Case Study
Western Reserve Hospital



Ludi \ WESTERN RESERVE HOSPITAL Proudly Physician Owned | Partnering with University Hospitals

How a physician-owned hospital reduced administrative burden and improved financial outcomes with Ludi

The Challenge

As a growing organization, Western Reserve's leadership is always looking for new ways to streamline their operational processes and minimize administrative stress for their medical teams.

Historically, Western Reserve – a physician-owned hospital based in Ohio – has paid providers for their administrative time in the form of a medical directorship. Medical directorship contracts were managed by different areas of the hospital, and tracking physician time on paper was a heavy lift for their finance department, especially when it came time to create analytical reports on their provider expenditures and file routine Medicare cost reports. The leadership team realized how cumbersome this paper-based process had become for its staff. Wanting to introduce more standardization into this process and streamline their physician payments into one centralized system, Western Reserve set out to find a technology solution partner that could help them achieve their goals.

The Solution

After researching a variety technology options, Western Reserve selected Ludi, an automation platform that makes it easier for hospitals to track, audit and manage payments to physicians and

About Western Reserve Hospital

- 83-bed, physician-owned hospital in Cuyahoga Falls, Ohio
- Only full-service, provider-owned and operated hospital in Northeast Ohio
- Patient-first philosophy with over 175 physician and clinician partners
- Offers comprehensive health care services in Medicine, Surgery, Emergency Care, Critical Care, Cardiology, Gastroenterology, and Pain Medicine

clinicians. One of the key reasons Western Reserve decided to implement Ludi was due to the increased levels of transparency the platform offered. Specifically, if a physician makes a mistake logging their time, with Ludi, it is very easy to track this data and resubmit it in a few clicks online, no paper required. This was a tremendous relief for Western Reserve, because in the past, this issue used to take hours of administrative staff time to resolve.

The Results

1 — Increased Physician and Clincian Satisfaction
Western Reserve has achieved a 100% physician and clinician adoption rate for Ludi, with full support from its medical teams. Specifically, their physicians have appreciated the simplicity in logging time from their smart phones and the transparency it offers around their payment history.

2 — Enhanced Financial Processes
Western Reserve now has better access to critical data, such as total physician contract spend enterprise-wide, which helps guide their budgeting and contract negotiations. “Now that we have everything electronic, we can pull data for budgets, look at comparisons by physician, look at past payments by physician, make decisions about continuing or condensing agreements, and really manage our business better," said Nealie D'Abate, Western Reserve's Vice President of Professional Services and Chief Learning Officer. "Having the time logs flow electronically from submitter to reviewer and then to Accounts Payable has made the process of submitting physician time for payment much more efficient. The accounting staff also has visibility to pending time logs even before they are signed to assist with accruals at month-end.”

3 — Ensured Compliance and Risk Abatement
Ludi has pushed the organization even more to dig into their contracts to ensure their physicians’ duties are consistent with what the hospital actually needs them to do. This lets physicians focus on their clinical care instead of worrying about administrative details.

4 — Centralized Location for All Payments
The Western Reserve team appreciates that the Ludi system acts as one source of truth for all of their physician payments across the entire hospital, for finance, medical, and administrative teams alike.

One Final Note

According to Nealie D'Abate, Western Reserve's VP of Professional Services and Chief Learning Officer, Ludi literally "pays for itself."

In addition, Nealie shared that, “The quality of our physician time documentation has improved and is now in a more consistent format. Hours are submitted on time from our physicians, which is likely due to the automated submission reminders physicians receive.”

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**