

CARDIOLOGY

# Accelerate Growth Across Your Cardiology Network

Strategies to scale, merge,  
and maximize ROI

nextgen<sup>®</sup>  
healthcare

# TABLE OF CONTENTS

## Unify Practice Management Architecture .....3

- Support multiple practices on a single database
- Centralize business operations
- Gain data visibility and accuracy—Master Patient Index (MPI)
- NextGen® Enterprise PM capabilities

## Overcome Enterprise Billing Complexity .....9

- Automate routine tasks
- Get insights at the practice and enterprise level

## Find Flexibility in EHR Integration and Configuration .....11

- Benefit from cardiology-specific EHR workflows
- Features of NextGen Healthcare Cardiology Suite

## One Patient Engagement Platform to Support Enterprise Architecture..... 13

- Discover the NextGen® Closed Loop™ Patient and Provider Experience
- Benefit from intelligent and automated patient engagement

## Measure Clinical, Operational, and Financial Performance... 16

- Direct data into the business intelligence system of your choice
- Participate in and connect patients with clinical trials

## Introduction

Navigating the administrative and financial challenges of acquiring and merging multiple cardiology practices requires a comprehensive view across the enterprise. Cardiology networks are more likely to achieve their goals by working with a trusted health IT partner who understands the urgency of their desire for growth. NextGen Healthcare is attuned to the unique needs of a nationwide network aiming to consolidate and expand practices.

This e-book equips cardiology organizations with essential insights to overcome administrative, financial, and clinical challenges so they can thrive. **Discover how you can maintain your edge on the industry, continue growing, and empower cardiologists to practice their way while integrating into a larger, more profitable organization.**

## CHAPTER 1

# UNIFY PRACTICE MANAGEMENT ARCHITECTURE

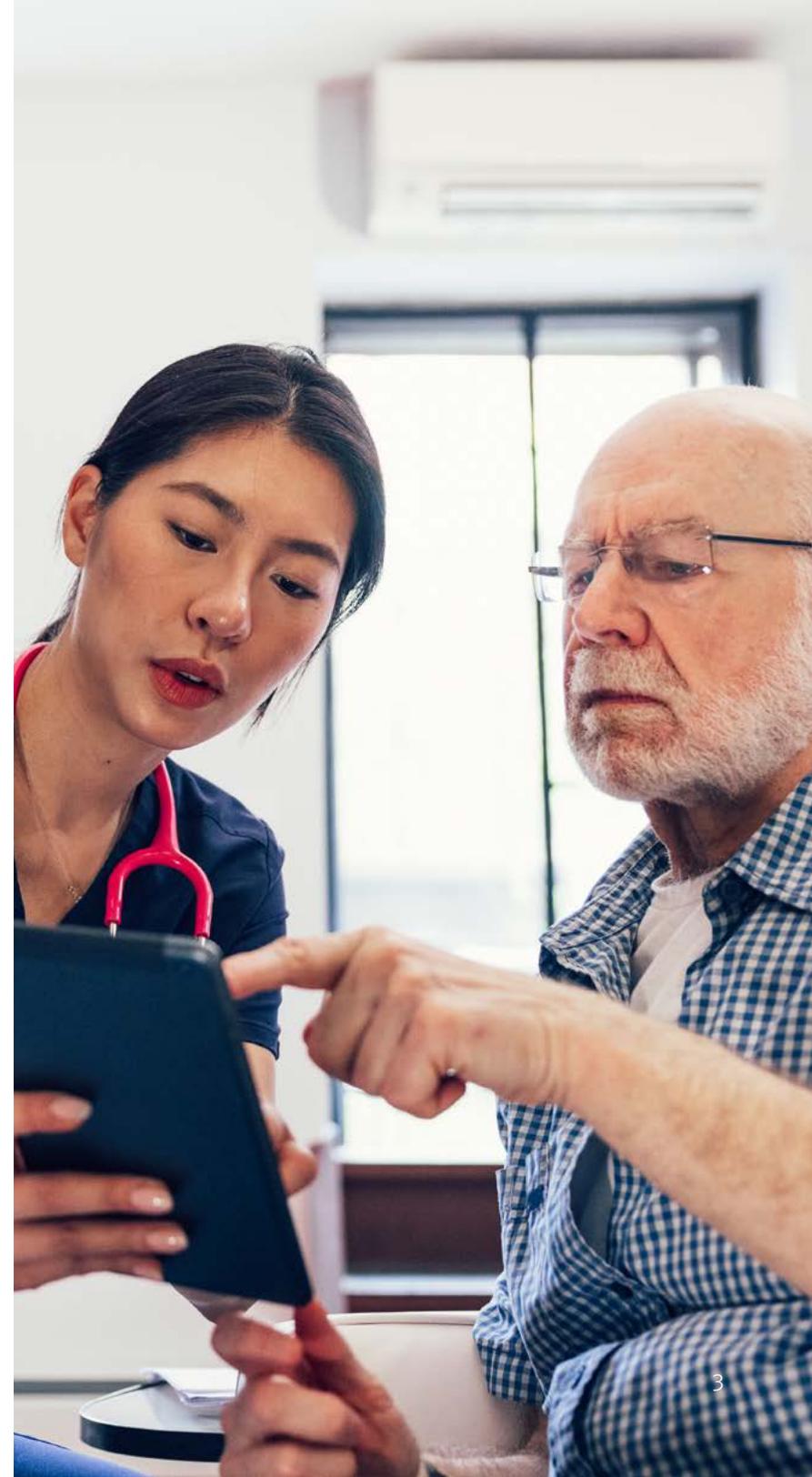
## How does a nationwide cardiology network streamline business operations?

### The missing element: A fully integrated practice management platform

Unfortunately, practices operating within a newly consolidated organization often make use of disparate practice management (PM) systems inherited from the portfolio of practices that joined forces. This lack of health IT integration across the network makes it difficult to:

- Implement standardized office processes
- Establish a central billing office
- Run a unified organization
- Gather business intelligence from across the organization

An enterprise platform model offers a way to achieve the business goals of nationwide cardiology networks by combining resources, scaling up operations, fostering growth, and providing the flexibility organizations need as their goals shift.



## Patching together disparate practice management platforms to run operations is, at best, a partial and flawed solution.

### Integrate the enterprise through a single practice management system

This way, multiple cardiology practices functioning under a single organizational umbrella can remain clinically autonomous while the business becomes more unified, efficient, and powerful. Achieving this compromise requires the right practice management platform. For example, a platform that can interface with a wide range of EHRs from a variety of vendors.

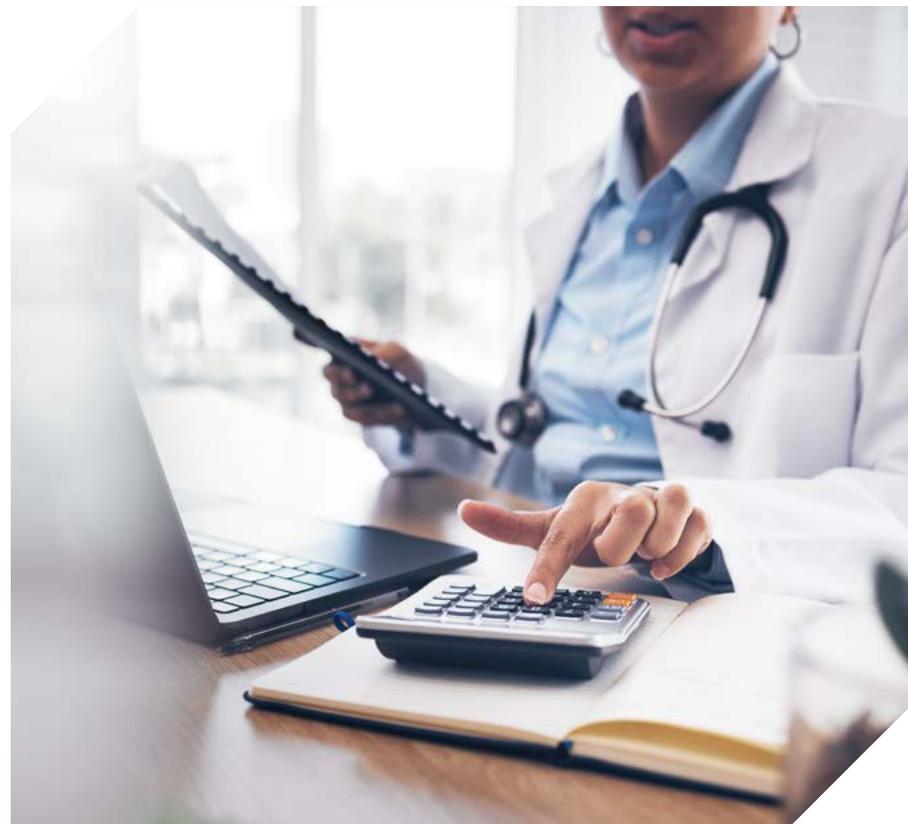
### Support multiple practices on a single database

**NextGen Enterprise PM** is built on a single, integrated database to support your entire enterprise. This allows for implementation of enterprise architecture—an approach that aligns technology with the business goals of a consolidated organization.

### Centralize business operations

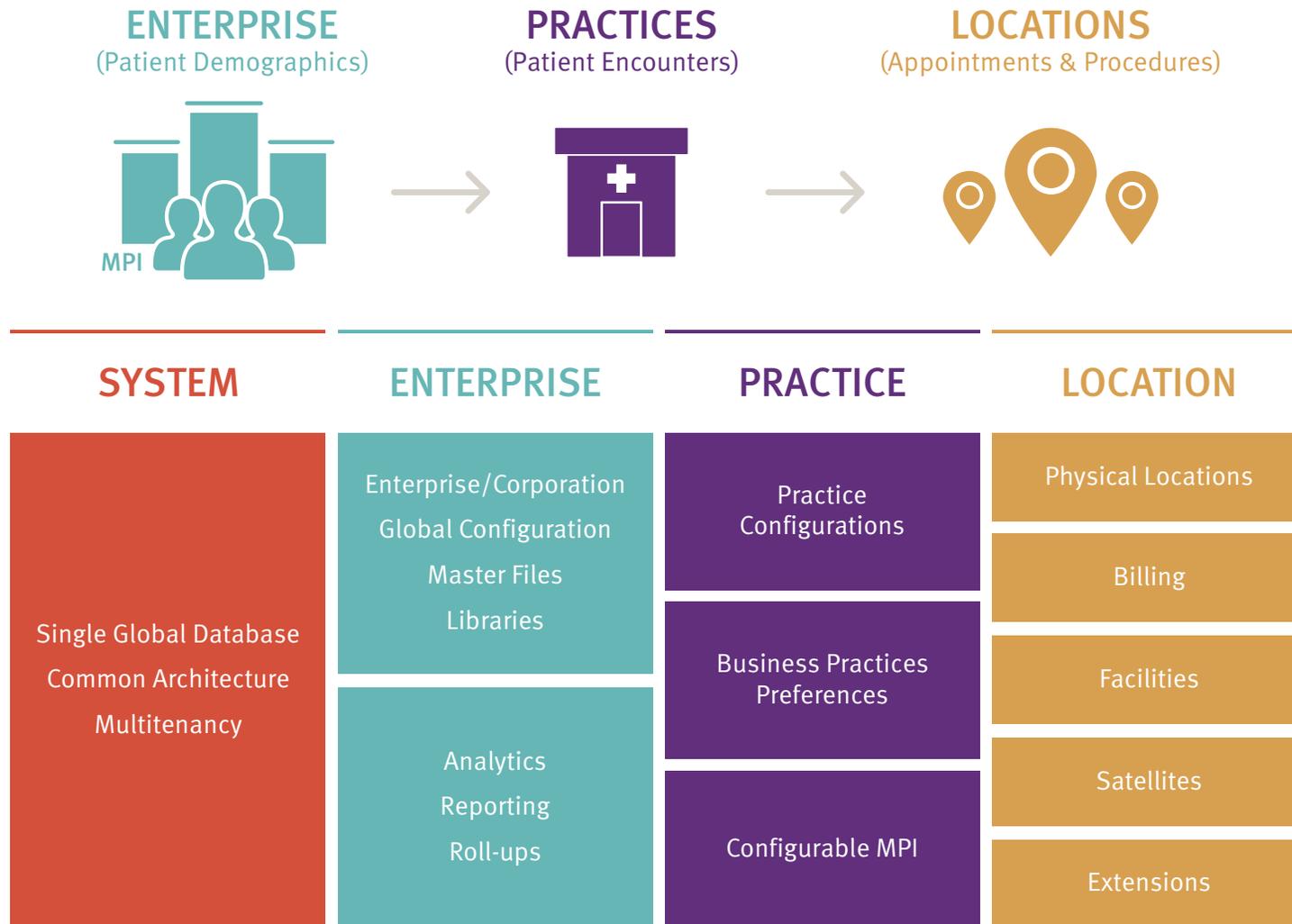
Because a single database supports multiple medical practices, the consolidated practice can set up a central business office to support the entire operation. The central office can manage claims creation and submission, post payments, process denials, and perform other essential business functions for all portfolio practices. A centralized approach allows for greater efficiency.

With NextGen<sup>®</sup> Enterprise PM, accounting processes can be streamlined and resources can be used more effectively, ramping up revenue and growth.



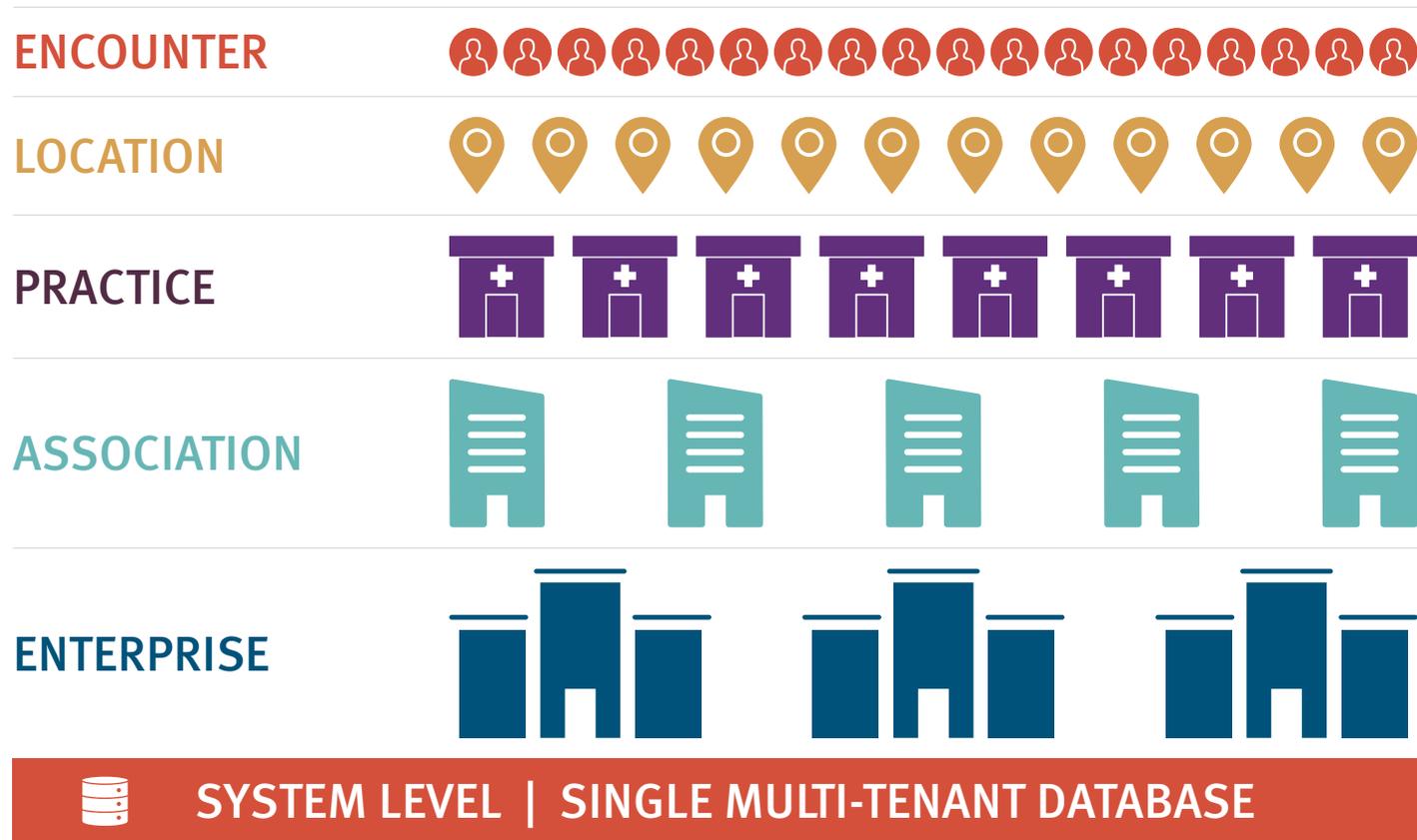
## NextGen Healthcare enterprise capabilities are both powerful and flexible.

Mapping the architecture to your business requirements maximizes the benefits clinically, operationally, and financially. System architecture is a critical area when selecting a solution for large healthcare organizations.

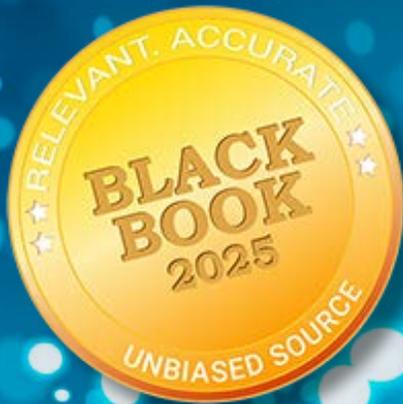


## NextGen Healthcare allows organizations to determine who has access to data on four different levels.

By understanding how data is aligned within the NextGen Enterprise schema, organizations will benefit from various architectural configurations.



**NextGen Enterprise PM** works with a range of EHRs to meet the business demands of enterprise-level cardiology practices. NextGen Healthcare has the flexibility to meet a myriad of strategies. Whether that is to singularize vendors across the organization or offer autonomy for providers to choose their own EHR.



### **One source of truth**

Some consolidated organizations do not require establishment of a central business office. As long as the organization uses a single PM system, operational and financial information from multiple practices can roll up to a single source of truth, even in the absence of a central business office. This allows administrators to oversee and report on finances and operations as part of governance.

### **Data visibility and accuracy—Master Patient Index (MPI)**

When a practice uses multiple EHRs with numerous interfaces, it increases the risk of redundancy and inaccuracy in patient data. **NextGen Enterprise PM's Master Patient Index (MPI)** ensures all practices under the enterprise umbrella have access to the same patient data—a single source of truth for the population under care.

The MPI provides a central pool of information that feeds into all other systems. For example, if a patient visits two practices within the same healthcare group, the providers in each practice see the same patient data, thus avoiding redundancy and inaccuracies and enhancing data democratization.

### **Additionally, with NextGen Enterprise PM your organization will benefit from:**

- Configuration for multi-location, multi-state, and multi-Tax IDs
- Outstanding reporting and cost estimation features
- Automation of routine tasks

## Practice Highlights by the Numbers\*



**15% increase** in collection rate per encounter



**25% reduction** in days to bill



**24% reduction** in days to pay



**55% reduction** in days to pay with NextGen<sup>®</sup> Charge Review Rules Engine



**17% reduction** in total processing time



**45% decrease** in denial rate



**39% reduction** in days in accounts receivable (A/R)

\*Numbers above indicate real-world individual NextGen Healthcare client results

## NextGen Enterprise PM capabilities

- **Registration & Scheduling**  
Enterprise-wide configurability with automated eligibility and check-in workflow intelligence
- **Coding & Operations**  
Advanced technology that drives intuitive workflow performance, ensuring billing accuracy and staff efficiency
- **AI Rules Engine**  
Precision and accuracy with AI-driven automated modifications, streamlining workflows and optimizing revenue cycle management
- **Clearinghouse & EDI**  
Award-winning clearinghouse technology designed to streamline claims processing, reduce denials, and accelerate reimbursements
- **Collections & A/R Management**  
Collection efficiency—pre-service, during service, and post-service

## CHAPTER 2

# ENTERPRISE BILLING COMPLEXITY

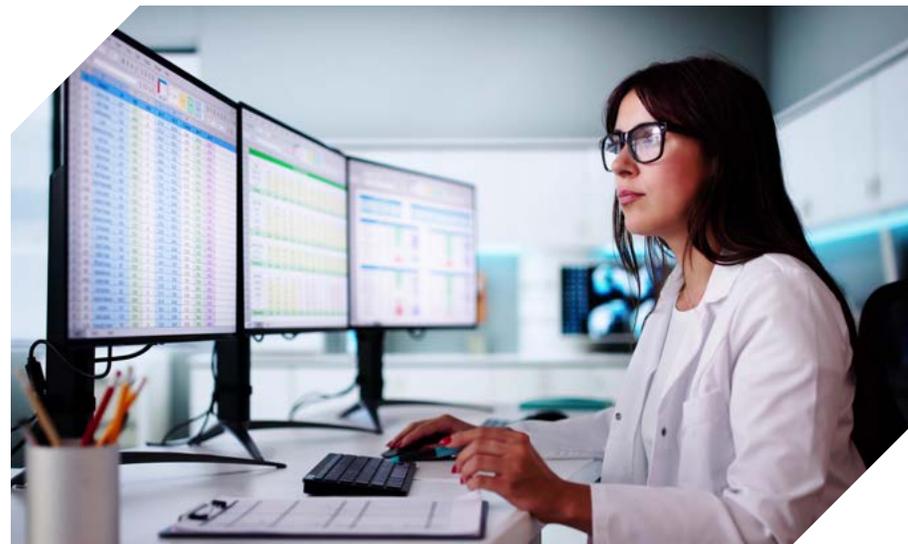
Most of today's practice management vendors define automation as electronic billing and claims processing capabilities. Meanwhile, streamlining workflows between the front- and back- office, running reports, or identifying errors in the system still rely on human interaction to manage.

However, by automating end-to-end office processes, cardiology networks can reduce A/R days, improve collections, decrease denials, boost efficiency, strengthen accountability, and expand their business without adding full-time staff members.

### Automate routine tasks

The **NextGen® Background Business Processor (BBP)** automates practice management processes, such as:

- Reports, statements, billing, and claims generation
- Collection and recall letter generation
- Directory imports
- Stored procedures
- Person merge processing
- Real-time services (RTS) eligibility checks
- Claim status requests



### Schedule tasks to be completed automatically overnight or at any convenient time

By using NextGen BBP, packages (tasks) that otherwise would require manual execution can be scheduled for automatic completion. Printed results or email notifications are sent to confirm NextGen BBP has performed an automated PM process.

### Get insights at the practice and enterprise level

Your practice management system should provide a window into key performance indicators (KPIs), making it easier to understand financial trends, identify potential problems, and find opportunities for growth.

**When you seek to grow by becoming more efficient, the importance of business intelligence cannot be overstated. The ability to measure and compare key performance indicators (KPIs) at individual practices and your cardiology network at large is paramount.**



**With NextGen® Financial and Operational Analytics, you can:**

- Monitor more than 100 critical KPIs
- View key metrics related to billing, payments, A/R, denials, and payer performance—based upon one integrated database for the enterprise
- Access visualizations that make it easy to identify trends

For nationwide networks, the practice management system must support gathering business intelligence across a portfolio of practices. Strong business intelligence can help your organization compare financial metrics to determine which practices in the portfolio are underperforming and need more careful management.

**Benefit from our depth of experience**

NextGen Healthcare offers deep experience supporting integrated care and complex enterprise organizations. Many software systems currently on the market were originally designed to support a one-office medical practice. By contrast, NextGen Healthcare IT architecture was designed from the beginning to accommodate multiple practices coexisting within a single enterprise and sharing a single database—a true enterprise architecture.

If you are part of a consolidated organization or want to position your practice for future growth and consolidation, NextGen Healthcare offers years of experience designing and implementing the systems you need.

## CHAPTER 3

# FIND FLEXIBILITY IN EHR INTEGRATION AND CONFIGURATION

As a large network of providers, integration of the PM system with the EHR improves practice operations significantly. An integrated platform increases efficiency, ensures better financial monitoring, and enhances provider/patient relationships. A practice or group of practices can leverage an integrated PM/EHR platform to maintain a single database. This facilitates centralized processing and roll-up reporting, while advancing operational economies of scale. With seamless integration you can:

- Lower IT overhead via single database management
- Share demographic data and reduce double entry
- Conduct HIPAA-compliant MPI searches for patients from other practices
- Support a single chart while securing practice financial data
- Allow multiple specialties to co-exist on a single shared database
- Maintain continuity of data across a complex organization



## Benefit from cardiology-specific EHR workflows

Content tailored to cardiology can help you address daily challenges. With custom templates designed to make your life easier, you can tackle changing reimbursement models and reporting demands.

Built with efficiency in mind, the **NextGen Healthcare Cardiology Suite** equips providers with more than 400 cardiology-specific enhancements. Benefit from workflows for relevant procedures, scorecards to capture cardiovascular risk factors, cardiology device connectivity, and much more.

When you streamline documentation, your care team can better manage multiple cardiology procedures and ensure quality care at every step of the patient's journey. Time-saving solutions such as mobile documentation, cloud hosting, and interoperability can also help drive clinical optimization.

## Features of NextGen Healthcare Cardiology Suite include:

- Documentation and workflows for your specialists—general/non-invasive, invasive, interventional, EP, and vascular
- ScoreCard™ captures and trends cardiovascular risk factors such as HAS-BLED, NYHA, CHA2DS2-VASc, Framingham, MESA, WHO/PAH, pooled cohort, and weight over time
- Device connectivity to your PACS, pacemakers, stress tests, nuclear medicine, ECGs/EKGs, labs, and other data
- Automated AUC workflow—integrated and intuitive workflow for Appropriate Use Criteria (AUC) scoring
- Cardiology MIPS dashboard to document required data elements for the most common and complex cardiology measures
- Disease monitoring and notifications to help track patients' congestive heart failure, hypertension, and more
- Single-click copy forward functionality for side-by-side workflow comparison of previous to current encounters
- Flexible documentation to accommodate individual workflows within your practice, including quick-save templates, voice recognition, and free text

## An integrated platform helps:

- Lower IT overhead with single database management
- Share demographic data and reduce double entry
- Conduct HIPAA-compliant MPI searches for patients from other practices
- Support a single chart while securing financial data

## CHAPTER 4

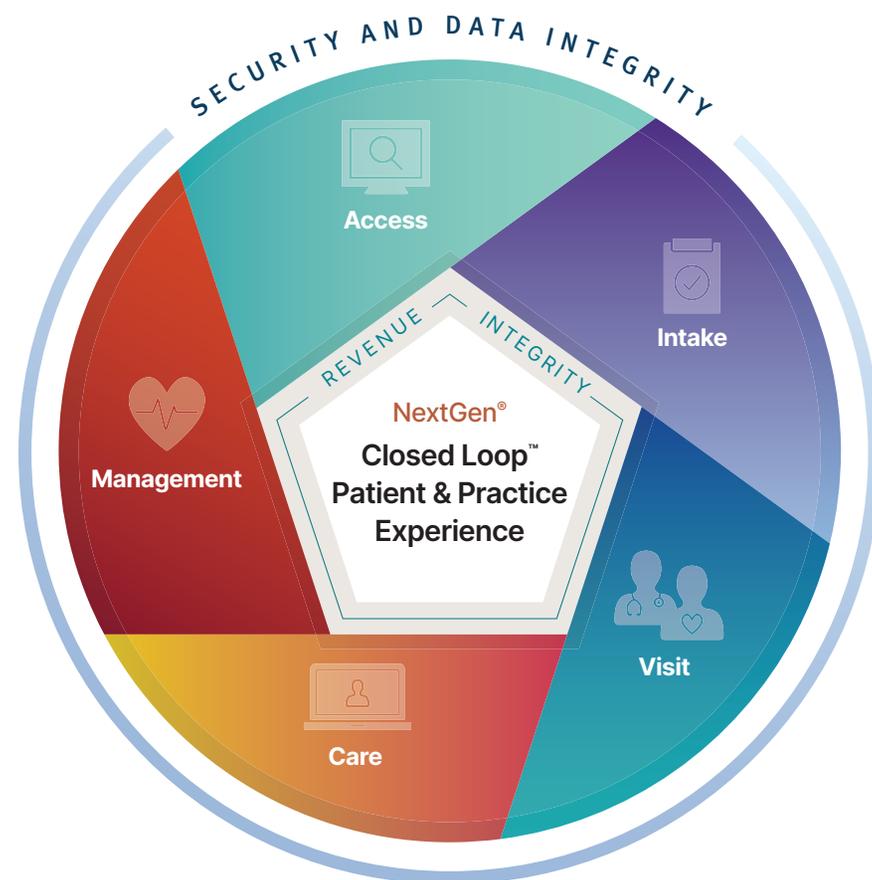
# ONE PATIENT ENGAGEMENT PLATFORM TO SUPPORT ENTERPRISE ARCHITECTURE

Quality cardiology care goes far beyond a single practice visit. Providing quality care is all about the patient journey—connecting with the patient and guiding them through the stages of their entire healthcare experience.

### Discover the NextGen® Closed Loop™ Patient & Practice Experience

The **NextGen Closed Loop Patient & Practice Experience** is an integrated, end-to-end solution that creates a seamless experience for cardiology patients, providers, and staff. Curated with the goal of enabling practices to establish better healthcare outcomes for all, this platform focuses on the entire care journey.

The stages of this interconnected platform include access, intake, the visit, care coordination, and health management.



# Benefit from intelligent and automated patient engagement

## ACCESS *Discovery*



Never let a patient be turned away at your digital front door. Remove barriers to increase patient retention, maintain full control of your patient portal offerings, and free up staff bandwidth to do more with less.

### Benefits:

- Increase online visibility with reputation management
- Improve access to your practice with self-scheduling
- Lower burden on staff with IVR, a chat-bot, and call deflection
- Decrease no-shows with appointment reminders
- Smooth operations with an automated waitlist & patient recalls

### NextGen® Referral Management

powered by Luma—Make missed referrals and follow-ups a thing of the past with automated text outreach.

## INTAKE *Pre-visit*



Better communications and interoperability reduce no-shows and strengthen your patient base. Simplify the patient onboarding process, strengthen patient & provider communications, and streamline the patient journey from the start.

### Benefits:

- Ensure patient privacy with secure text messaging
- Eliminate wait times by capturing discrete data in pre-appointment intake, form completion, insurance card capture, and payment options
- Better patient & provider communications with digital document and information upload
- Expand communication with patient-specific and broadcast messaging
- Streamline the intake process with eligibility automation

## VISIT

*Live/virtual*



Patient visits shouldn't come with a mountain of clerical work. Minimize documentation burden with ambient listening solutions, reduce patient visit times to increase patient volume, and return focus to patients, and improve satisfaction.

### Benefits:

- Meet patients where they are with virtual visits
- Drastically cut documentation time with ambient listening (**AI-generated SOAP notes**)
- Experience efficient workflows with direct-to-desktop
- Access your practice from anywhere with NextGen® Mobile
- Accelerate more convenient prescriptions with E-prescribing



## CARE COORDINATION

*Post-visit*



Increase patient participation and reduce provider workload at the same time. Give patients access to manage payments and receive materials online, improve communications and follow through, and reduce burdens on staff.

### Benefits:

- Keep patients involved with automated messaging
- Stay on top of patient satisfaction with patient surveys
- Limit manual workflows in referral management
- Better maintain medication refills
- Close gaps in care with population health analytics
- Reduce days in A/R to get paid faster

## HEALTH MANAGEMENT

*Ongoing*



Produce better healthcare outcomes for all with ongoing care management. Maintain care past a patient visit, strengthen the patient-provider relationship, and reduce unnecessary lapses in care and hospital visits.

### Benefits:

- Eliminate gaps in care with remote patient monitoring
- Automate e-statements and easy electronic bill-pay options
- Enable multiple modal patient communication and payment options

**The Closed Loop Experience** aims to strengthen the care journey for patients and encourages them to play an active, long-term role in their healthcare. By giving patients the tools they need to do so, cardiology practices can empower their patients to take on more of their care journey. This alleviates some of the burden from physicians and office staff while optimizing practice operations.

## CHAPTER 5

# MEASURE CLINICAL, OPERATIONAL, AND FINANCIAL PERFORMANCE

Healthcare organizations continue to face the growing challenges of managing the vast amount of data available today. This data comes from a variety of sources, including EHRs, lab systems, payors, medical devices, and third-party aggregators. **NextGen® Analytics & Insights** offers data and analytic capabilities engineered for faster realization of business value and simplified delivery through a mix of products and services. The goal—using data to make better decisions for healthcare providers and their patients.

**NextGen® Data Platform** is designed to simplify access to client data, in an easy-to-use format, so you can measure clinical, operational, and financial performance and make informed data-driven decisions.



## Direct data to the business intelligence system of your choice

All your patient and practice data can now be funneled into one place for a holistic analytical picture of performance that incorporates all aspects of your network—clinical, operational, and financial. Healthcare providers will be able to ingest data from multiple sources for one source of truth. Key benefits include:

- Curated, analytic-ready data in one place to accelerate reporting and data driven clinical and operational improvements
- No implementation fee and hands-free activation, allowing customers to focus on data literacy and generating insights
- Easier to analyze performance across specialties, practices, and providers



## Access reliable patient and practice data

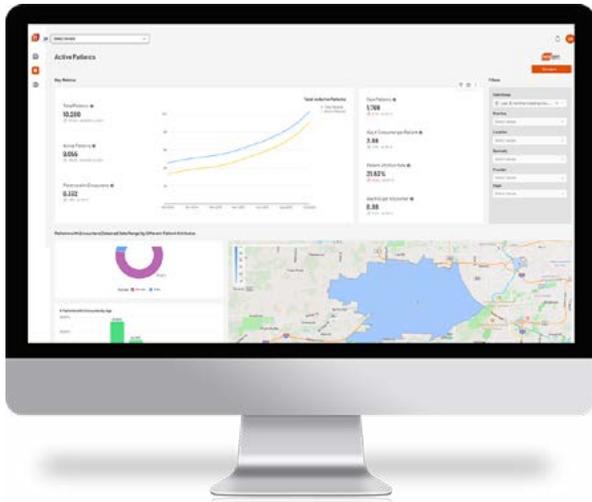
Make decisions that improve clinical outcomes, optimize practice operations, and drive financial performance with a unified view of reliable patient and practice data.

- Simplify data access and increase healthcare data literacy
- Benefit from an interactive data catalog (Atlan) and unified data canonical (clinical, financial, and operational)
- Lower total cost of ownership (TCO)
- Reduce costs by eliminating the need for multiple data systems and by improving the efficiency of data management
- Unify data sources for compliance
- Utilize a turnkey managed data platform that can be a one-stop-shop for core data, in addition to complying with regulations by ensuring that data is accurate and secure
- Enable a seamless end-user experience
- Benefit from service-varied personas (casual user vs. data scientist) and support multi-factor authentication and identity provider integration

**NextGen® Intelligence** surfaces the clinical, operational, and financial signals your staff need to prioritize work and improve outcomes, fast.

Use drill-down dashboards and filters to identify trends across your enterprise. Drill down by time frame, location, provider, and other parameters—to the transaction level. Bright graphics make it easier to grasp important insights.

# Clinical, operational, and financial signals to prioritize work and improve outcomes.



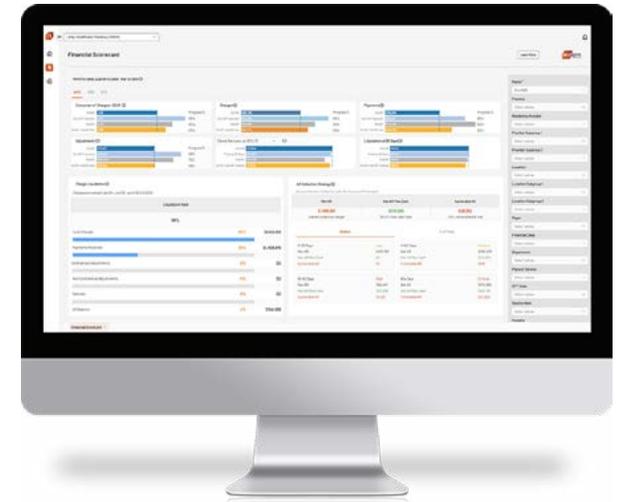
## Clinical Analytics

Deliver smarter, more personalized care powered by timely insights that illuminate patient trends and care opportunities.



## Operational Analytics

Empower every provider and workflow to operate at peak efficiency so care delivery runs smoother, schedules stay full, and patients stay engaged.



## Financial Analytics

Turn insight into financial strength by accelerating cash flow, reducing denials, and capturing more of the revenue you earn.

## NextGen® Research as Care Network™

The **NextGen Research as Care Network** leverages NextGen Enterprise EHR to transform patient care and make progressive treatment options available to those who typically lack access to cutting-edge medical research. By integrating clinical research and trial opportunities within the patient care workflow, this program ensures improved outcomes and advancements in commonly overlooked areas.

### Participate in and connect patients with clinical trials

When physicians opt to participate, they are given a platform to connect patients with clinical trials they qualify for, at no cost to the patient or practice. Our network is designed to optimize life science research and help all clients in our expansive organization be at the forefront of medical innovation.

#### Benefits of the NextGen Research as Care Network:

- Provide access to progressive treatment options
- Improve long-term patient care outcomes and life expectancy
- Enhance clinical trial workflows that save time and money
- Reduce the overall cost of care



# HOW CAN WE HELP YOU?

Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com)

## Open your doors to full network integration

A single system that works seamlessly across your entire cardiology network is ideal for administrative, financial, and clinical efficiency. When your nationwide network is ready, NextGen Healthcare can guide you to a fully integrated health IT solution that incorporates an award-winning practice management platform and enterprise EHR, patient engagement solutions, population health analytics, seamless interoperability, and revenue cycle management solutions and services.

We're on a mission to help nationwide cardiology networks streamline operations and achieve better clinical, operational, and financial outcomes.