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case study

Ballad Health automates tracking of audit findings using MedeAnalytics Enterprise Performance Management

Enterprise Performance Management helps Ballad Health's Compliance and Audit Department realize increased efficiencies, time savings and superior audit status tracking

summary

Ballad Health leverages MedeAnalytics Enterprise Performance Management (EPM) to improve strategic plan management and alignment across the enterprise. With approximately 250 individual users across various departments, the EPM solution helps the organization clearly define, track and execute on its strategic and operational objectives.

Recently, the organization was seeking additional innovative ways to apply EPM to address departmental challenges. As such, Ballad Health identified a need in its Compliance and Audit Department, which used manual Excel files to track audit recommendations and findings.

EPM helped Compliance operationalize the audit tracking process to increase accountability and streamline completion of recommendations—gaining significant efficiencies in time and methodology.

about

Ballad Health is an integrated healthcare system. Its facilities include tertiary, children's, community, critical care, behavioral health, addiction, long-term care, hospice, pharmacy and outpatient services.

- **Population served:** 29 counties in Northeast Tennessee, Southwest Virginia, Northwest North Carolina and Southeast Kentucky
- **Hospitals:** 21
- **Headquarters:** Johnson City, TN
- **Employees:** 14,000 total, 815 physicians

challenge

- Ballad Health's Compliance Department was using a manual process, tracking audits with Excel files, which was time consuming and inefficient
- The Department did not have a system to attach related documents to the audit project
- Department leaders lacked visibility into the status of the audit project
- Internal audit managers had difficulty managing multiple audit projects simultaneously

goals

- Automate the tracking of the compliance audit process and associated findings
- Improve the accountability of team members tasked with completing specific action steps
- Increase leaders' visibility of the process to view status at various stages of the project
- Establish a system to provide access to related documents and proof points

solution

"What we discovered about EPM is we can be very creative at Ballad Health regarding how we utilize this tool. We developed a unique use case for EPM within the Compliance and Audit Department for audit tracking," said Laura Linn, Senior Planning Analyst.

Using EPM has enabled Ballad Health's Compliance and Audit Department to move away from manual spreadsheet tracking to a streamlined and automated audit tracking process. EPM functions on a tiered action-planning system of strategies, initiatives and action steps. which allows internal audit leadership to:

▸ Set goals and objectives for audit projects

▸ Define initiatives and key performance indicators for audit recommendations

▸ Assign action steps and leaders to ensure completion of corrective actions

Each set of audit findings is set up with its own action plan to align and track progress on the mitigation of those findings. Department leadership monitors the performance of the plan to ensure that the audit recommendations outlined in the action steps were implemented successfully.

> "EPM has been much more successful than using an Excel spreadsheet..."
>
> - Internal Audit Manager

result

Ballad Health's Compliance and Audit Department can now easily manage and track multiple audit projects at the same time. In addition, leadership has access to regular reports that detail the progress of strategic initiatives, which has led to a strong level of engagement and buy-in among senior managers.

"We assign leadership at the initiative level so they can see exactly what's been assigned and what their team is working on," said Daniel Neeley, Internal Audit Manager. "And then on the action step level, a team member is designated as responsible for addressing that piece, making it easier to track our findings."

Leaders also appreciate EPM because it allows them to assign permissions to team members involved in the audit process, letting them view the appropriate level of information. In turn, leaders have complete visibility into the status of the project throughout all phases and can monitor accountability and ensure completion.

Additionally, internal audit analysts can upload documents that are related to the project for easy access. Completed projects are saved/documented in the system for future reference, if needed.

"EPM has been much more successful than using an Excel spreadsheet because it's easier to document and see the audit findings. The ability to upload relevant documents to EPM provides evidence that the issue has been resolved," Neeley said.

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For more information about MedeAnalytics EPM, visit our solutions page.

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