

Q. Who should deploy eSENSE BI?

eSENSE BI enables healthcare organizations to harness financial and clinical data from multiple systems into powerful business dashboards that track key healthcare metrics, provide powerful analysis and streamline management reporting. Physician groups, specialty practices, ACOs, IPAs, hospital and health systems are increasingly challenged to deliver high-quality patient care within tighter financial constraints and changing regulatory requirements. This means managing large, fragmented pools of healthcare data from multiple sources to support rich visualizations and rapid analysis. eSENSE BI is a cloud-based service bringing healthcare data to life with instant graphical insight into key metrics such as benchmarking financial and clinical operations, tracking quality measurements, reducing denied claims, tracking re-admission rates, improving practice communication, optimizing staff to patient ratios and streamlining regulatory and operational reporting.

- Dashboard analysis of critical healthcare data from multiple sources;
- Instant graphical insight into key healthcare metrics and reports;
- Fast drill-to-detail from organizational views to patient encounters;
- Secure, intuitive, role-based access – any data, anytime, anywhere;
- No software to install – rapid setup, onboarding, training and support.

Q. Why should I evaluate and deploy eSENSE BI?

A. eSENSE BI harnesses large pools of complex, dispersed data from existing financial and clinical systems into rich information that can support rapid analysis and enhanced decision-making. By clearly organizing, shaping and cleaning this information, healthcare managers receive instant graphical insight into key healthcare metrics that optimize clinical, regulatory and financial performance.

Without a program in place to target, gather, deliver and analyze the most relevant data, organizations risk being data rich but information poor. If you have a requirement to securely display relevant data from multiple systems into a clear and concise dashboard format, the eSENSE BI solution offers a fast, cost-effective way to graphically display information for more effective reporting and more precise decision making. Designed by and for healthcare professionals, eSENSE BI displays a suite of industry standard metrics and reports providing instant insight to revenue cycle and clinical KPIs with full drill-to-detail and ad-hoc analysis... information your stakeholders can easily understand and use.

Q. How is your product different from other “dashboard” or BI solutions?

A. The most common differentiators include:

- rapid, low cost deployment based on a secure “software as a service” or cloud model;
- powerful industry-specific reporting capabilities for fast queries and rich data visualization;
- secure, role-based access for multiple roles - execs, operations, practice managers and doctors;
- contextual single sign-on to multiple healthcare systems from within the dashboard;
- no technical training requirements – intuitive navigation with one click integration to Office 365.

Q. Do you provide an evaluation environment so we can review the solution?

A. Yes. As a first step we provide an online test drive environment pulling sample demo data from an EHR/Practice Management system, claims and financial system. It is a full-function evaluation to the extent that it provides an example of a typical customer environment using sample data, KPIs and reporting requirements. For a more detailed evaluation using your sample data, email marketing@esenseBI.com

Q. How much does it cost?

A. For the cloud service, the pricing model consists of a one-time setup fee and a monthly subscription fee based on the number of providers within the system. Depending on the number of providers, subscriptions start at \$500/month and do not require long-term contractual commitments unless requested by the customer. The one-time setup fee is dependent on the number and volume of data sources. Setup and subscription fees, designed for fast, low cost deployment, include site setup, data onboarding and updates, hosted site access, support and maintenance services.

For an on-premise installation, we offer a standard software licensing model. The one-time license fee is based on the number of providers and data sources the system is accessing data for – please email marketing@esenseBI.com for a specific quote based on your organization’s requirements.

For both pricing models above, additional fees may apply for customer requirements outside our standard configuration.

Q. How long does it take to deploy eSENSE BI?

Typically 2-4 weeks depending on data sources, system configuration and setup requirements.

Q. How does the deployment and data onboarding process work? How secure is my data?

A. We provide a standard process and checklist for 1) the onboarding of historical data and the update process, 2) setup of your metrics, reports and dashboards, 3) configuration of users, teams, roles and the assignment of security rights and 4) site testing and launch. - this is dependent on the number and type of systems from which data is being gathered. Please request our Onboarding Checklist for detailed information as this forms the basis of our data review and dashboard setup.

Q. What are the technical requirements to deploy eSENSE BI?

A. None. Our software as a service model has a zero technology footprint. Customers have secure, online access to the portal from any device and browser. If you require an on-premise installation behind a company firewall, we provide installation services to assist in the planning and delivery.

Q. How often is data updated?

A. Typically customers require weekly updates which we process over the weekend so new reporting is available at the start of each week. This can be adjusted based on customer requirements.

Q. What is your partner/reseller model? What do I need to do to become a partner/reseller?

A. We encourage partner relationships and can support multiple partner models. Please email marketing@esensebi.com or call +1 (404) 254-5491 for further information.

Q. Can you provide examples of the kind of healthcare metrics you support?

A. Yes. We are constantly adding to our library of industry standard metrics and key performance indicators (KPIs). Financial KPIs may include gross and net collection rates, pay lags, charge lags, days AR, denial rates and co-pays. Clinical KPIs may include readmission rates, average time to appointment and average length of stay. Each customer typically has new or modified metrics they need to drill –through including setting thresholds to provide alerts and notifications to users when certain KPIs are not within an acceptable range.

Q. Can eSENSE BI be customized to address my organization’s specific requirements?

A. Yes. The most common areas for customization include:

- dashboard site branding and design to conform to customer requirements
- application systems and data sources from which we need to extract and render data
- KPI and reporting requirements including customer thresholds for alerts and notifications
- permissions for user roles, individuals and groups and the types of data each is able to access
- creation or modification of ad-hoc analysis and reporting templates to meet customer requirements
- specific customer requirements for contextual single sign-on to other systems within the dashboard.

Q. What types of charts and drill-down capabilities does eSENSE BI support?

A. eSENSE BI provides an extensive library of chart option types in both 2D and 3D to create great looking new ways of seeing and touching your healthcare data. All visualization options allow drill-through navigation/links and support maps, grids and all major chart types including line, bar, pie, stacked bar, point, area, gantt and stacked area. With full drill-down, pan-zoom and 2D-3D capabilities, users can go “global to local” to view, analyze and act on your healthcare information – for example, this may be by location/geography, timeframe, specialty, provider, payer, financial class, diagnosis code, patient code, procedure, department or patient encounters.

Q. What type of technical support and maintenance services do you provide?

A. We provide phone and email customer support during standard business hours. For most issues we encourage online meetings to fully understand the issue or requirements and to provide the required resolution. We provide regular upgrades to our solutions based on customer and partner feedback, new market requirements, regulatory changes and updates to our technology infrastructure.

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