Case Study
Edgerton Hospital & Health Services



Ludi \ Edgerton HOSPITAL AND HEALTH SERVICES

How a critical access hospital in Wisconsin saves time and money using Ludi physician compensation technology

The Challenge

Edgerton Hospital and Health Services, located in Edgerton, Wisconsin, wanted to streamline how they were tracking physician 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 physician time-tracking methods (e.g., for medical directorships) and knew the hospital needed a better solution.

The Solution

Marc had spent eight years at a large regional hospital in the Midwest that had implemented Ludi's solution during his tenure. He said he knew Ludi 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.

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.

After meeting with the Ludi Team and discussing his goals, Marc felt confident that Ludi 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 Ludi.

The Results

1 — Savings on Staff Time - Immediate ROI
Marc calls Ludi a "huge timesaver" for his medical staff coordinator, as well as physicians and clinicians. The coordinator no longer sends weekly emails just to end up with incomplete time logs at month's end. As for physicians, they love having this time-tracking tool. They've even told Marc that they can easily and quickly track a month's time in minutes. They say Ludi is intuitive and lets them get back to their work as physicians.

2 — Increased Physician Satisfaction
Physicians have thanked Marc and his team for implementing Ludi because of its ease of use. They no longer have to type up their time and submit it by email. Instead, they can select their activities in the app, submit their time, and be done. The process is quick and straightforward. The ease-of-use makes time submissions easy and seamless. Edgerton physicians 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 easier knowing he has the documentation he needs in the event of a compliance review. Ludi helps hospitals stay compliant and reduce potential Stark Law risk, giving stakeholders greater peace of mind and helping organizations avoid fines that can range from $50,000 to millions of dollars.

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 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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