



Case Study / Edgerton Hospital & Health Services



How a critical access hospital in Wisconsin saves time and money using Ludi's DocTime[®] provider payment technology

The Challenge

Edgerton Hospital and Health Services, located in Edgerton, Wisconsin, wanted to streamline how they were tracking provider time. For many years, the process had been manual as they relied on paper logs and weekly emails from the medical staff coordinator. When he assumed the role of CEO at Edgerton, Marc Augsburger sought to optimize compliance around their provider time-tracking methods (e.g., for medical directorships) and knew the hospital needed a better solution.

The Solution

Marc had spent 8 years at a large regional hospital in the Midwest that had implemented Ludi's DocTime solution during his tenure. He said he knew DocTime would solve their provider time-tracking issues, but he wasn't sure it had the flexibility to scale down to serve the specific needs of a smaller, standalone critical access hospital.

After meeting with the Ludi Team and discussing his goals, Marc felt confident that DocTime would be a great fit for Edgerton. In addition, he was impressed with the updates and features that had been added in the three years since he last used the product. As a result, Edgerton Hospital moved forward with implementing DocTime.

About Edgerton Hospital & Health Services

- Rural hospital based in Edgerton, WI
- Founded in 1920 and has been serving local communities for over 100 years
- Services include: General and Specialized Surgery, Sleep Studies, Cardiopulmonary Services, Lab, Wound Care, Infusions, Pain Management Center, Pulmonology, Ear, Nose & Throat, Emergency & Urgent Care, Podiatry, Family Medicine and more



About Ludi

We partner with healthcare organizations to streamline provider compensation management and performance, reducing costs and promoting efficient care delivery.

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The Results

1 — Savings on Staff Time - Immediate ROI

Marc calls DocTime a “huge timesaver” for his medical staff coordinator, as well as providers. The coordinator no longer sends weekly emails just to end up with incomplete time logs at month’s end. As for providers, they love having this time-tracking tool. They have told Marc that they can easily and quickly track a month’s time in minutes. They say DocTime is intuitive and lets them get back to their work as providers.

2 — Increased Provider Satisfaction

Providers have thanked Marc and his team for implementing DocTime because of its ease of use. They say that they no longer must type up their time and email it in, but can click through a list of activities in the app, submit and be done with it. The ease-of-use makes time submissions easy and seamless. Edgerton providers say they feel they can stay on top of submitting time instead of waiting until the end of the month and trying to go back and figure out which activities to log.

3 — Ensured Compliance and Risk Abatement

Marc can rest easily knowing that he has data to access in the event of a compliance review. DocTime helps hospitals stay fully compliant and minimize potential Stark Law risk, creating peace of mind for stakeholders in hospital systems and helping them avoid fines that could cost at least \$50,000 and up to millions of dollars in some cases.

4 — Ease of Implementation

Edgerton was especially impressed by the implementation process. The medical staff coordinator thought the process was simple and found it easy to gather the necessary information to set up the app. The templates were easy to follow, and the timeline was reasonable for setup.



One Final Note

Here’s what Marc says about his decision to partner with Ludi for a second time:

“I wouldn’t do anything differently. I wouldn’t choose any other system. I think Ludi gives me absolutely everything I need.”

He also marvels at the fact that Ludi’s DocTime platform is **“one size fits all,”** meaning he saw it work both at a large regional group and at a small rural hospital.



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