

Insights Center

Make the most of staff time and create more successful patient journeys with actionable data. With patient behavior insights, visibility into the “true time” providers spend with patients, and more, it’s easy for any role – no matter how reporting-savvy – to understand your organization’s opportunities to better utilize providers or make changes to the patient journey.

VISUALIZE THE PATIENT JOURNEY

Easy-to-use insights, at your fingertips

Save hours digging through data and jump right to discovery. Insights Center lets users choose from a variety of patient journeys to visualize. They can also create or customize their own queries or dig further into visualizations, giving your organization actionable insights to guide operational or IT changes.

How would you like to visualize your data?

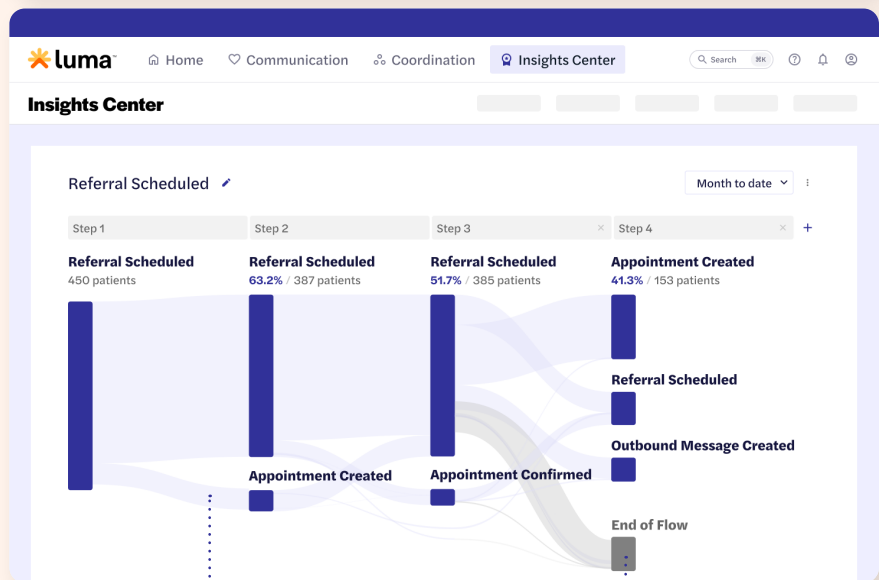
From understanding how your patients convert to how they move through your system, you’ve got options:

- How many patients start vs. finish scheduling appointments?
- When patients self-schedule, how likely are they to complete the appointment?
- How many referred patients actually make it in for care?
- What percentage of our inbound callers opted for self-service SMS instead of waiting on hold?

...and many more

Funnels require three events
Select an event in each step to get started.

Event 1	Event 2	Event 3
<input type="checkbox"/> Appointment arrival <input checked="" type="checkbox"/> Appointment created An appointment was created, either in your Luma account or in your EHR.	<input checked="" type="checkbox"/> Appointment arrival The patient was marked as having arrived at the clinic. <input type="checkbox"/> Appointment no-show	<input checked="" type="checkbox"/> Appointment no-show The patient did not show up for the appointment and did not cancel ahead of time. <input type="checkbox"/> Appointment canceled



See the patient journey story, with data

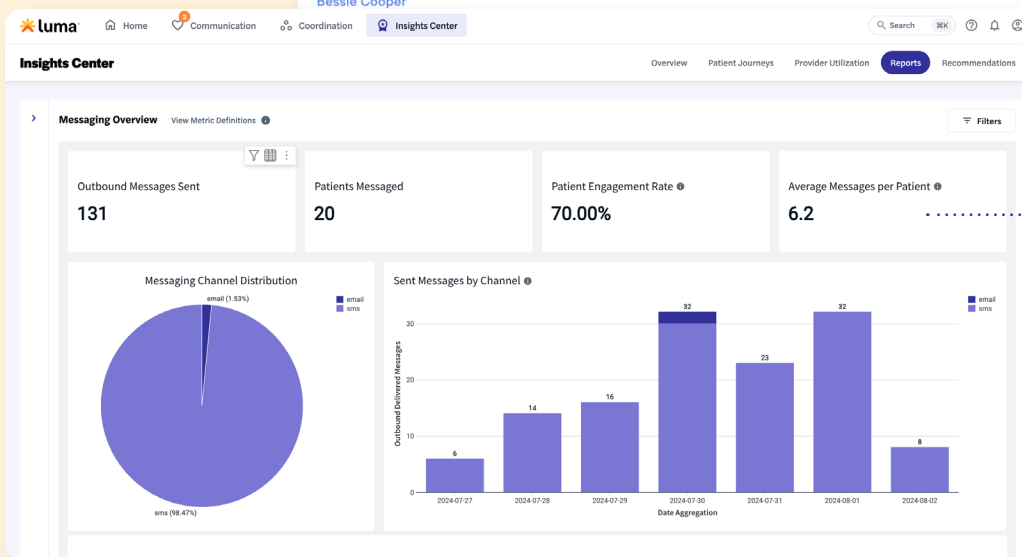
See where patients commonly drop off in the journey

Provider data that goes beyond the schedule

See at a glance how providers' scheduled time translates to face-to-face interactions with patients. Insights Center uses schedule data from your EHR and intelligently calculates double-booked time to give you an accurate picture of each provider's time spent. Trend data, comparisons between providers, and more can help guide adjustments to provider scheduling.


See the time each provider spends face-to-face with patients


PROVIDER NAME	TRUE TIME (previous)	TRUE TIME TREND
Keith Grant	9.3	12.6 +6.00 ↗
Dianne Russell	2.3	12.6 +10.00 ↗
Jerome Bell	9.3	12.6 -12.50 ↘
Bessie Cooper	19.3	8.4 -9.25 ↘




Understand where providers are spending time and compare trends

Powered by the Patient Success Platform™

 Hundreds of millions of data points based on patient interactions

 Luma Bedrock™ recommendations, backed by data science

 Insights drawn from EHR data and patient actions

Ready to gain more insight into your patient and staff journeys?
Schedule a call with us at www.lumahealth.io.

