

Cactus is the Only Choice for Automated Workflows, Dashboards and Superior Support

UPMC Pinnacle

CUSTOMER PROFILE

A charitable, non-profit health care organization serving southern New Jersey.



HOSPITAL TYPE: Eight hospitals, cancer center, several multi-specialty health centers

MEDICAL PRACTICES: 30+ primary and specialty physician practices in four counties

CACTUS PROVIDER MANAGEMENT PLATFORM

ADDITIONAL MODULES USED

- Provider Directory
- Privilege Viewer
- License Monitor

Just a few days into her role as UPMC Pinnacle's system director, Medical Staff and Credentialing of Physician & Practitioner Services, Heather Johnson, asked her new employer to approve a switch from their current solution to the Cactus Provider Management Platform.

"I got an immediate "yes" because their current vendor's lack of reporting, tracking, and dashboard capabilities, as well as the customer support and training gaps, had been creating huge delays, inefficiencies and bottlenecks for almost two years," says Johnson, a satisfied Cactus user for more than 15 years. "I thought I knew Cactus, but after installing Cactus 4.0, I was impressed with the Cactus team's ability to dramatically evolve, upgrade and enhance their already excellent product in just a few years."

KEY CHALLENGES

1. Lack of basic, must-have functionality produced bottlenecks
2. Inadequate, manual reporting and tracking capabilities; non-existent dashboards
3. System director handled more than 200 emails daily due to inability to share data with various internal users
4. Time-consuming, repetitive manual administrative tasks tie up staff
5. Delayed, inadequate supplier support

SOLUTION

Provider Directory, Privilege Viewer, License Monitor

BENEFITS

1. Out-of-the-box functionality and customized solutions eliminate bottlenecks and expedite processes
2. Automated, one-click reporting and tracking; multiple standard & customizable dashboards
3. Twenty daily emails versus 200 daily emails to system director who now securely shares data internally
4. Automation expedites completion of repetitive tasks & frees staff
5. Instant access to supplier support, suggestions and solutions



Cactus

Provider
Management
Platform

UPMC Pinnacle staff eagerly anticipated the move to Cactus because they knew how much Johnson had come to trust and rely on Cactus products and the teams that support them. As a result of Johnson's own experience, UPMC Pinnacle expected Cactus to respond immediately to resolve issues allowing them get on with the tasks at hand.

"With Cactus it's a given – the Cactus product has the capabilities we need, but if there are issues, Cactus staff is in the office and online at the same times we are," says Johnson. "Cactus gives us the house, then helps us figure out what we need in terms of the floor plan, furniture and accessories like standard reports, templates and intuitive drop-down menus."

For the past five years, Cactus has handled everything from simple tasks such as seamlessly updating the directory without human intervention to automatically and simultaneously creating and distributing the hundreds of affiliation announcements the UPMC Pinnacle team handles monthly. Previously, the announcements were created in bulk and sat in the system until staff had the time to send them individually.

UPMC Pinnacle, Johnson, and her team committed to the Cactus transition despite the time and effort required to implement the software and provide training and support. Since 2017, UPMC Pinnacle's multiple acquisitions have increased the number of hospitals. Each subsequent switch to Cactus requires a massive data "scrub" because individual hospitals, and even their internal departments, format their data differently: MD or M.D.; the inclusion or omission of addresses; address formatting; the full word or abbreviation, for example, St. or Street.

"It's a challenge but it has to be done because bad data gives you bad reports, dashboards and tracking information," says Johnson. "Without scrubbing the data, it's unlikely you'll get an accurate data outcome."



Cactus Automates A 75-Column, 5,000-Line Report

UPMC Pinnacle administrators handle about 25 medical plans daily. Prior to Cactus, they relied on Excel to build monthly delegation reports that averaged 75 columns of required fields and 5,000 lines. Every month, a single employee devoted 7.5 workdays to manually input and format it.

“Cactus helped us build and automate that report. It’s a huge win for that employee and for UPMC Pinnacle,” says Johnson. “All of that data entry is now automated as is the creation of the report.”

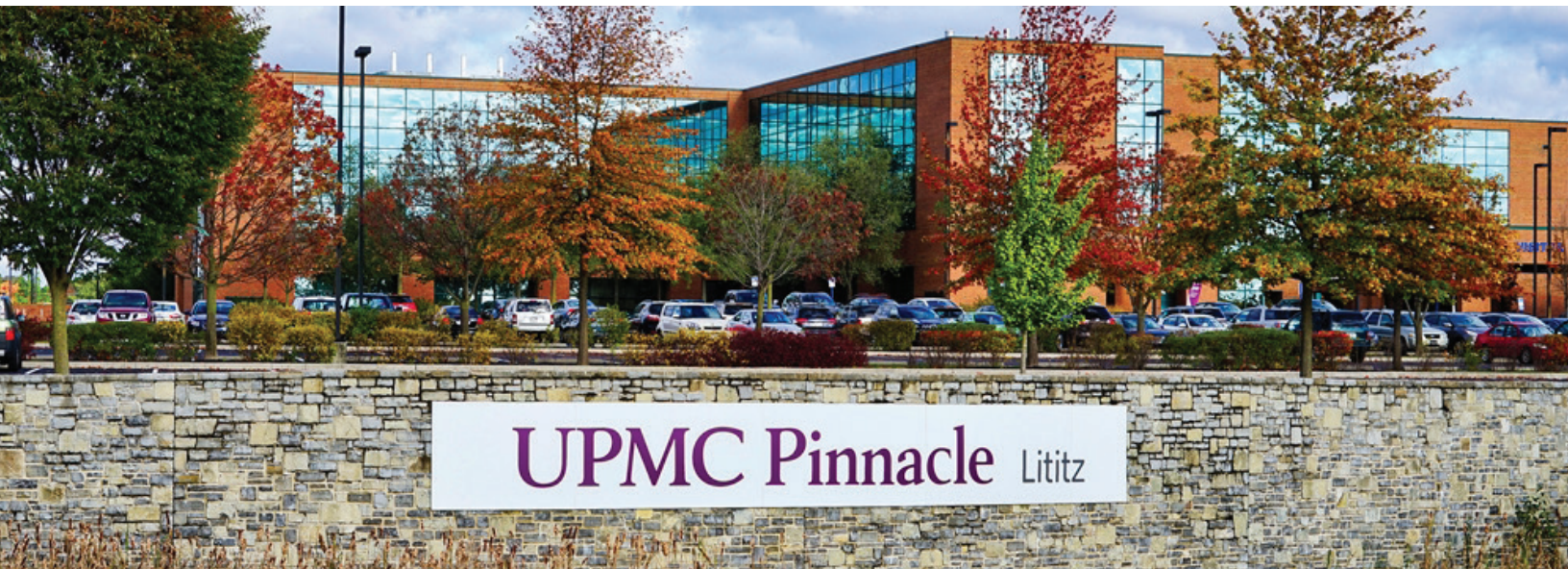
Cactus’ delegation reporting capabilities earned the employee’s confidence as she saw its month-to-month performance. She soon realized she was free to focus on more value-added tasks. Offloading that responsibility significantly reduced her stress level.

“She now loves it after having conquered the fear of the unknown and overcome her belief that people will outperform software,” says Johnson.

Thanks to Cactus, UPMC Pinnacle’s relationships with the various insurers have improved with the help of Cactus’ trackable statistics. For example, when insurers maintain it takes them 30 days to enroll and respond, Cactus will show that in fact, their enroll/response rates average 90 days.



“Cactus tracks it for us and makes it easier to hold the insurers accountable to their contracts with us,” says Johnson. “The wide array of standard and customized dashboards tell us at a glance everything we need to know to best manage our departments’ services and respond to internal and external users.”



UPMC Pinnacle Lititz

Secured Views Safely Enable Internal Data Sharing

In healthcare, privacy and security are vital considerations, as is timely access to accurate information. Because only Johnson was privy to all data, she typically received 200 daily email requests for data pertaining to everything from scheduling and payment to provider enrollment and credentialing. Fortunately, Cactus allows Johnson and her team to create and define user groups and offer specific access and views to select individuals.

“It was a very basic, but large task that took up far too much of my time every day,” says Johnson. “I’m thrilled that those email requests are down 90 percent thanks to Cactus.”

These Cactus capabilities have empowered Pinnacle’s billing team and office managers who can now get the information they need to do their jobs themselves without having to wait on Johnson or anyone else.

“Again, it took them some time to acclimate but they’re now heavy users,” says Johnson.

Over time, Johnson and her team have come to know and appreciate the Cactus support team. In fact, they’ve established such a rapport and developed such strong relationships with individual team members, they ask for them by name.

“We trust them to really listen and come up with viable solutions and enhancements because they’ve done it so many times before,” says Johnson. “We know they’ll get the product to do what we need it to do.”