

# TrackerPLUS<sup>+</sup>

INTELLIGENCE & PRM PLATFORM

## A Faster, Better Physician Relationship Management Solution

Equip your team with powerful tools for strategic growth. The **TrackerPLUS** Intelligence and Physician Relationship Management (PRM) platform makes it faster and easier to drive revenue and demonstrate value. You will be more effective as you develop and execute your organization's strategic growth and physician engagement initiatives.

Other platforms burden hospitals and physician organizations with lengthy implementations and minimal ongoing support. Tiller-Hewitt delivers stress-free implementation and a team of subject matter experts who provide comprehensive ongoing referral pattern review, liaison workflow expertise and strategic guidance to help you maximize your outreach efforts.

### Focus on Strategic Growth and Accountability with Data Insights



"By far the most user-friendly system I have seen in over 10 years as a physician liaison and working with liaisons across the country. The customization and customer support are second to none!"

"Liaisons always need more time in the field. This makes it easier to keep everyone on the same page, initiatives moving forward and issues getting resolved."

**TILLER**  **HEWITT**™  
HEALTHCARE STRATEGIES

## Your Best Navigation Tool for Strategic Growth

As a best-in-class solution, **TrackerPLUS** integrates internal referral and volume data to deliver the right insights at the right time:

- Easily identify shifts in referral patterns and volume in real time at the service line, practice and provider level
- Stop and reverse network leakage as you identify it
- Diagnose the underlying causes, access barriers and capacity issues
- Build accountable action plans for issue resolution

More importantly, **TrackerPLUS** helps you proactively target physicians for strategic growth. We arm you with the insights needed to identify opportunities for strengthening referral relationships, optimizing your network and achieving population health goals.

## Save Time at Every Step

From pre-call planning through reporting successful outcomes, every **TrackerPLUS** form and tool is designed to save time and increase field activity to drive results and demonstrate value.



### Develop Your Pre-Call Plan

All the tools necessary to effectively prepare for physician encounters are centralized in the **TrackerPLUS** Pre-Call Plan feature. Easily and quickly create a pre-call plan and later convert it to an encounter note with just two clicks to avoid redundant data entry.



### Enter Activity in Less than 30 Seconds

Spend less time documenting and more time with physicians. Quick Entry and Issue Logs allow you to enter encounters, activity and issues simultaneously in seconds – from your phone, tablet or computer.



### Identify Issues and Report Results

The simple **TrackerPLUS** user interface provides an automatic process to efficiently identify, escalate, communicate and report the successful resolution of issues that create access bottlenecks and growth barriers.

## Prove Value with Custom Dashboards and Reports that Take Seconds to Produce

We built **TrackerPLUS** with robust reporting tools that make it easier than ever before to direct your outreach efforts, show the results of your activity and calculate return on investment (ROI).

### Liaison Activity Dashboard

Customizable dashboard widgets allow you to review activity, issues and initiatives at a glance.



### EMR Referral and Volume Data Dashboard

Quickly analyze referral and volume shifts by specialty, practice and provider for any team member or time period.



## Track Activity and Measure ROI with Robust Reporting

With just a few clicks you can easily produce custom reports to show activity and open issues - plus referral and volume shifts by service line, specialty, practice, provider and location.

- All data points can be filtered by hospital, provider and liaison to track individual efforts
- All reports export to PDF or Excel files

"We can extract and provide leadership with real-time market intelligence."

"As the manager of a large system with multiple users, we can now track, trend and monitor our efforts by hospital and system-wide!"

## TrackerPLUS DASHBOARDS AND REPORTS

Dozens of filters keep your finger on the pulse of strategic growth opportunities and threats

### TOP 10 TRACKING

Areas of highest growth and greatest declines by specialty and provider

### ENCOUNTERS AND ISSUES

Liaison-level activity, encounters by purpose and issues by type

### INTERNAL VOLUME REPORTS

Variances by specialty and payor over multiple time periods

### MONTHLY REVENUE REPORTS

Drill down to physician level with monthly, year-to-date and prior fiscal year comparisons

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POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES

FEATURE	BENEFIT	BENEFIT	BENEFIT
<b>EMR Referral and Volume Data Dashboard</b>	Track the areas of the highest growth and greatest declines by specialty and provider.	Filter all data points by hospital, provider, liaison, and time period to track individual efforts.	Quickly identify shifts in referrals and volume by specialty and provider.
<b>Issue Resolution &amp; Opportunity Management</b>	Immediately record and report in field issues /opportunities.	One-click escalation of issues to responsible leaders.	Automatically monitor reporting of issue resolution progress. (Solved/Open)
<b>Liaison Activity Dashboard</b>	Customize the dashboard with widgets and graphs.	Review issues and encounters per liaison.	Click-through for more details.
<b>Physician / Practice Demographic</b>	Preload all demographic information based on provider master.	Filter by any demographic data point.	Make real-time edits as changes are found in the field.
<b>Physician Relationship Management Call / Data Tracking</b>	Enter encounters, activities and issues simultaneously in seconds.	Web based and mobile optimized – work from a phone, tablet or computer.	Spend less time documenting and more time with physicians.
<b>Pre-Call Planning</b>	Fast pre-call planning process that converts to encounter note.	Eliminate redundant, manual entries.	Quick reference of current initiatives and referral volume.
<b>Reporting</b>	Track activity and measure ROI with robust reporting.	Download monthly reports for internal referral and volume data.	Download into PDF for quick print or Excel for further manipulation.
<b>Stark Tracking Non-monetary Compensation Tracking Capabilities</b>	Easily track physician expenditures.	Allocate by number of providers in attendance related to expenditure.	Produce provider summary and detailed by-provider reports.
<b>Timely &amp; Relevant Internal Referral &amp; Volume Data</b>	Import internal referral and volume data monthly for easy access and rapid response.	Data-driven physician targeting and prioritization of outreach activities.	Track and report ROI on liaison outreach efforts.
<b>Track Action Items</b>	Set up reminders associated with action items.  (Birth dates, deadlines, due dates, next call, etc.)	Filter electronic to-do lists by date and completion status.	Build accountable action plans for issue resolution.