

# Omni-HealthData Insights: Hospital System Performance

Quickly Assess the Performance of Key Hospital System Indicators

## Highlights

- Visualize a wide array of improvement initiatives
- Target areas that affect VBP reimbursements
- Boost overall health of the facility or network
- Improve care team productivity
- Leverage data to support a wide array of performance improvement initiatives – HCAHPS, HEDIS, and more

**BSC - Network Scorecard - FY2017**  
Facility: IB Health

Service	Measure	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Target	Current Month	FYTD	FY 2016
<b>Quality</b>											
IP Rate Hospital - HCAHPS		77.4%	72.1%	76.8%	76.2%	76.4%	79.6%	82.7%	79.6%	76.6%	70.9%
IP Comm w/ Nurses - HCAHPS		83.9%	82.2%	85.5%	85.9%	82.4%	82.4%	84.1%	82.4%	82.2%	79.6%
IP Response of Hosp Staff - HCAHPS		73.8%	70.9%	74.3%	72.4%	76.4%	75.7%	82.2%	75.7%	79.0%	68.8%
IP Comm w/ Doctors - HCAHPS		81.4%	83.8%	81.5%	84.5%	86.2%	87.5%	90.4%	87.5%	84.5%	83.3%
IP Hospital Environment - HCAHPS		75.0%	74.6%	76.5%	76.2%	76.2%	77.5%	81.1%	77.5%	79.6%	75.6%
IP Pain Assessment - HCAHPS		72.1%	72.9%	72.9%	72.5%	71.2%	72.0%	79.2%	72.0%	74.3%	70.0%
IP Comm About Medicines - HCAHPS		68.7%	70.2%	67.8%	68.6%	69.0%	69.2%	76.1%	69.2%	68.3%	65.0%
IP Discharge Information - HCAHPS		67.6%	68.2%	69.2%	69.8%	68.5%	69.6%	80.4%	69.6%	69.2%	68.0%
IP Transition of Care - HCAHPS		52.4%	51.0%	55.9%	57.7%	53.0%	55.1%	62.8%	55.1%	54.7%	52.7%
ED Satisfaction Rank - PG		82	88	80	74	76	78	90	78	80	72
<b>Efficiency</b>											
LPS Index - Excluding BRP and OB		.52	.51	.52	.52	.52	.52	.54	.51	.51	.52
Mortality Index - Excluding BRP and OB		.78	.69	.72	.62	.62	.62	.65	.68	.68	.62
Readmit Index - Excluding BRP and OB		.77	.68	.62	.61	.61	.61	.64	.61	.61	.61
SSI Rate		.05	.05	.05	.05	.05	.05	.05	.05	.05	.05
ALOS - Overall		6.84	6.82	6.91	6.82	6.91	6.92	.00	4.75	6.76	6.90
<b>People</b>											
Employee Turnover Rate		5.3%	4.3%	4.3%	4.3%	3.6%	3.6%	2.2%	3.6%	4.2%	3.0%
Employee Sick Time % of Red Hrs		1.7%	2.0%	2.0%	2.1%	2.1%	2.0%	1.8%	2.0%	2.1%	1.9%
<b>Finance</b>											
Operating Margin		.3%	1.7%	.3%	.8%	1.3%	1.5%	.8%	1.5%	1.0%	1.1%
Income from Operations - \$k		993	3,197	513	1,127	2,421	2,950	1,537	2,950	10,869	22,641
FTE per Adjusted Occupied Bed		3.5	4.1	3.8	3.9	3.8	3.4	3.3	3.4	3.3	3.4
<b>Growth</b>											
Admissions - IP and Obs		6,878	7,068	6,498	7,225	7,518	8,351	7,524	8,353	46,980	84,628
ED Registrations		130,212	133,261	134,622	142,813	137,966	139,862	130,665	139,662	786,110	1,462,858
ED Visits		25,260	25,788	24,941	28,091	27,970	32,225	28,238	32,225	178,782	301,671
B Health PG Primary Care, Barnstable		68,608	77,137	70,645	76,278	70,738	77,957	77,714	77,957	455,235	840,705

The Hospital System Performance (HSP) application, part of the Omni-HealthData Insights Suite, allows stakeholders across a hospital network to engage in the ongoing monitoring of standardized metrics and targets.

Hospitals, health networks, and other care providers face many challenges associated with the shift to value-based business models. To effectively track and optimize performance, they must empower all stakeholders with a single, consistent, complete view of organization-wide objectives and the progress being made towards them, as well as any problems or areas that require attention.

The Hospital System Performance (HSP) application, part of the Omni-HealthData Insights Suite, is a robust, interactive solution that provides executive, departmental, and operational dashboards, with complete drill-through capabilities, to support strategic performance improvement goals. It allows stakeholders across the hospital network to engage in the ongoing monitoring of standardized metrics and targets that can be easily customized to fit the needs of any hospital system.

Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, improve performance, and drive growth.

## Metrics and Measures

Measures enable the close and ongoing tracking of performance related to service, quality, people, finance, and growth. These include:

- HCAHPS Survey Categories
- Length of Stay Index
- Mortality Index
- Readmit Index
- SSI Rate
- ALOS Overall Index
- Employee Turnover Rate
- Employee Sick Time (as a percentage of paid hours)
- Operating Margin
- Income from Operations
- FTEs per Adjusted Occupied Bed
- Admissions
- OP Registrations
- ED Visits

## Users

The Hospital System Performance application is well-suited for a whole host of users, including:

- Service Line Leaders
- Hospital Operations
- C-Suite
- Board of Directors
- Quality Staff
- Network Performance Teams
- Nurse Management
- Clinical Analysts
- Department Heads

## Features

Hospital System Performance collects, unifies, and harmonizes data from a variety of internal and external sources. Variances of actual to target are color-coded based on your system's metric tolerances. These dashboards allow stakeholders to:

- Set strategic targets for network-wide metrics, and assess progress
- Monitor trends and examine correlations, to uncover areas for improvement
- Drill down to more detailed performance-related data, to perform root cause analysis
- Enhance performance in areas directly tied to finance, workforce turnover, admissions, and emergency department visits

- Leverage data to support a wide array of performance improvement initiatives – HCAHPS, HEDIS, and more
- Target areas that affect VBP reimbursements, such as HRRPs, HACs, and other quality measures

### Benefits/Improvements

- Facilitate hospital-wide enhancements by allowing stakeholders to closely monitor key performance indicators (KPIs), review supporting data, and measure achievement towards goals
- Achieve a holistic view of performance through consolidated, timely data that is delivered through a single, central access point
- Promote broad-reaching performance management by going beyond basic clinical and financial analysis to provide insights that support a wide array of improvement initiatives
- Drive value by empowering stakeholders with better access to performance-related data
- Preserve valuable time using near real-time data for key metrics affecting system performance

### Data Sources

- Hospital EMR and Billing Data
- Ambulatory EMR and Billing Data
- General Ledger Data
- HCAHPS Survey
- Human Resource Data
- Tumor Registry
- Trauma Registry
- Industry Benchmarks
- Mastered Physician/Practice Data
- Modeled Cost

### Omni-HealthData Insights

Information Builders and St. Luke's University Health Network, a non-profit, regional, fully integrated, and nationally recognized seven-hospital system, have joined forces to create Omni-HealthData Insights, a suite of out-of-the-box information applications – InfoApps™ – that help hospitals and other care providers to leverage data assets across the continuum of care to achieve success in today's emerging value based care models. St. Luke's is a six-time Truven Top 100 Award winner, HIMSS Stage 7, and CMS 4-Star Rated IDN.

## Worldwide Offices

### Corporate Headquarters

Two Penn Plaza  
New York, NY 10121-2898  
(212) 736-4433  
(800) 969-4636

### United States

Atlanta, GA\* (770) 395-9913  
Boston, MA\* (781) 224-7660  
Channels (770) 677-9923  
Charlotte, NC (980) 215-8416  
Chicago, IL\* (630) 971-6700  
Cincinnati, OH\* (513) 891-2338  
Dallas, TX\* (972) 398-4100  
Denver, CO\* (303) 770-4440  
Detroit, MI\* (248) 641-8820  
Federal Systems, D.C.\* (703) 276-9006  
Florham Park, NJ (973) 593-0022  
Houston, TX\* (713) 952-4800  
Los Angeles, CA\* (310) 615-0735  
Minneapolis, MN\* (651) 602-9100  
New York, NY\* (212) 736-4433  
Philadelphia, PA\* (610) 940-0790  
Pittsburgh, PA (412) 494-9699  
San Jose, CA\* (408) 453-7600  
Seattle, WA (206) 624-9055  
St. Louis, MO\* (636) 519-1411, ext. 321  
Washington, D.C.\* (703) 276-9006

### International

**Australia\***  
Melbourne 61-3-9631-7900  
Sydney 61-2-8223-0600

**Austria** Raffeisen Informatik Consulting GmbH  
Wien 43-1-211-36-3344

**Brazil**  
São Paulo 55-11-3372-0300

**Canada**  
Calgary (403) 718-9828  
Montreal\* (514) 421-1555  
Toronto\* (416) 364-2760  
Vancouver (604) 688-2499

**China**  
Peacom, Inc.  
Fuzhou 86-15-8800-93995

**Czech Republic** InfoBuild Software CE s.r.o.  
Praha 420-234-234-773

**Estonia** InfoBuild Estonia OÜ  
Tallinn 372-618-1585

**Finland** InfoBuild Oy  
Espoo 358-207-580-840

**France\***  
Suresnes +33 (0)1-49-00-66-00

**Germany**  
Eschborn\* 49-6196-775-76-0

**Greece** Applied Science Ltd.  
Athens 30-210-699-8225

**Guatemala** IDS de Centroamerica  
Guatemala City (502) 2412-4212

**India\*** InfoBuild India  
Chennai 91-44-42177082

**Israel** Team Software Ltd.  
Petah-Tikva 972-54-889-9970

**Italy**  
Agrate Brianza 39-039-59-66-200

**Japan** KK Ashisuto  
Tokyo 81-3-5276-5863

**Latvia** InfoBuild Lithuania, UAB  
Vilnius 370-5-268-3327

**Lithuania** InfoBuild Lithuania, UAB  
Vilnius 370-5-268-3327

**Mexico**  
Mexico City 52-55-5062-0660

**Middle East** Anel Arabia Ltd. Co.  
• Riyadh 966-11-483-0016  
• Bahrain • Kuwait • Oman • QatarSaudi Arabia  
• United Arab Emirates (UAE)

### Netherlands\*

Amstelveen 31 (0)20-4563333

Belgium

Luxembourg

**Nigeria** InfoBuild Nigeria

Garki-Abuja 234-9-290-2621

Norway InfoBuild Norge AS c/o Okonor

Tynset 358-0-207-580-840

### Portugal

Lisboa 351-217-217-400

**Singapore** Automatic Identification Technology Ltd.

Singapore 65-69080191/92

**South Africa** InfoBuild (Pty) Ltd.

Johannesburg 27-11-064-5668

### South Korea

Dfocus Co., Ltd.

Seoul 02-3452-3900

UVANSYS, Inc.

Seoul 82-2-832-0705

**Southeast Asia** Information Builders SEAsia Pte. Ltd.

Singapore 60-172980912/Bangladesh

• Brunei • Burma • Cambodia

• Indonesia • Malaysia • Papua New Guinea

• Thailand • The Philippines • Vietnam

### Spain

Barcelona 34-93-452-63-85

Bilbao 34-94-400-88-05

Madrid\* 34-91-710-22-75

### Sweden

Stockholm 46-8-76-46-000

### Switzerland

Brugg 41-44-839-49-49

### Taiwan

Galaxy Software Services, Inc.

Taipei 886-2-2586-7890, ext. 114

**Tunisia** North Africa Business Consulting

Bizerte 215-22-86-85-79

**Turkey** Paladin Bilisim Danismanlik A.S.

Istanbul 90-532-111-32-82

### United Kingdom\*

Uxbridge Middlesex 44-20-7107-4000

**Venezuela** InfoServices Consulting

Caracas 58-212-261-5663

**West Africa** InfoBuild FSA

Abidjan 225-01-17-61-15

\*Training facilities are located at these offices.

## Find Out More

We can help you succeed. Talk to your local Information Builders representative to learn how. Visit us at [informationbuilders.com](http://informationbuilders.com), e-mail [askinfo@informationbuilders.com](mailto:askinfo@informationbuilders.com), or call (800) 969-4636 in the U.S. and Canada. To improve your skills, visit [education.ibi.com](http://education.ibi.com).

Copyright © 2017 by Information Builders. All rights reserved. [145]

All products and product names mentioned are trademarks or registered trademarks of their respective companies.