KairoiOptimize FROM KAIROI HEALTH

At a Glance

- SaaS productivity solution
- Kairoi analytics extract usable intel from clinic history
- Patented schedule-optimizing tool
- Templates customized to clinic and providers
- Less work for physicians to bring home
- Fully integrated with athenaNet

Cherry Health, the largest Federally Qualified Health Center in Michigan, has collaborated successfully with Kairoi Health to implement its solution at our nonprofit community health center. I don't hesitate to recommend Kairoi to any healthcare organization seeking actionable, data-driven perspectives that can help maximize clinic productivity and patients' access to care.

Tasha Blackmon, CEO,
Cherry Health

There is little doubt that the approach taken by Kairoi will improve both efficiencies and effectiveness of healthcare organizations. . . . Our organization was able to show improvements, with additional open slots added to a provider template and reduced downtime for providers due to cancellation and no-shows.

S. Michael Burritt
Practice Manager
GVSU Family Health Center

Our SaaS Solution Optimizes Productivity to Build Clinic Revenue, Serve More Patients, and Ease Providers' Burden

Lost productivity is the biggest stumbling block to clinics achieving their goals. A recent McKinsey report, *The Productivity Imperative for Healthcare Delivery in the United States*, zeroes in on the need to access providers' "additional existing capacity." According to the report, physician schedules average 78–82% filled (with primary care on the low end).

KairoiOptimize™ was created precisely to address this issue—by increasing the number of kept visits to your clinic. Based on the metric McKinsey used in its analysis, clinics using Kairoi's tools have achieved > 90% productivity. What would that do your bottom line?

How It Works

The Kairoi process starts with powerful analytics that examine your specific clinic history and extract actionable insights: How does patient traffic vary by season, day of the week, time of day? Where do no-shows stack up? Which providers need more (or less) time with patients? and many more variables. Our patented optimizer generates schedule templates—informed by this data and by provider and clinic preferences—that intelligently calibrate appointment length, sequence, and overlap. Managers also use our analytic tools to identify high-performing providers, spread best practices throughout the clinic, and monitor performance improvements.

How It Helps Providers

KairoiOptimize reduces provider "homework," a big contributor to burnout. Instead of having to finish their charting, research, and other admin tasks at home, providers' schedules include several blocks of time to accomplish such tasks during the clinic day.

Automated Integration with athenaNet

KairoiOptimize is fully integrated with athenaNet—all data and functionality remain available there. Staff who book appointments can access our intuitive user interface to get the task done with fewer clicks. Clinic managers use the optimizer to access clinic and provider analytics, set provider preferences, and run "what if" schedule scenarios. The optimized templates are always available in the athenaNet view as well, limiting the need for new training.

Get Up and Running Quickly

Our SaaS model reduces start-up time and cost, and eliminates on-site maintenance. We provide on-site orientation—you learn from someone who knows the tool how to use it for your job at your desk. All Kairoi support staff is U.S.-based and ready to answer questions. Servers are HIPAA-compliant on Microsoft Azure.

See us on the athenahealth marketplace:
https://marketplace.athenahealth.com/product/kairoioptimize

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kairoihealth.com

Benefits

- Increase efficiency and revenue without adding staff or space
- Optimized schedule templates fully integrated with athenaNet
- Automated generation of schedules reduces input time
- Fewer patient logjams = more patients seen, sooner; less waiting to see provider
- Data-driven insights help spread best practices clinic-wide
- Provider preferences help shape their schedules
- Scheduled time for charting, research, admin tasks = less work to take home
- Identify high-risk patients for priority access = improved outcomes
- Data generated weekly to track and quantify improvements = sustained process improvement over time

Appointments Not Kept: One Provider's Pattern

Time of Day

Hour	Mon	Tue	Wed	Thu	Fri
7					
8	41%	37%	36%	40%	37%
9	42%	36%	40%	40%	38%
10	32%	39%	38%	38%	41%
11	39%	40%	39%	38%	39%
12	62%	49%	52%	42%	30%
13	44%	40%	40%	38%	46%
14	40%	34%	35%	37%	39%
15	41%	37%	37%	38%	43%
16	40%	34%	37%	38%	41%
17	34%	35%	36%	33%	
18	38%			40%	
19	27%				

Month

Month	Mon	Tue	Wed	Thu	Fri
Jan	41%	40%	37%	39%	40%
Feb	39%	36%	35%	37%	39%
Mar	44%	36%	37%	37%	38%
Apr	40%	40%	39%	41%	42%
May	39%	38%	34%	33%	40%
Jun	40%	35%	41%	43%	37%
Jul	37%	41%	37%	36%	40%
Aug	40%	35%	37%	35%	47%
Sep	38%	37%	38%	35%	44%
Oct	39%	37%	42%	42%	41%
Nov	40%	37%	39%	40%	40%
Dec	48%	42%	41%	39%	42%

Kairoi analytics created these "heat maps" from a primary care physician's historical record. One tracks the rate of unkept appointments by the hour over 5 workdays; the other, by the day over 12 months. The results (sometimes surprising!) fed into the new schedule templates our optimizer generated for this provider.

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