

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
Quality											
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%	75.0%
IP Pain Assessment - HCAHPS		72.1%	72.9%	72.9%	72.5%	71.2%	72.0%	75.2%	72.0%	74.3%	70.0%
IP Comm About Medicines - HCAHPS		68.7%	70.2%	67.8%	68.0%	69.0%	69.2%	76.1%	69.2%	68.3%	65.0%
IP Discharge Information - HCAHPS		67.6%	68.0%	69.3%	69.8%	68.5%	69.6%	80.4%	69.6%	69.3%	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
Efficiency											
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
People											
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%
Finance											
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
Growth											
Admissions - IP and Obs		6,878	7,068	6,498	7,225	7,518	8,351	7,524	8,353	46,080	84,628
ED Registrations		130,212	133,261	134,622	142,813	137,966	135,862	130,665	139,662	706,110	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.

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