



Transforming  
Healthcare  
Together™

## Premier OperationsAdvisor™

**PREMIER**

With healthcare costs increasing and changes to payor policies impacting reimbursement, healthcare executives are continually challenged with reducing costs and improving quality.

To help hospitals and health systems improve operational performance, Premier offers OperationsAdvisor, an essential component to Premier's LaborConnect™ program. As a tool for productivity monitoring, benchmarking, and comparative analysis, OperationsAdvisor enables hospitals to confidently monitor operational performance, identify attainable improvement opportunities, and achieve a rapid and significant return on investment.

Premier OperationsAdvisor is the **only** operational data tool that combines an industry-leading labor productivity measurement system with a benchmarking and comparative performance analysis application. This unique combination of features and associated services leads to superior bottom-line results.

- ▶ **Productivity monitoring** – Monitor employee productivity and performance, track labor cost utilization, tie clinical outcomes and quality to labor management practice, and align labor decisions with strategic objectives.
- ▶ **Benchmarking** – Compare performance to standard and user created benchmarks and peer facility performance.

- ▶ **SupplyFocus™** – Analyze supply cost opportunities at the facility level and for seven key departments with facility and multi-hospital system reports.

### USE OPERATIONSADVISOR TO IMPROVE OPERATIONAL PERFORMANCE BY:

- ▶ Establishing an effective labor management program using bi-weekly and monthly productivity measurement.
- ▶ Comparing hospital performance to top performers and benchmarks.
- ▶ Evaluating labor efficiency vis-à-vis quality and process measures for clinical and ancillary departments.
- ▶ Supplementing existing performance improvement infrastructure through access to healthcare professionals and peer facilities via Premier's Performance Improvement Portal.

*“The Bon Secours Health System has achieved over \$23 million in savings in FY 07 through the use of the labor management productivity monitoring tools in Premier OperationsAdvisor.”*

*Ken Turner, Director of Performance Reporting,  
Bon Secours Health Systems*



*“We can now show results by department. This is exciting for us because we previously had no way to compare to a target or show how we were doing. There was nothing on paper or any reports to help us monitor this critical piece of our business. Now we can manage on a biweekly basis, and the tool supports our efforts. There’s no more guessing or making unsupported statements. It’s on paper, and measurable...The combination of the tool with a Premier Performance Partner has been so critical. We wanted to start this project right. Several years ago we tried a new tool and it was a complete failure. The Performance Partner is not here all the time, but he told our department heads to call anytime with questions. They didn’t have to wait three weeks for an answer. No matter where he was, the Performance Partner returned their calls. The service has been A+.”*

*Robert (Bob) Wilcox  
Director, Budget and Financial Planning  
Genesis Health System*

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#### **OPERATIONSADVISOR FEATURES:**

- ▶ Integrated productivity monitoring and benchmarking applications
- ▶ Comprehensive implementation services that include:
  - ▶ Facility and departmental opportunity assessment
  - ▶ Labor management program assessment
  - ▶ Labor standards development and training
- ▶ Industry’s largest comparative supply chain database
- ▶ Direct link to experts, peers and best practices
- ▶ Automatic watch list creation, integrated action plans and e-mail report distribution
- ▶ Comprehensive training and support

**PREMIER** Home Page/ Profile Editor

**Operations Advisor™**  
Emergency Department

Hospital Name: Premier - East North Central      Hospital Number: 9000

Profile Effective Date:       Partner Name:

Department Manager:       Phone:       Ext:

Title:       Email:       Fax:

Each participating facility should strive to submit data according to the exact definition for the department. Please complete the profile based on hours and expenses information submitted for this comparative report. If that is not possible, each facility should contact their Operations Advisor consultant for assistance in how to best report their data.

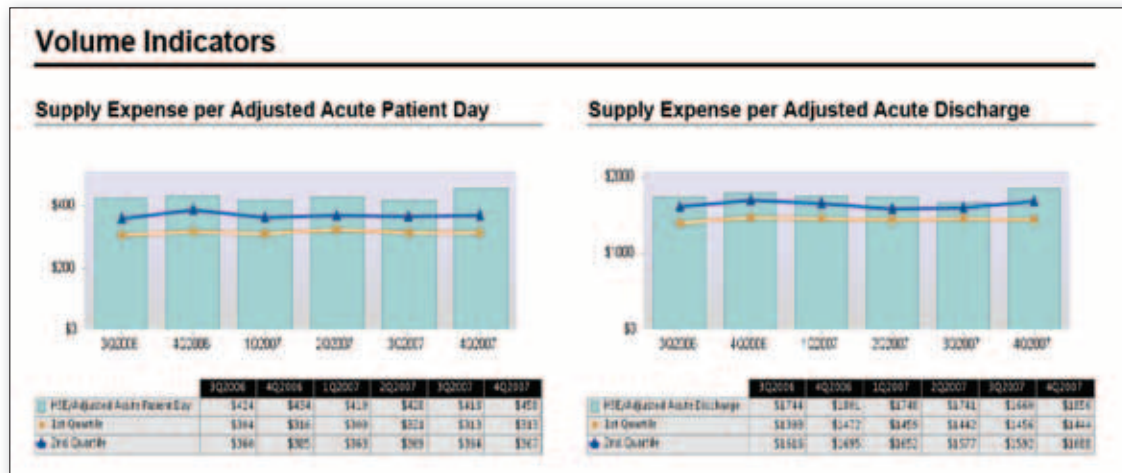
**Questions in bold represent key operating characteristics of the department**

**1. Does the Total Emergency Department Visits statistic include: (Select all that apply)**

- Patient rechecks
- Suture removals
- Private physician visits
- Minor surgeries conducted in this area
- Observation patients
- Patients who walked out without being treated by area staff

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Comprehensive profiling allows facilities to create specific peer groups for budgeting and opportunity identification.



The SupplyFocus IDN Report includes supply spend trends and benchmarks by quarter.



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#### ABOUT PREMIER INC., 2006 MALCOLM BALDRIGE NATIONAL QUALITY AWARD RECIPIENT

The Premier healthcare alliance is more than 2,100 U.S. hospitals and 54,000-plus other healthcare sites working together to improve healthcare quality and affordability. Premier maintains the nation's most comprehensive repository of clinical, financial and outcomes information and operates a leading healthcare purchasing network. A world leader in helping deliver measurable improvements in care, Premier works with the Centers for Medicare & Medicaid Services and the United Kingdom's National Health Service North West to improve hospital performance. Premier has offices in San Diego, Charlotte, N.C., Philadelphia and Washington.

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#### FOR MORE INFORMATION ON:

OperationsAdvisor and the LaborConnect program, please visit us at [premierinc.com](http://premierinc.com) or call 1.800.805.4608.