

# Capturing Return on Investment:

## *Children's Minnesota and Lightning Bolt*

**Justin Nelson-Deering, MHA, CPhT**

Director of Ambulatory Services

Center for Bleeding & Clotting Disorders

# Agenda

1. Who we are: Children's Minnesota
2. Pre-Lightning Bolt Scheduling Challenges
3. Vendor Evaluation
4. Implementing Lightning Bolt
5. Outcomes & Value

# About Us



## Children's Minnesota

- Founded in 1924
- Only children's health system and Level I Trauma Center in MN
- 2 hospitals, 9 primary care clinics, 7 rehab and 9 specialty care sites
- 390k outpatient clinic visits, 85k+ ED visits, and 24k surgical procedures



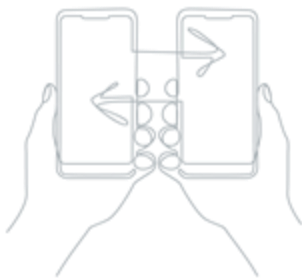
## Center for Cancer and Blood Disorders

- 100+ providers
- Belong to nationwide network or federally-funded Hemophilia Treatment Centers (HTCs)
- Only program in the region focused solely on pediatrics

# Scheduling Challenges Pre-Lightning Bolt



**Manual Process**  
**Error-Prone**  
**Time-Intensive**



**Lack of Provider  
Autonomy**



**No Schedule  
Transparency**



**Risk-Averse IT  
Team**  
**No Available IT  
Resources**



**Cumbersome  
Reporting for  
Federal Funding**

# Scheduling Solution Evaluation

*Center for Cancer and Blood Disorders • Hospitalist • Pharmacy*

Requirement	Lightning Bolt
Enterprise Partner	✓
Automated Scheduling	✓
Custom Schedule Visibility	✓
End User Functionality	✓
Accurate Reporting	✓
Dedicated Technical Resources	✓
Integrations and Single Sign On	✓
Cost-Effective	✓

# Implementing Lightning Bolt - *Complexities*

Monthly and Yearly Schedules

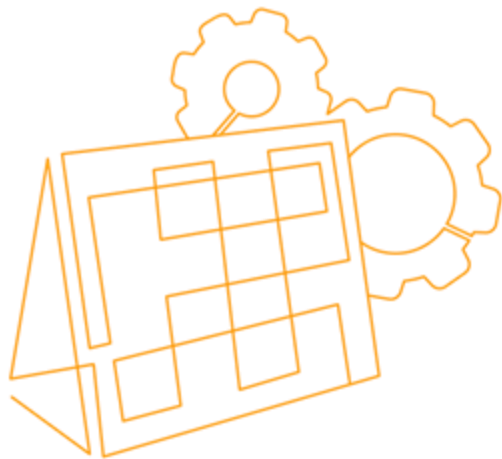
Hospitalists flex into clinic schedule

Multiple Roles (Physicians, APPs, RNs)

Eligibility/Credentialing Requirements

FTE Requirements

CBD = Grant-Funded



# Implementing Lightning Bolt



Prioritized MDs and APPs; then support staff and RNs



Two templates for the monthly and yearly schedules



Custom views for schedule access



Custom reports for *shifts, procedures, & time off*



Created CBD calculator in support of grant funding

# Outcomes & Value: CBD



## Time Savings

**190+ hours saved**  
to create and  
maintain schedules  
**per month**

Schedule **changes**  
**made inside**  
**Lightning Bolt**,  
eliminating phone  
calls for updates



## Single Source of Truth

**Access** for  
everyone that needs  
to see the schedule  
with customizable  
views

**Provider autonomy**: swaps &  
requests

**Integrations** with  
personal calendars



## Effort Certification Report

**Custom reporting**  
to calculate effort  
certification in  
support of ongoing  
grant funding

**Improved accuracy**  
from previous  
reporting method



## Financial Return

Estimate **~\$100k**  
**savings** annually in  
FTE time for CBD

Reallocation of  
**leadership**  
**resources**

“It’s been a world of change. We’re no longer working in a clunky system.” -Marina Rydbom, Business Supervisor



# Calculating Return on Investment

- Total hours saved per month on scheduling: creating and maintaining
- Total dollars saved in FTE Time: re-allocated hours to high value, top-of-license projects

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- 1 *Hours per month creating schedules\* + hours per month maintaining schedules = **Total hours spent on scheduling***  
*Total hours spent on scheduling x Employee hourly rate = **Monthly financial cost on scheduling***
  - 2 *Tracked the time spent on scheduling post-Lightning Bolt implementation. Calculated the delta to yield time and money saved*

**Savings: Center for Cancer and Blood Disorders**  
**Eliminated 190 hours per month spent on scheduling-related tasks**  
**Amounted to ~\$100k savings in FTE time**

\*Did not include the time spent emailing back and forth with providers and leadership to accommodate change requests

# Q&A