

CASE STUDY

d2i Performance Insights for Emergency Medicine™

Moving Beyond RVUs to a More Complete View of Physician Performance

Annual ED Visits: 726,000 across 14 EDs and 4 Urgency Rooms

EHR System: Epic

How EPPA gained consistent clinical data, improved staffing decisions, and transformed MIPS reporting across multiple emergency departments.



CHALLENGES

- Clinical data was fragmented across sites, resulting in inconsistent reporting and limited systemwide visibility.
- Available reporting focused primarily on billing and productivity metrics, providing little insight into broader clinical performance.
- Increasing MIPS requirements created a need for more structured, reliable data to support quality reporting.



OUTCOMES

- Enabled more effective staffing decisions through shift-level productivity reporting and operational performance insights.
- Delivered a balanced view of clinician performance by combining productivity, throughput, billing, coding, and clinical metrics.
- Improved reporting on complex MIPS quality measures by extracting meaningful data from clinical documentation that was previously difficult to capture.

Background

The [Emergency Physicians Professional Association \(EPPA\)](#) is a physician group that serves multiple hospital emergency departments across Minnesota. With several health systems in its network, EPPA has long been dedicated to improving quality of care, operational efficiency, and physician performance through better access to clinical data. All of its sites use Epic's EHR system, which provides some enhanced reporting tools, but consistent, actionable data analysis was out of reach until EPPA joined forces with d2i.

Challenges

Before partnering with d2i, EPPA struggled with fragmented and inconsistent access to clinical data. While each hospital's medical director might have had access to internal dashboards, there was no uniform data infrastructure across the system. The result was a siloed view of performance and a limited ability to make systemwide decisions. According to EPPA's Medical Director of Quality, Dr. Peter Currie, noted, "Medical Director A had access to this set of data and Medical Director B had access to a different set of data. So having some sort of consistent data across all of our sites was something that we didn't really have prior to working with d2i."

The data EPPA could access in-house was largely limited to billing information. Productivity metrics — such as patients per hour or RVUs — were available, but broader clinical insights were difficult to extract from the EHR. And with increasing regulatory requirements, such as MIPS reporting, the lack of structured, reliable clinical data became an important concern.

Solution: Emergency Medicine Performance Analytics and Custom MIPS Reporting

EPPA turned to d2i to solve these issues because of d2i's focus on emergency medicine, its clinical expertise, and its ability to customize solutions to each client's needs.

One of the partnership's first major wins was providing access to operationally meaningful reports, such as shift-level productivity metrics. Rather than assessing provider performance alone, EPPA could now evaluate the productivity of individual shifts regardless of who was working them, an essential tool for medical directors making staffing decisions.

With its [Performance Insights for Emergency Medicine™](#), d2i also helped EPPA deliver on its vision of a more balanced scorecard approach to clinician performance. Beyond just RVUs, they now had access to integrated metrics for throughput, billing and coding, and clinical care.

But the collaboration's most transformative solution came in the form of [custom MIPS reporting](#). d2i collaborated with EPPA to develop methods for capturing and reporting on complex quality measures, especially those involving clinical decision-making narratives that don't reside in structured data fields. Currie shared, "d2i was able to provide us with more robust clinical data around things like resource utilization, antibiotic and opiate prescribing, and imaging utilization, as well as that next level of complexity that answers, 'Are you providing appropriate care to a patient?'"

By working with d2i to template specific medical decision-making (MDM) language into clinician documentation, EPPA was able to extract data that would otherwise be invisible to standard analytics tools. "The ability to template that decision-making and have d2i turn it into a binary answer for MIPS reporting has been a game-changer in terms of tackling the more complicated MIPS quality measures," added Currie.

Results: From Chief Complaint to Quality in Management

Since implementing d2i, EPPA has seen a marked improvement in both its operational and quality reporting capabilities.

- **Improved staffing decisions:** Medical directors now rely on shift-based productivity reports to staff departments more effectively.
- **Balanced performance insights:** Providers receive detailed, data-rich feedback that goes beyond basic productivity metrics.
- **Game-changing MIPS reporting:** d2i's support in custom documentation and data extraction allows EPPA to accurately report on complex quality measures involving antibiotics, opioids, imaging, and resource utilization.

Beyond the technology, Currie also highlighted d2i's deep clinical expertise and responsiveness as a key reason for the partnership's success.

It's Your Data. We Make It Matter.

Interested in learning more about how d2i can make your data matter more for your organization?

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About d2i, now a part of ESO

d2i partners with healthcare organizations to make data matter—turning complexity into trusted, meaningful insights. [Learn more at d2ihc.com](#).

