

With PinPoint, PPS is able to maintain a consistent billing performance in the top tier of national benchmarks

### Background

Since 1995, Physicians Professional Services (PPS) has been providing billing and professional services to Harvard physicians at Beth Israel Deaconess Medical Center (BIDMC).

### Fast Facts

PPS serves over 400 Harvard physicians delivering thousands of reports to hundreds of physicians on a monthly basis.

### Location

Boston, MA



“We have been using PinPoint for over five years. During that time our billing performance and reporting capabilities have improved dramatically due in large part to our ability to access, analyze, and distribute key information with PinPoint.”

- G. Philip Schrodel (Chief Executive Officer)

## Lead Story Headlines

### Challenge

The greatest challenge before PPS in gaining the confidence and respect of its customers was to obtain reliable information, consolidate it, and distribute it over a secured and protected network. This entailed developing an automated reporting system that could produce and deliver thousands of reports to hundreds of physicians and administrators on a regular basis. PPS needed a system that would allow them to meet their strategic goals through improved operational performance and help them optimize reimbursement leading to increased customer satisfaction. Identifying, intervening, and correcting various operational problems was going to be the key to our success.

### Solution

In 2002, PinPoint was selected by PPS as its turn-key solution for data assimilation, query and analytics, report authoring and automated report distribution.

PinPoint is a truly complete solution for daily assimilation, verification, and consolidation of data providing an easy-to-learn and easy-to-use report authoring tool. It has a highly customizable report delivery mechanism that allows controlled and automated distribution of information over a secure firewall and VPN protected networks. PinPoint provides extensive analytics capability with built-in wizards along with superior data mining tools to the retrieve pertinent information from the data source level.

### Results

With Pinpoint Analytics PPS has been able to significantly increase its level of customer satisfaction (for both providers and the management).

In the last 5 years, PinPoint has become a truly reliable and consistent information system for PPS, which delivers multiple reports to several hundred physicians and managers within 2 days of monthly close. It provides easy information access to PPS's technical as well as non-technical staff and helps them identify and correct numerous operational problems. PinPoint has been exceptional in optimizing our reimbursements and reducing our denials by providing us a better understanding of delayed and denied claims.

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### Citation

“PinPoint has enabled PPS to identify and correct numerous operational problems and to optimize reimbursement.”

- G. Philip Schrodel

“Why not put the information into the hands that need it the most? With PinPoint, it's that simple.”



“PinPoint has played an instrumental role in meeting the information needs of BIDMC physicians enabling PPS to become a “best practice” organization.”

- G. Philip Schrodel (Chief Executive Officer)

## PinPoint OLAP Performance Management

### Features

- Single source data warehouse for all transactions
- Dynamic and real-time data update
- Intensive automated data validation and verification
- Patent pending ACTIONCUBE® for ad-hoc reporting
- Automatic report distribution over enterprise email
- Simple interface for dashboard reports
- Scalable to accommodate hundreds of users
- Flexible data access and comprehensive field-level security

### Benefits

- Designed for all levels of users within an organization
- Complete flexibility and ability to drilldown to the raw transactions from any angle/view
- Relationship between the data elements can be changed and analyzed in real-time
- Dictionary driven architecture eliminates the need to memorize the data definitions
- State machine architecture guides the users to next steps
- Built-in standard reports, plus the ability to customize reports
- Requires minimal formal training

### Comparison

PinPoint's unique dynamic cube architecture distinguishes it from other OLAP applications in the market. Nearly all other applications require pre-defined cubes that limit the access within each dataset making it impossible to drilldown outside of the cube. PinPoint enables full access to the data through an optimized architecture that allows drilling anywhere securely and quickly. Other B.I. applications require multiple licenses and costly maintenance, but PinPoint is an integrated suite with single site license for unlimited use.