Omni-HealthData Insights

Turnkey Apps to Drive Quality Improvement, Physician Productivity, and Consumer Satisfaction

Highlights

- Proactively manage performance metrics for value-based contracts
- Improve operations and outcomes with analytical apps
- Improve care quality by closing gaps
- Gain model performance for payer groups

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.

The shift to value-based care has caused massive changes in how healthcare providers organize and measure themselves.

To address these new challenges, Information Builders has created Omni-HealthData Insights in partnership with St. Luke's University Health Network (SLUHN), a non-profit, regional, fully integrated, and nationally recognized 10-hospital system. St. Luke's created the region's first medical school with Temple University and has earned Truven's Top 100 designation. The organization's deep experience in satisfying the business intelligence (BI) needs at executive, departmental, and operational levels has driven the product requirements and has guided product design from inception to delivery and release.

Built by health professionals for health professionals, the product has proven its business value by driving quality improvements, physician productivity, and patient satisfaction at the network.

Omni-HealthData Insights provides a number of out-of-the-box information applications – InfoApps™ – built on top of the Omni-HealthData Provider Edition™ product – a powerful information management platform designed specifically for the health providers. It is delivered with a fully prebuilt data model, which encompasses inpatient and ambulatory clinical data, as well as administrative, financial, human resources, patient, physician, facility, and many others.

It also comes equipped with a number of fully pre-engineered, powerful state-of-the-art data quality, data mastering, and data integration processes. With the snap-on Omni-HealthData Insights, it enables health providers to start getting valuable cross-organizational insights in weeks rather than months or years.

InfoApps in Omni-HealthData Insights

Physician Practice Management

This series of dashboards gives physician group leaders, service line leaders, financial administration management, physician practice managers, and financial and operational analysts a set of views into physician practice performance across nine areas of performance measurement using 35 key performance measures, including revenue, procedure volume, patient access, productivity, patient satisfaction, billing, value-based cash, physician investment, and citizenship.

These InfoApps provide critical information by:

- Allowing senior executives and department managers to quickly access the metrics most important to them, with the ability to drill down to specific practices and physicians to analyze exceptions
- Showing performance metrics to practice managers, including by individual physicians, and helps them compare their practice's performance to their peers
- Giving key performance indicators for lines of business such as primary care, hospital-based specialists, community-based specialists, community health clinics, and specific specialties
- Providing a workbench for financial and operational analysts to tailor their analysis and generate datasets for further analysis

Quality and Patient Safety

This series of InfoApps gives quality officers, service line administrators, physician leads, department heads, and nurse management the power to identify quality issues and perform root cause analysis. Areas such as clinical quality, infection control, and risk management use this information to monitor and improve the quality of hospital care and address overall Quality Performance Improvement.

These InfoApps are used for:

- Providing charts that show incident rates by location and event type in order to analyze trends and to drill down into individual patient cases
- Leveraging more than 20 general event types such as adverse drug reactions, falls, diagnosis/treatment, and medication/fluid, in addition to more than 180 specific event types
- Reporting on patient safety indicators using Agency for Healthcare Research and Quality's (AHRQ's) methodology by hospital, surgeon specialty, surgeon, and payer group polling data from a variety of sources such as encounter data, national benchmark data, National Healthcare Safety Network (NHSN) infection control databases, chart abstracted data, and registries

Hospital Patient Experience

These dashboards give physician leaders, hospital operations, and patient experience departments the ability to drill down into individual surveys and detailed data. Executive leadership can monitor trends and examine relationships to identify opportunities by unit, department, service line, and other reporting levels. Data from outside systems are incorporated into the InfoApps so leadership can see patterns of consumer experiences that are outside what is represented by Press Ganey and similar organizations.

These InfoApps provide detailed information by:

- Operationalizing the insights that are culled from the visuals
- Supplying views of the patient journey from admission to discharge
- Delivering insights into opportunities for patient experience improvement
- Dispensing provider-level or department-level feedback to areas without historical access to patient survey results
- Enabling a PDSA (Plan-Do-Study-Act) performance improvement model

Hospital Performance Scorecard

This series of executive, departmental, and operational dashboards includes the most important key performance metrics for the network related to service, quality, people, finance, and growth. They look at various HCAHPS metrics, case mix index, mortality and readmit indexes, vent days and infection rates, discharge statistics, average length of stay, employee turnover, operating margin, and others.

Care Insights

This application supports the analysis of populations, care management, clinical and financial outcomes, provider performance, payer contract performance, quality, and cost on a rolling 12-month view. The Generic Prescribing Rate application analyzes the use of generics versus brands to suggest areas of cost takeout without compromising quality of care. The application relies on additional inherent functionality around automated support for third-party grouper integration, as well as existing Omni-HealthData-supplied metrics and algorithms. Care Insights provides measures required for CMS, MSSP, and ACO, as well as many other value-based programs.

Benefits

Laser-focus on key business requirements. Omni-HealthData Insights addresses specific information needed to reduce costs, increase revenue and profitability, improve patient satisfaction, increase physician productivity, and improve revenue cycles.

Use all available data. Data from many different systems – such as Ambulatory Billing, EMRs, Cost Accounting, HCAHPS and CG-CAHPS, Press Ganey, and others – is brought together for a full view of all the information housed in your organization. Users can create patient groups based on demographics, utilization, and clinical attributes. Reporting includes standard populations for value-based/quality measures and custom defined criteria.

Leverage Data for Value. With reimbursements shrinking, hospital systems need insights to identify areas where cost can be driven out and utilization can be improved. As hospital systems merge and acquisition of physician practices increases, managing the efficiency and productivity of both becomes critical to the bottom line for cost and value. Omni-HealthData Insights extracts maximum value from the data that healthcare organizations already collect to solve these problems and derive value from their data assets.

Develop management dashboards. Consolidate performance metrics so everyone is looking at the same data. All levels of management can benefit from a one-stop-shop for performance metrics, which include drillable executive dashboards. Operational dash-boards are produced for practice administrators customized to their area of accountability.

Support performance improvement. Monitor populations, quality, utilization, and cost. Use to support care coordination and payer contracting by identifying opportunities and risks.

Assist marketing efforts. Use the most accurate and up-to-date contact information from multiple sources for outreach campaigns. Create lists of existing and potential patients identified according to specific characteristics.

Improve patient experience. Balanced scorecards and InfoApps are used by internal quality teams, departments, and service lines to improve processes and patient care. The reporting capabilities are user friendly, and provide easy access to additional patient details.

Find Out More

Health organizations can use Omni-HealthData Insights to drive customer satisfaction and quality of services, all while promoting better consumer care.

To view demos of Omni-HealthData Insights, or to learn more, please visit us at omnihealthdata.com or contact us at 800-969-INFO.

Find Out More