Their Story
Delivering Quality Care to a Diverse Community

Island Hospital is a 43-bed rural provider in Anacortes, Washington. Offering the quality and range of services typically associated with larger facilities, Island Hospital is the center of health and wellness for west Skagit County, Whidbey Island and the San Juan Islands.

The hospital's service area is home to approximately 30,000 people, including a large retirement community and military base. Island Hospital welcomed nearly 500 new babies in 2017, and has an active orthopedic practice for hip-, knee- and shoulder-related surgeries.

Their Situation
Create a Stronger Lens into Hospital Performance

Across the nation, rural providers must contend with declining volumes, changes to reimbursement and communities experiencing greater health disparity than their more urban counterparts.

These factors have amplified the need to improve capabilities for identifying, monitoring and understanding performance variance. With a better lens into performance gaps (e.g. financial, operational, clinical), leadership teams can spotlight success and initiate action on opportunities for performance improvement.

The Solution
Benchmarking Identifies Improvement Opportunities

For the leadership team at Island Hospital, iVantage Health Analytics' iVantage Performance Manager™ proved to be the ideal solution for benchmarking and performance management. Unlike existing back-office systems (e.g. EMR) which can create unnecessary barriers by making it difficult to extract desired data, Performance Manager offers seamless navigation between operational and clinical data, and the data accuracy that instills confidence and drives results.

"With Performance Manager we were able to initially compare our operational performance against a peer group that consisted of both rural and non-rural hospitals. This was an important lens through which we could see how we were performing relative to peers and where our opportunities for improvement resided."

- *Elise Cutter, CFO, Island Hospital*

This new perspective into operational performance soon served as a springboard for creating a similar level of visibility into clinical functions. Being able to explore benchmarks at the function, service line and even physician levels has set the wheels in motion for creating a data-driven culture among department managers and other frontline decision makers.

Data is now widely used and shared to better understand a variety of decisions and costs. For example, the data within Performance Manger revealed unexpected variance in matching decisions by orthopedic surgeons and higher drug costs related to infusion therapy. The data has been pivotal in creating new efficiencies with lower costs and no impact on quality of care.

For instance, after examining linen-related cost variance, the team learned that multiple towels were being used to prop up patient arms. The hospital now uses reusable pads to minimize waste and renegotiated its provider contract. Further, Performance Manager revealed variance in orthopedic supply costs. The Island Hospital team is currently investigating variation in surgical practices across physicians and is looking forward to standardizing protocols based on best practice.

"The Performance Manager data has really opened a lot of eyes and helped us to actively involve frontline decision makers in the performance improvement process. What we find particularly exciting is how the benchmarks and depth of analysis is allowing us to improve the quality of care we provide to our community."

- *Elise Cutter, CFO, Island Hospital*

To learn more about iVantage Performance Manager and how rural providers are utilizing comparative analytics to identify opportunities for performance improvement, email inquiry@ivantagehealth.com.

The Chartis Group® (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. With an unparalleled depth of expertise in strategic planning, performance excellence, informatics and technology, and health analytics, Chartis helps leading academic medical centers, integrated delivery networks, children's hospitals and healthcare service organizations achieve transformative results. The Chartis Center for Rural Health (CCRH) was formed in 2016 to offer tailored services, performance management solutions, research and education to rural hospitals and facilities.