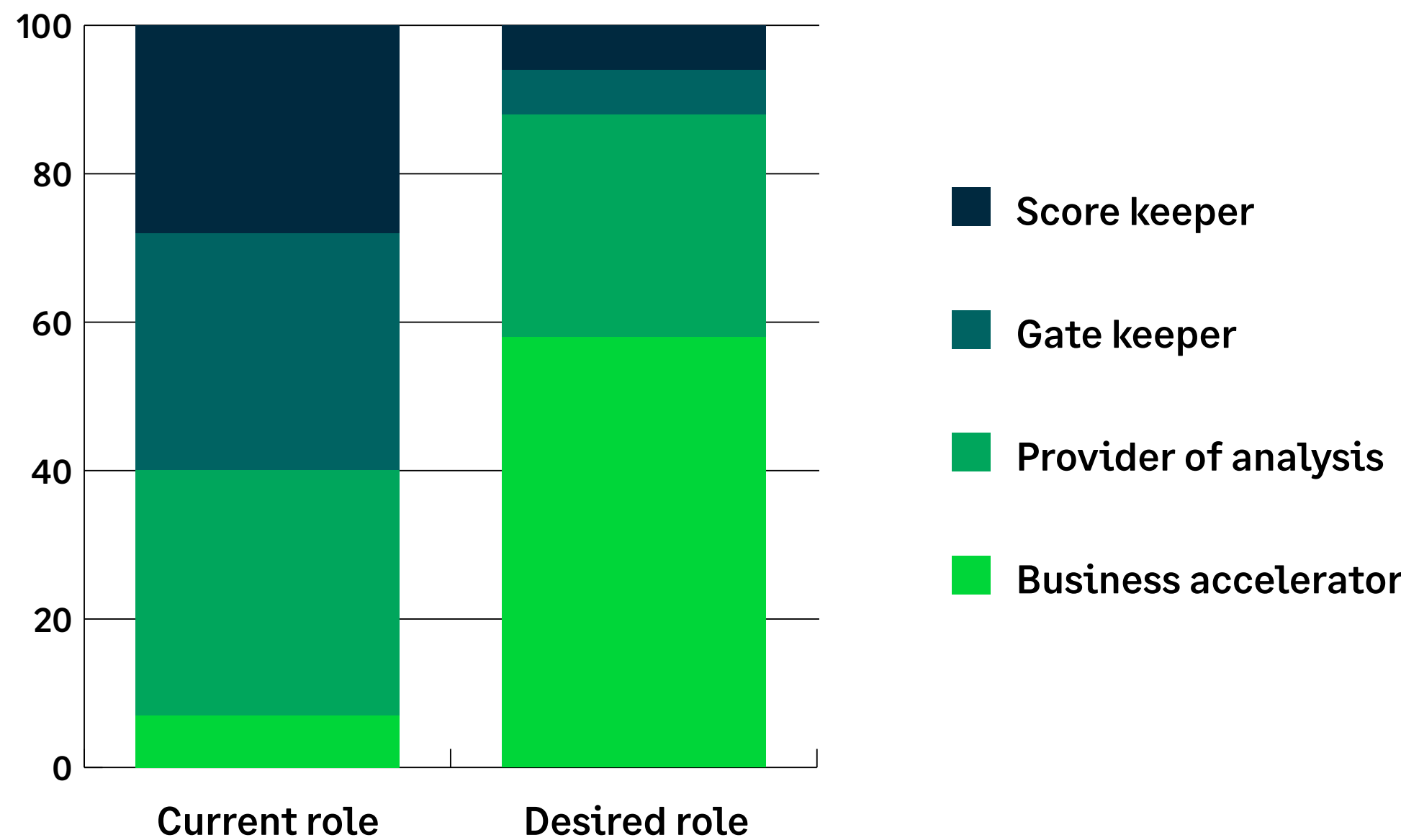
And that’s without the added pressure of a global pandemic. While the world attempts to come to terms with a new normal, healthcare organisations are on the front lines of this crisis. And for an industry that has always been about helping others, maybe this information can provide you with some help.



We’ve spoken to healthcare organisations about their approach to managing their financials during this unprecedented time. Their best advice? Focus on what you can control. You have a wealth of knowledge and data at your fingertips—you just need to figure out how to harness it so that you can make changes on the fly and stay nimble.

In good times and bad, healthcare CFOs and CEOs need better visibility into both financial and operational metrics to allow for more data-driven decisions. Research shows that healthcare CFOs would like to move away from being a financial “Score Keeper” and assume a more strategic partnership in organisational intelligence and planning.

CFO Role expectations



Source: Armanino McKenna, The CFO Evolution. Benchmark Survey Results.

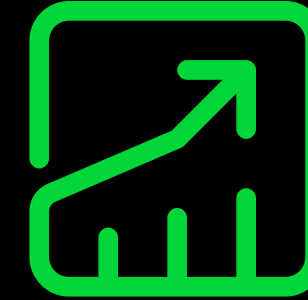
Healthcare market trends: Driving the need for more data

These five trends are changing the way healthcare organisations handle their financial information and monitor key performance indicators (KPIs):



1. Moving to the cloud:

Healthcare employees need access to data in real time from any location.



2. Growth through consolidation:

More healthcare practices are coming together to form larger entities. This consolidation has increased the need to understand and manage growth for long-term success.



3. Cost-reduction initiatives:

As reimbursement rates continue to decline, healthcare organisations need a holistic view of their business in order to handle and analyse costs.



4. Evolving regulatory requirements:

Regulatory requirements are changing and evolving. Healthcare organisations need to stay on top of changing reporting requirements.



5. Shift to consumer-driven healthcare:

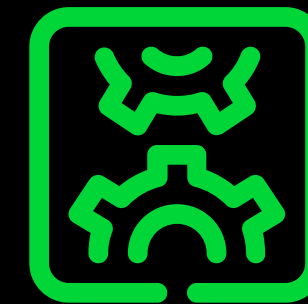
Consumers have access to unlimited information via the web—making them savvier customers.

Organisations need more timely, insightful financial reporting

Market trends are calling for more interoperability of KPI monitoring strategies, but too often, healthcare CFOs aren't equipped with the tools they need to be data-driven. Healthcare organisations seek process automation, deep and wide visibility, and the ability to easily adapt to changing conditions. Reporting is the common thread that cuts across all of these strategic priorities.

Flexible reporting functionality is a top need for healthcare organisations wanting to replace an underperforming financial management solution. The right financial management and reporting solution can be a critical driver of efficiency and visibility; the wrong solution can be a critical roadblock to growth.

Three things healthcare finance leaders need to be data-driven:



Automated financial operation.



Multi-dimensional analysis of key results.



Synchronised data with other systems in real time.

Dashboards and KPIs that matter: Metrics that healthcare organisations need to measure

By automating financial operations in the cloud, healthcare finance leaders can remove the manual work of measuring the performance of their business and quickly gather the information necessary to make strategic decisions. These are some of the KPIs healthcare companies should focus on:



Revenue per bed/revenue per clinician/revenue per treatment

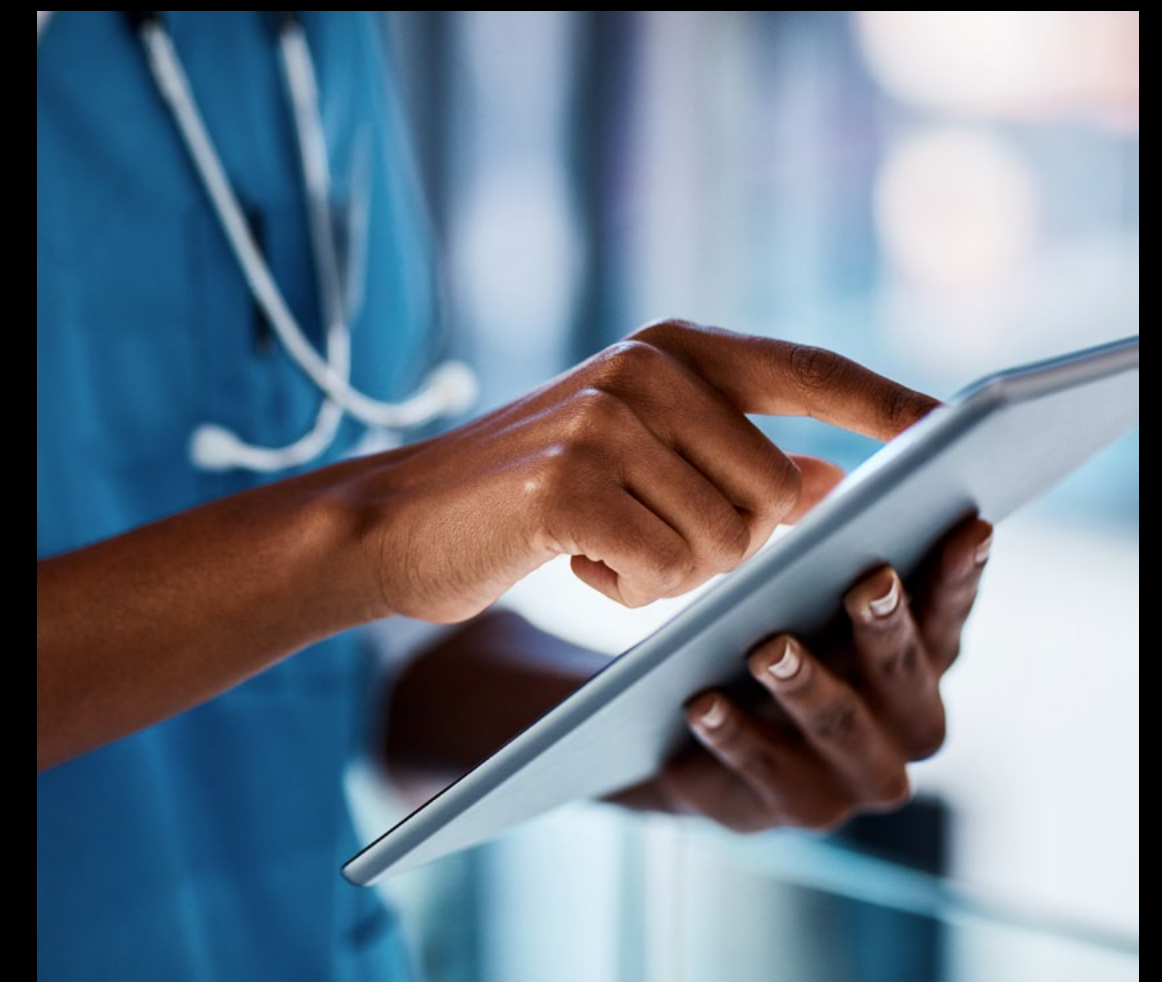
With increasing pressure to reduce costs, it's imperative that healthcare organisations must understand what is profitable—and, perhaps more importantly, what isn't. By looking at revenue on a granular level, healthcare CFOs can make strategic decisions about the future of the organisation.

Number of patients served/number of encounters/number of clinicians

In today's consumer-driven healthcare environment, it's imperative that healthcare organisations must have a firm grasp of the numbers as it relates to each location. If one clinic is out-performing others, executives can complete a strategic analysis as to why that might be the case.

P&L by location / P&L by actual budget

As consolidation of practices becomes commonplace, being able to accurately depict profit and loss by location or budget is essential. This data can set an organisation up for growth, or drive partnership where it makes sense.



Dimensional reporting for simplicity and accuracy

You need to be able to access data quickly, monitor daily, and share essential information with others in the organisation based on role. Financial metrics are universal, like income statements and balance sheets. But financial metrics only tell half of the organisation's story. Healthcare organisations also need to track business or operational KPIs. Unlike financial metrics, business metrics are unique to your individual organisation at a point in time.

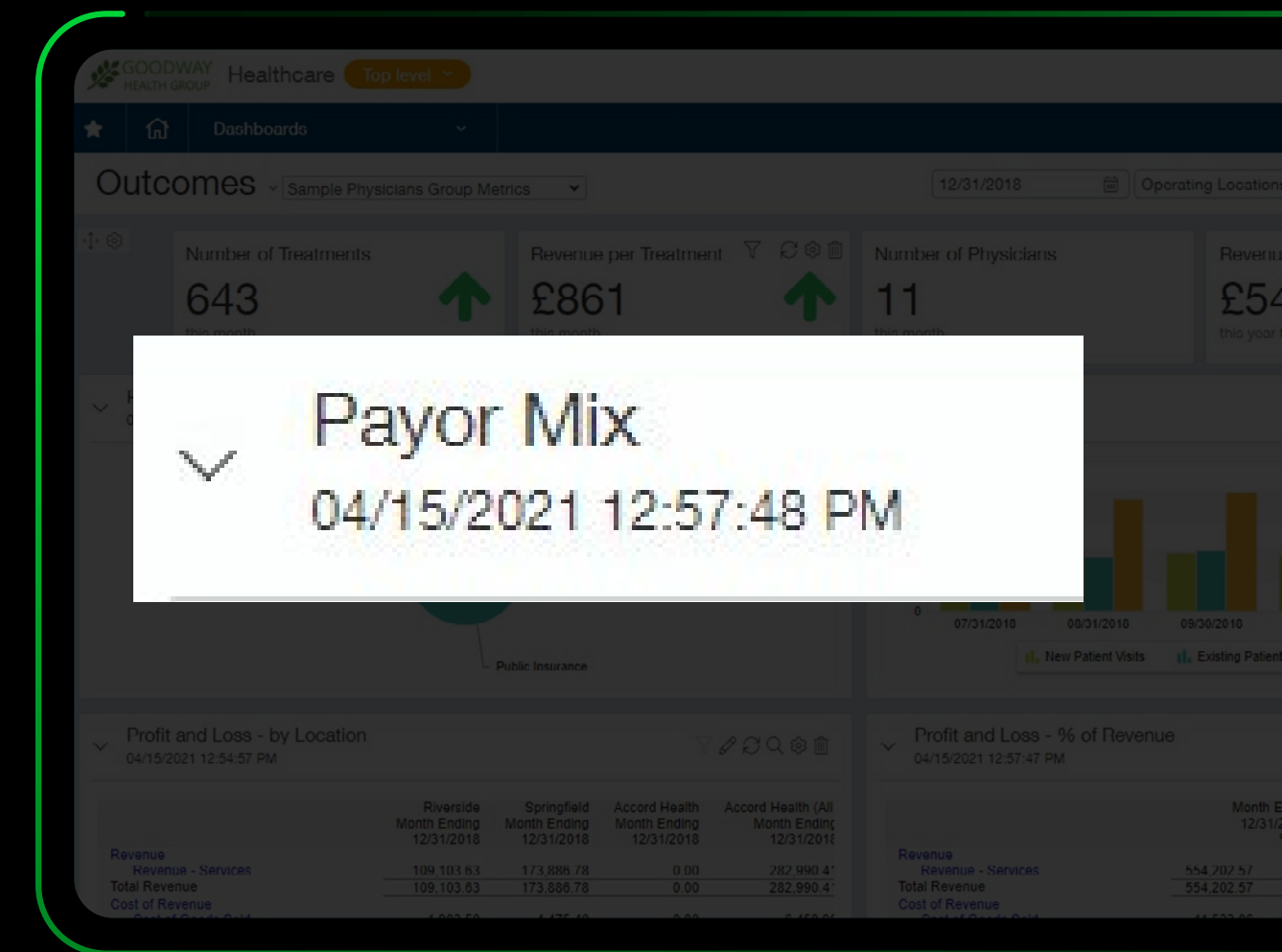
Sage Intacct Financial Reporting makes it easy to understand and manage performance—both the “universal” financial metrics and the “unique” operational and outcome metrics—like revenue per bed. Because every transaction in the system is tagged with key business driver attributes called “dimensions,” finance teams can sort, view, filter and report on the specific information needed with just a few clicks.



Automated reporting of key performance indicators

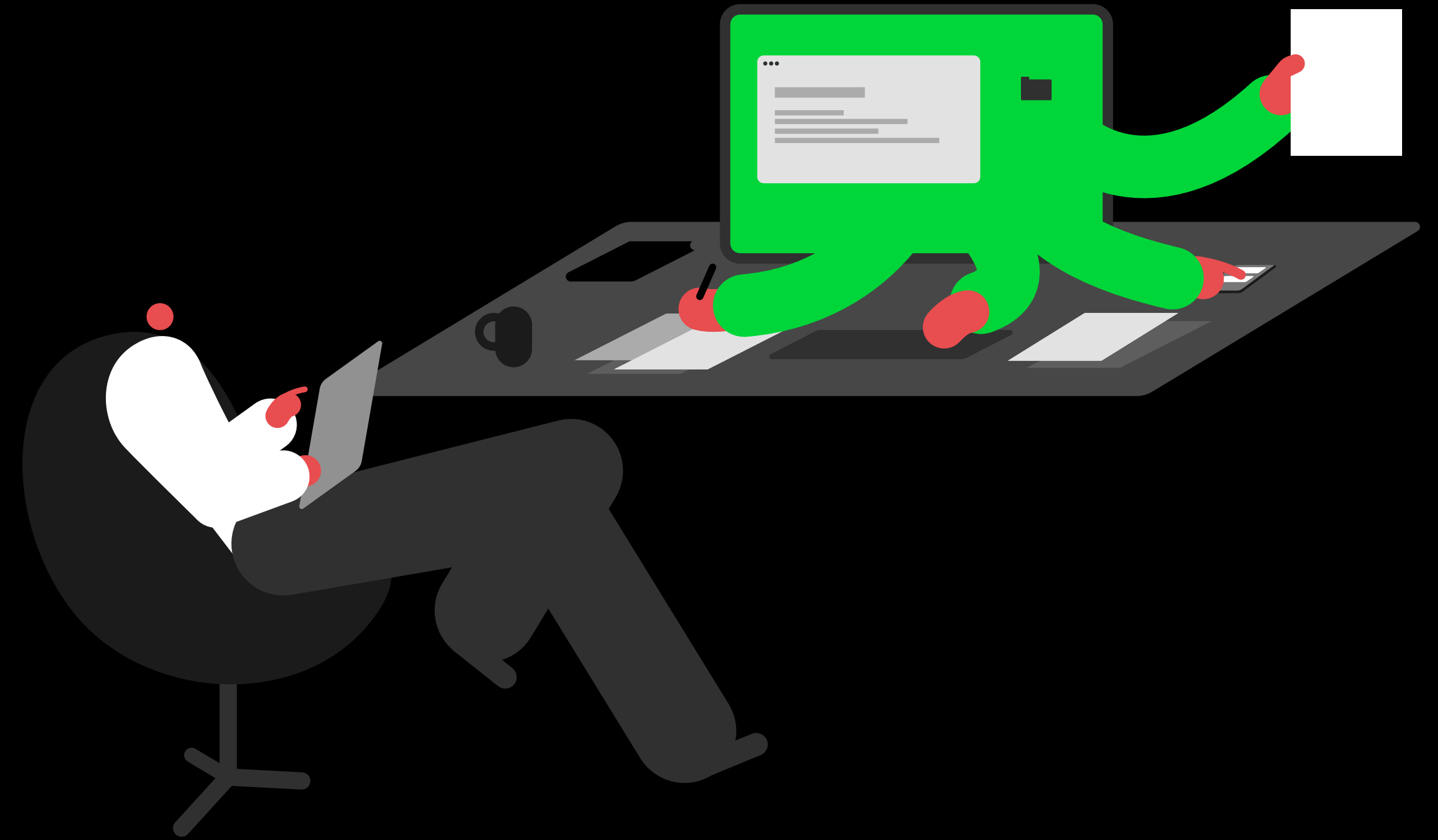
Dimensions enable you to independently tag transactions (for example, based on practice area) instead of hard coding individual accounts.

This allows you to slice and dice your financial information to create a more focused analysis (like analysing revenue per clinician).



“The powerful visibility we have in Sage Intacct has really improved our overall financial performance. We especially value Sage Intacct’s dimensions capability, which easily lets us tag transactions in order to group, compare, and analyse our data by customer, by clinic, by territory, or even by clinic type.”

Jay Jackson
Chief Financial Officer, Care ATC



Deep visibility in role-based dashboards

Once you have access to real-time metrics with the context of dimensions, you will want to provide staff and management with the ability to gather the most relevant information together in one place. Customised dashboards display just the information needed for a specific role or a particular type of analysis.

Dashboards can contain charts, graphs, and reports, as well as communication streams between staff so they can collaborate.

In Sage Intacct, the finance team can easily configure dashboards, or even set permissions to ensure that each user only receives information that is relevant and approved based on their role.



Role-based dashboards for stakeholders

Role-based dashboards provide at-a-glance views of the metrics that matter most to that particular person. A CFO can quickly assess important business drivers like revenue per bed or profit and loss by location.

“Our CEO especially appreciates that his Sage Intacct dashboard and performance cards offer a quick snapshot of our net revenue for the month or year-to-date and net revenue per case, which is the number one driver of our business.”

Tim Trexler
Controller, Accurate Neuromonitoring



Achieving real-time visibility:

Real-time data, metrics, and reports

Real-time reporting and dashboards enable healthcare leaders to look forward and plan, based on what's really happening at different clinics, locations or practice areas.

With Sage Intacct, you can log in anywhere in the world and get an instant, real-time view of the data you need.

Sage Intacct makes it easy to compare data for any view needed, resulting in real-time, deep visibility across budgets, transactions, and operational measures. Dashboards and reports within Sage Intacct, when used with statistical accounts (accounts that track non-financial data) give healthcare executives the information they need to make more proactive management decisions.



“Now that we’re so much more productive with Sage Intacct, my team can serve as strategic partners and leaders in the agency by providing more forward-thinking information. Rather than spending time on historical data, we’ve been able to flip our focus forward, and do things like reforecast our budget as needed.”

Michelle Naus

Chief Financial Officer, Tri-County Mental Health Services, Inc

Conclusion: See the full picture with Sage Intacct

In the age of expected transparency, healthcare organisations can't afford to continue manually reporting on financial and operational performance.

Healthcare CEOs and CFOs need timely, relevant, and accurate reports to make informed decisions about expansion, cost reduction, and reimbursement methods.

A true cloud financial management solution like Sage Intacct helps healthcare organisations look forward, not backward, at every level—from individual clinics to the entire system.

Sage Intacct is purpose-built to provide easy and customisable reporting that drills down to the smallest detail and can also roll-up multiple entities for a 30,000-foot view of organisational performance. It delivers real-time, dimensional reporting of both financial health and operational outcomes to provide healthcare organisations with the data they need to stay nimble and make more informed decisions.



Sage Intacct

Sage Intacct is the innovation and customer satisfaction leader in cloud Financial Management. Bringing cloud computing to finance and accounting, the innovative and award-winning applications are the preferred financial applications for American Institute of Public Accountants (AICPA) business solutions.

In use by organisations from startups to public companies, Sage Intacct is designed to improve company performance and make finance more productive. Hundreds of leading CPA firms and Value Added Resellers also offer Sage Intacct to their clients. The Sage Intacct system includes accounting, cash management, purchasing, vendor management, financial consolidation, revenue recognition, subscription billing, contract management, project accounting, fund accounting, inventory management, and financial reporting applications, all delivered through the cloud.

[Click here for more info](#)

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<https://www.acuity24.com>

We specialise in implementing Sage business solutions such as Sage Intacct and Sage X3, along with providing additional solutions that compliment Sage and deliver true business value.

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