

Customer Case Study



MGMA Analytics

In collaboration with WhiteSpace Health

About the client.

Founded by Rondal Weitzner, MD, Sarasota Arthritis Center has been a leading rheumatology practice in Sarasota, FL, for 45 years.

As the second-largest in Florida, it sets the standard for quality care. With locations in Sarasota, Bradenton, and Venice, it remains privately owned, staffed by 11 physicians and one mid-level provider. The practice prioritizes patient outcomes and clinical excellence while striving to be a desirable workplace. Financial sustainability is crucial, but the focus on compassionate care remains paramount.

45

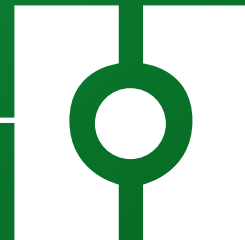
YEARS

11

PHYSICIANS


3

LOCATIONS



The pandemic led Sarasota Arthritis Center to implement remote work, later maintaining flexible and hybrid roles. They also transitioned to a fourday workweek, needing clarity on provider schedules and patient capacity. Mid-levels were introduced to manage follow-up care, maximizing doctors' capacity and planning for future retirements.

- Remote work implementation
- Transition to four-day work week
- Use of mid-levels



**“With data and dashboards,
you can tell when people
are working – or not.
Data created a culture of
accountability, and it helped
us run our business”.**

**— Stacy Yonker
CEO of Sarasota**



Business needs.

Sarasota outsourced infusions and billing, leading to increased costs and inefficiencies. Existing dashboards were cumbersome and outdated, taking 6-8 hours to generate reports Sarasota sought a new platform for timely, efficient data to improve operations.

- Outsourced services
- Management challenges
- Inefficient systems
- Need for better solutions

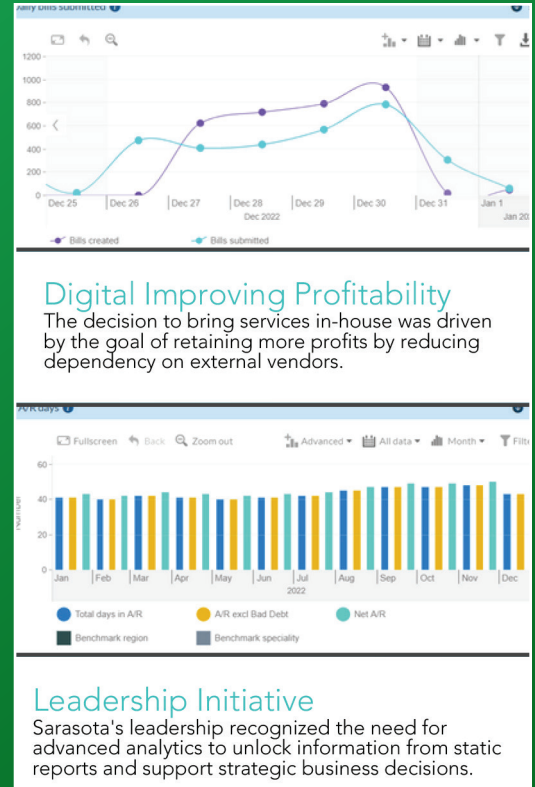
More from Stacy Yonker ...

“I would look at accounts receivable and by doing a quick estimate in my head, the current level seemed to be too low. The results from an audit two weeks ago should have been resolved by now. Without data, it was unclear where there were opportunities and what to do to resolve them”.

Keeping more profit.

To improve slim healthcare margins, Sarasota aimed to bring infusions and billing in-house. They chose MGMA's Analytics platform for better dashboards and analytics to support this transition and enhance profitability by understanding key performance factors.

- In-house transition goal
- Challenges with existing systems
- Need for analytics platform
- Selection of MGMA Analytics platform



RevIntel.

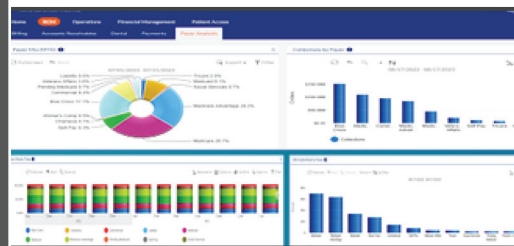
The machine learning capabilities (ML) in the platform, known as RevIntel, were a huge differentiator. RevIntel uses machine learning (ML) to identify opportunities in customer data and translates this information into human-readable steps that guide staff to successfully resolve issues.

- Differentiating feature
- Opportunity identification
- Return on investment



Actionable Insights

RevIntel elevates the concept of dashboards, offering superior capabilities compared to other market products.



Advanced Dashboards

Despite its advanced features, RevIntel provided a significant return on investment, meeting board expectations.

Return on investment.

The platform offered superior capabilities at a better price, saving Sarasota payroll costs. It identified unbilled claims and delays, enabling effective vendor communication. Data transparency improved performance, productivity, and staffing. Quarterly reporting efficiency increased, boosting profit margins.

\$500,000

Savings in
payroll costs

1,100

Unbilled claims
identified

8+ hours

Reduced manual
reporting

3-5%

Increased profit
margin



Stacy Yonker and Plans for growth.

“Since we launched the platform, our practice has grown from 48 to 65 FTEs, excluding providers, and we have recaptured profits that were previously going to our vendors. We are now able to provide infusions for other practices in our market and we are already recruiting for another doctor and one to two mid-levels to support this new volume. Additionally, we are looking to convert our CFO to permanent full-time status this year. The ability to track performance, provide feedback, and adjust our business is key to supporting future growth.”



SARASOTA
ARTHRITIS
CENTER

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**Invest in your practice.
Let's chat!**

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