

Ludi \ GUTHRIE

How Guthrie Transformed Physician Compensation and Boosted Efficiency with Ludi During a Major Acquisition

The Challenge

Guthrie, a not-for-profit health system based in Pennsylvania, faced a significant operational challenge following its acquisition of Lourdes Hospital from Ascension. The transition came with an array of new physician contracts, compensation structures, and administrative hurdles. During the initial stages of the merger, Guthrie's Assistant Vice President of Provider Recruitment & Retention, Carlos Alberto, immediately recognized a gap: the health system lacked a centralized way to manage physician and clinician contracts, and its compensation processes were fragmented across paper and electronic files—leading to inefficiencies, limited transparency, and potential compliance risks.

The Solution

Guthrie needed a system that could:

- Centralize and standardize their physician compensation data and processes.
- Improve visibility and control over physician contracts and payments.
- Streamline tracking for different pay arrangements, including medical directorships, locum tenens, and special pay types.
- Reduce administrative burden while enhancing compliance.

Ludi's technology, already in use at Ascension's Lourdes Hospital before Guthrie acquired it, surfaced as a promising solution. Carlos took on the role of executive sponsor, with Guthrie's Program Manager of Provider Recruitment, Onboarding and Retention leading implementation. Despite initial skepticism from a few physicians, the Guthrie team saw Ludi's potential for bringing much-needed structure to the health system's physician compensation processes.

About Guthrie

- Guthrie is a not-for-profit, integrated health system serving Northern Pennsylvania and Southern & Central New York.
- Among the longest-established group practices in the U.S., with nearly 1,000 providers and 1.5 million+ patient visits annually.
- Operates six hospitals, including Robert Packer, Troy Community, Corning, Towanda Memorial, Cortland Medical Center, and Lourdes.
- Offers a full spectrum of care, including primary and specialty care, behavioral health, surgical services, inpatient and long-term care, home health, palliative, and hospice care.

"I saw the value immediately," Carlos said. "Physicians don't always want change, but when you give them something that makes their life easier, it becomes a game-changer."

Carlos Alberto
Assistant Vice President of Provider Recruitment & Retention, Guthrie

The Results

1 – Centralized Contract Management & Compensation Data

Guthrie now leverages Ludi as its contract management system, streamlining the integration of all its physician and clinician arrangements, including the newly acquired physician contracts and diverse compensation structures from Lourdes. By replacing fragmented paper processes, Ludi ensures accuracy, consistency, and compliance, acting as the organization's source of truth for physician compensation data. As Guthrie continues to expand, Ludi serves as a critical resource, providing the scalability and efficiency needed to manage its growing provider network seamlessly.



> "Instead of missing costs, we now capture everything from medical directorship payments to travel expenses in one system," Carlos said. "We have a clear line of sight into what's being spent at all times throughout all our operations."

2 – Improved Financial Forecasting & ROI

For locum tenens payments, Guthrie uses Ludi to capture all expenses in one place, providing accurate data for budgeting and forecasting. This has helped finance teams better plan and allocate resources for their different facilities.



> "We're using Ludi to help with forecasting, and it's greatly improved our financial planning across the board," Carlos noted.

3 – Increased Physician Adoption & Engagement

Initially, there was some hesitation among physicians, similar to previous tech rollouts at Guthrie. However, Guthrie's team pivoted its approach by enlisting physician champions and providing high-touch onboarding.This hands-on approach helped drive adoption and engagement while minimizing frustration and resistance to change.



> "My advice to other organizations is to secure two or three physician champions early," Carlos said. "That's now our approach for any tech implementation— it makes all the difference."

4 – A True Partnership for Success

One of the most notable outcomes has been the strong partnership between Guthrie and Ludi. Carlos likened the relationship to a vendor "breaking through the castle moat," earning full trust of the Guthrie team.



> "Ludi is more than great technology, they're a trusted partner of ours. Some vendors never get the drawbridge to go down. Ludi is one of those partners that's inside the castle."

A Single Source of Truth for All Types of Physician Pay

If you're managing physician compensation across multiple systems or growing networks, Ludi can help. Ludi streamlines payments, supports compliance, and increases transparency. **ludiinc.com**