

## HOW UNIVERSITY OF LOUISVILLE PHYSICIANS GREW VISITS BY 10 PERCENT AND SAVED MILLIONS

**University of Louisville Physicians (ULP)** is a leading academic medical center, offering one of the largest, multi-specialty physician practices in Kentucky. With 78 specialties, more than 900 providers and over 200 practice locations, ULP's physicians offer compassionate, expert care to people of all ages and backgrounds.

In 2020, a community provider group composed of more than 200 providers joined ULP, building on the center's mission to increase community access to specialty care.

"As we introduced 250 new employees into our expanded medical group structure, we recognized the need for updated and standardized analytics tools, operational workflows and change management strategies," said Wade Mitzel, ULP's chief operating officer. "We wanted to ensure our provider teams had the best tools and resources at their fingertips to effectively offer care for a growing, diverse population."

This expansion occurred at a time when the COVID-19 pandemic was already putting a strain on health systems, making the process even more challenging. The pandemic also created a greater need for medical services in the community.

### COLLABORATING FOR PHYSICIAN PERFORMANCE OPTIMIZATION

To make the expansion work, ULP's leadership team set out to integrate services using methods that would grow patient offerings and enhance operational efficiency.

"To drive operational efficiencies and financial growth, we engaged Premier to maximize our approach," said Mitzel. "They offered compelling, evidence-based methods to integrate our teams, identifying ways to optimize workflows, increase patient access and leverage data to drive improvements."

ULP's physician and administrative leaders, medical group and school of medicine partnered with Premier to identify key strategic priorities and establish aligned practice standards.



## DEVELOPING A PLAN

To support a successful expansion, the team at ULP needed a plan to optimize operational tasks to help drive performance across the organization. Key initiatives included:

- + Integrating teams and updating staffing models
- + Optimizing workflows
- + Increasing patient access
- + Implementing data-driven improvements and new technologies to reduce patient lag time
- + Redesigning the appointment notification system to reduce no-shows

These measures helped ULP efficiently use resources, improve care experiences, improve health outcomes and increase cost savings. Across both the academic and community provider operations, the teams successfully increased ambulatory patient visits by 10 percent and achieved \$6 million in combined savings and revenue enhancements.

## IMPLEMENTING INTEGRATION

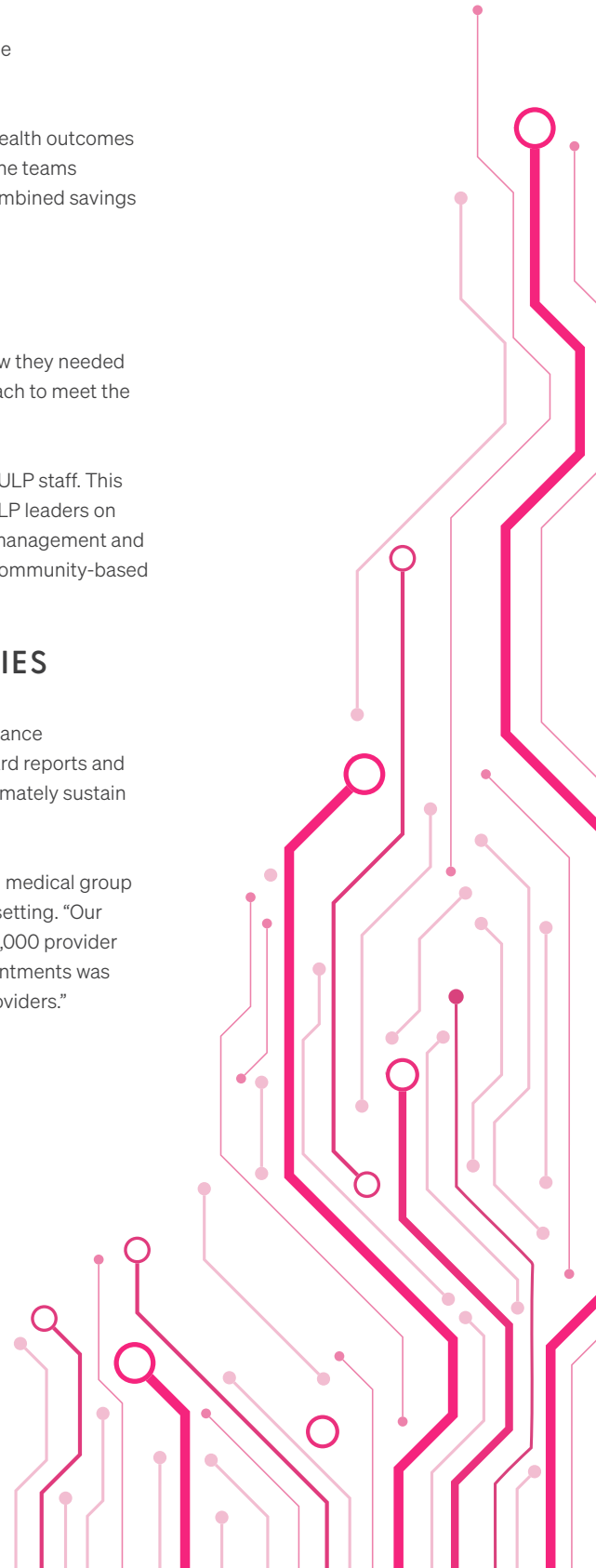
As ULP geared up to add 200 clinicians as part of their community provider group, they knew they needed to focus on smooth integration. Adding more clinicians helped expand the organization's reach to meet the needs of underserved communities, but it needed to happen in a systematic way.

Premier helped ease this transition, making the change seamless for both new and existing ULP staff. This meant putting in place thoughtful, proactive change management. They also worked with ULP leaders on effective communication strategies to make sure all staff were on the same page. "Change management and effective communication strategies enabled us to smoothly onboard 250 providers from a community-based acquisition within 90 days," said Mitzel.

## STANDARDIZING WORKFLOWS ACROSS SPECIALTIES

With the use of Premier's physician management platform, ULP was able to identify performance improvement opportunities and standardize team approaches. The strategy married standard reports and dashboards with regular leadership coaching sessions so they could identify, realize and ultimately sustain their gains.

Previously, provider scheduling templates varied greatly among subspecialty, academic and medical group teams, creating differences in how staff approached scheduling patients in the ambulatory setting. "Our department leadership and frontline teams partnered closely with Premier, evaluating over 1,000 provider scheduling templates across the organization," said Mitzel. "We improved how time at appointments was spent, enabling us to adjust operational and staffing models to benefit both patients and providers."





## IMPROVING PATIENT ACCESS

Improving patient access to ambulatory care was a high priority. It was a goal that required attention to both patient and provider experiences. “With the need for improved patient access to ambulatory care, we built strategies to optimize both provider and patient experiences, including expanding our telehealth offerings in March 2020 in response to the pandemic,” said Mitzel.

Premier suggested improvements to in-person patient access, and recommended an expansion of telehealth services. As a result, ULP saw a 10 percent increase in ambulatory visits among in-scope providers. PINC AI also provided continued consultation and training so that ULP leaders knew how to sustain their successes going forward.

## FINANCIAL IMPROVEMENTS

In all, 355 actionable workflow optimizations and strategies were created. In just three months, ULP yielded \$6 million in recurring revenue and cost savings.

“In order to stay true to our core values as we evolve, we needed a trusted partner to help us grow with patient-centered care top-of-mind,” said Mitzel. “Premier’s approach helped our organization align strategy, clinical efficiency and growth into a robust program that will set us apart in healthcare delivery in our region.”

The organization’s commitment to providing excellent, efficient care to diverse patient populations is stronger than ever as they continue to meet the growing needs of their community and improve patient experience.

LEARN MORE

For more information about our physician enterprise solutions, visit [products.premierinc.com](https://products.premierinc.com) or contact [solutioncenter@premierinc.com](mailto:solutioncenter@premierinc.com).

### About PINC AI™

PINC AI™ is the technology and services platform of Premier Inc. (NASDAQ: PINC). Made up of 20 years’ worth of cost, quality and operational data gleaned from 45 percent of U.S. hospital discharges, as well as 812 million hospital outpatient and clinic encounters and 131 million physician office visits, PINC AI provides actionable intelligence that improves outcomes, supports improved financial performance and enables success in new, alternative payment models. PINC AI offerings rely on advanced analytics to identify improvement opportunities, consulting services for clinical and operational design, and workflow solutions to hardware sustainable change. With a leading network of provider organizations, PINC AI accelerates ingenuity and serves as a large-scale innovation catalyst in healthcare. Headquartered in Charlotte, N.C., PINC AI can be followed on Twitter and LinkedIn.



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