

Quick Start Guide

SHP Dashboard Alert Management Use Cases 1 & 2

What's Inside this Guide?

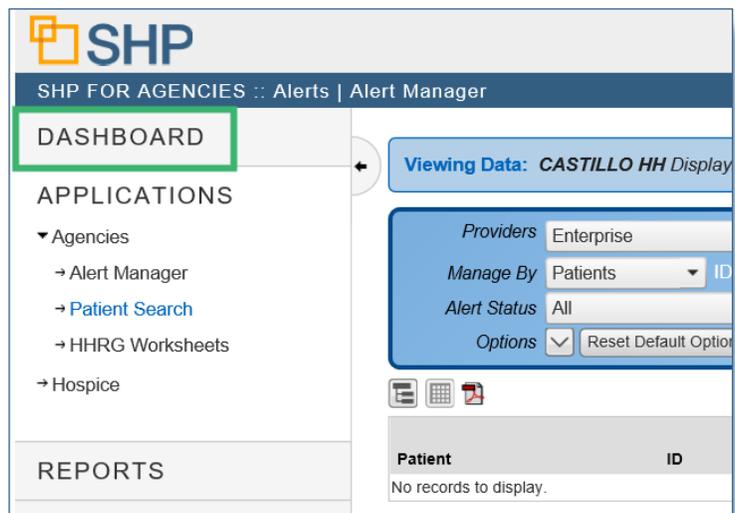
This guide will walk through the SHP Dashboard Alert Management use cases discussed in the 05/20/2020 National Webinar: "SHP Dashboard Updates: Alert Management & PDGM Revenue". Here, you will find detailed information regarding the steps to prepare the widgets to match each use case. These features are for use with the "SHP for Agencies" product.

Provider	Critical Alerts			Potential Alerts		
	Open	Closed	Dismiss	Open	Closed	Dismiss
(11117) OLIVER HH	276	295	51	1,011	1,283	373
(11114) CHERRY HH	198	124	8	696	727	111
(11119) TELEGRAPH HH	53	37	5	222	219	68
(11120) BELFAST HH	52	97	40	219	487	264
(11130) ORANGE HH	25	65	5	90	307	79

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Where to Find the Dashboard

Log in to the SHP Program (accessed through the site: www.shpdata.com), the Dashboard tab will be located in the far upper left-hand corner of the SHP homepage. Click on this tab to access your personal dashboard.



Configuring the Widgets

Each box that contains data on the Dashboard is known as a "widget". To adjust the details of any of the widgets on your dashboard, simply click on the pencil or wand, found in the upper right-hand side of the widget you're looking to customize.

Alert Description	6 Month Count	Last 12 Month	Trend
Inappropriate use of symptom code	2,308		↑
Ambulation severity in conflict with transferring se...	1,401		↓
Code Also: J44 to fully describe condition this may ...	1,313		↑

Alert Management Use Case #1 - How Can I Review My Open Critical and Potential Alerts?

1) Access the Dashboard tab, navigate to, or add, the Alert Management: Overview or the Alert Management: Staff Detail view(s).



2) We're going to be accessing the "Alert Summary" widget. Look for a widget with a title that begins with "Alert Summary by". The view may be configured by Provider, Clinician, or a number of other available "Data Types". If you do not see a widget that begins with this title, we will need to add it to your view. (For more information on adding views, please see the Quick Start Guide titled "Adding New Widgets and Views to the Dashboard")

Alert Summary by Provider - Last 3 Months						
Provider	Critical Alerts			Potential Alerts		
	Open	Closed	Dismiss	Open	Closed	Dismiss
(11132) SKY HH	18	310	55	1,035	1,338	389
(11140) UNIVERSE HH	17	37	18	234	229	73
(11121) JUPITER HH	24	125	9	722	739	116
(11113) MILLS HH	15	87	8	119	275	1
(11130) ORANGE HH	25	65	5	90	307	79

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3) Once you've located your "Alert Summary" widget, you'll notice that there are separate sets of columns for analyzing Critical and Potential alerts.

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4) To access the greatest number of "Open" alerts in descending order in a column, simply click on "Open" at the top of the widget, for either the Critical or Dismissed category. This will then sort all of the values in descending order, along with their associated "Data Type" (Clinician, Case Manager, Provider, etc...). Click on the number of the alerts or the provider name to see more detail on the Alert Impact report.

Alert Summary by Provider - Last 3 Months						
Provider	Critical Alerts			Potential Alerts		
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Alert Management View Use Case #2 - What are My Most Common Alerts in the Last 6 Months?

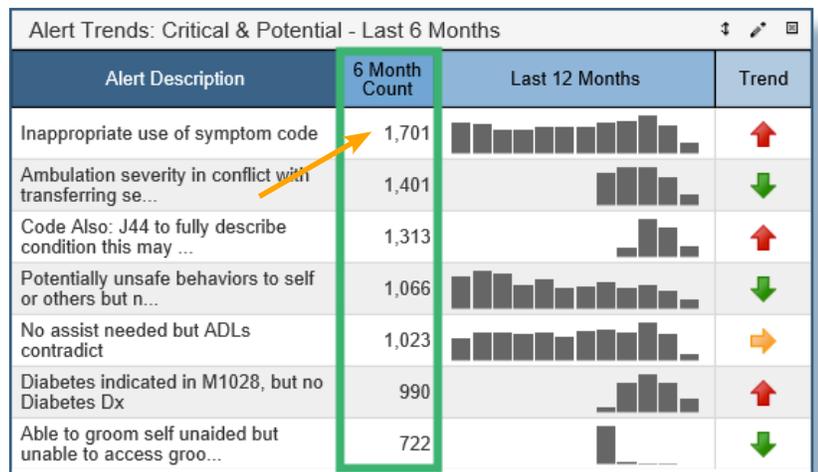
1) Once you've accessed the Dashboard tab, navigate to, or add, the Alert Management: Overview or the Alert Management: Staff Detail view(s).



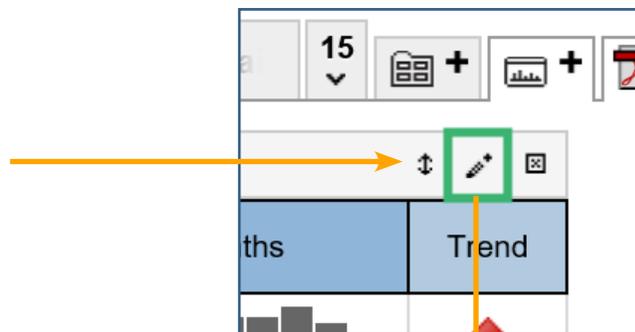
2) After Selecting the Alert Management view, then scroll until you locate a widget with "Alert Trends" in the title. In the default Alert Management: Overview and Staff Detail view configurations, this will be located right at the top of the page.



3) The Alert Trends: Critical and Potential - Last 6 Months will display the most frequently occurring alert descriptions for the last 6 months in descending order, as well as a graph reflecting the alerts frequency over the last 12 months.



4) You can easily configure this alert to display date ranges of: Current Month, (Last) 2 Months, 3 Months, 6 Months and 12 Months. Simply use the wand in the upper right-hand side of the widget, and select "Date Range" in the configuration box.



5) The “Trend” arrows will be linked to the date range applied for the widget. If the date range is set for 6 months, then the Trend arrow will reflect the trend for that time frame. Below is a brief description of each of the Trend arrow colors:

Alert Trends: Critical & Potential - Last 6 Months			
Alert Description	6 Month Count	Last 12 Months	Trend
Use Additional Code: C50 should be followed by Z17.0...	35		
Use Additional Code: E11.622 should be followed by L...	35		
Use Additional Code: G30 should be followed by F05, ...	35		

Green: The frequency of the alert associated with patients has progressively become less frequent over the date range selected.

Yellow: The rate of the alert appearing associated with patients has not shown a significant positive or negative change.

Red: The occurrence of the alert is growing over the date range selected.



Support

If you have any additional questions regarding the information found in this report, please contact us at (805) 963-9446, or by email at training@SHPdata.com.