Unlock the **Hidden Revenue** in Your EHR

A strategic guide to finding low-effort, high-return EHR improvement

PROVISIONS GROUP

Introduction

Your EHR should empower your organization — not slow it down. Yet many health systems struggle with inefficient workflows, documentation challenges, compliance risks, and staff burnout. This guide outlines a focused, executive-level approach to transform your EHR into a high-performing tool that drives efficiency, revenue integrity, and a better clinical experience.

5 Essential Steps to Identify EHR Improvement Opportunities

Before investing in new tools or system upgrades, you need clarity on where improvements will have the greatest impact. Use these five steps to guide your assessment:

1. Gather Feedback from Every Stakeholder
2. Evaluate High-ROI Opportunities
3. Pinpoint Workflow Friction That Constrains Revenue
4. Consult Experts and Industry Peers
5. Analyze System Data and Performance

1 Gather Feedback from Every Stakeholder

Your team interacts with the EHR every day. Their firsthand experience reveals the usability issues and workflow bottlenecks that shape efficiency, clinical quality, and staff satisfaction.

Practical Ways to Collect Insight:

✔ Deploy short, role-specific surveys to capture immediate pain points.

✔ Host focused discussions to surface workflow challenges.

✔ Allow optional anonymous feedback to encourage candor.

2 Evaluate High-ROI Opportunities

Prioritize optimization efforts where they directly influence financial and clinical performance — documentation, coding, and value-based care.

Key Focus Areas:

✔ **Documentation:** Identify gaps that lead to undercoding, missed charges, or clinical rework.

✔ **Coding & Charge Capture:** Assess for delays, accuracy issues, and missed modifiers. Strengthen workflows to reduce denials and improve cash flow.

✔ **Value-Based Care:** Evaluate how well the EHR surfaces care gaps, supports accurate risk adjustment, and enables strong quality measure performance.

Targeting these high-leverage areas reveals quick wins and delivers measurable improvements in revenue integrity.

3 Pinpoint Workflow Friction That Constrains Revenue

Inefficient EHR workflows slow patient flow, reduce daily capacity, and increase the risk of billing errors. Evaluate how staff use the system across the entire visit lifecycle to expose bottlenecks.

Questions for Clinical Leaders:

- ✔ Where does EHR use slow patient flow or limit daily capacity?
- ✔ Are digital tools meaningfully improving velocity and reliability?
- ✔ Does the portal reliably support follow-up and drive return visits?

Collaborate with department leaders to surface hidden inefficiencies, revenue leakage, and opportunities to expand clinician time.

4 Consult Experts and Industry Peers

External insight accelerates internal improvement. Peers and advisors can uncover blind spots and provide proven strategies you may not see from inside your system.

What to Leverage:

- ✔ Peer benchmarks and lessons learned.
- ✔ Vendor recommendations and optimization resources.
- ✔ Specialized support from consultants like Provisions Group to streamline workflows, reduce burnout, and recover lost revenue.

5 Analyze System Data and Performance Reports

Your EHR holds valuable insights into where workflows break down. Reviewing system data helps you pinpoint inefficiencies and compliance risks.

Practical Approaches:

- ✔ Review EHR usage to identify bottlenecks like excessive clicks or underused features.
- ✔ Examine error logs and alerts for recurring issues that frustrate staff or delay care.
- ✔ Monitor compliance dashboards to ensure quality measures are met.
- ✔ Benchmark against similar organizations for context and prioritization.

Why It Matters: Data-driven analysis validates staff feedback and gives you concrete direction on where to invest.

Your 5-Step Blueprint for Smarter EHR Performance

To identify opportunities for improving your EHR, focus on these five essential steps:

✓ Gather Stakeholder Feedback — Start with your internal team.

✓ Evaluate High-ROI Areas — Focus on documentation, coding, and value-based care.

✓ Pinpoint Revenue-Constraining Workflows — Address friction across the visit lifecycle.

✓ Leverage Expert Insights — Learn from peers and trusted advisors.

✓ Use Data to Drive Decisions — Let performance metrics guide your priorities.

Ready to Make Your EHR Work Smarter?

Organizations that optimize their EHR see:

✓ Up to 30% efficiency gains

✓ Improved compliance and quality measure performance

✓ Higher Payer Returns and more accurate charge capture

✓ More engaged and less burdened clinical staff

Let's turn your EHR into an engine for operational and financial success.

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