SHP

STRATEGIC HEALTHCARE PROGRAMS

SHP Dashboard Updates:

New Tools for Clinical Performance and Public Reporting

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Winning Wednesday Webinar Series

Learning Objectives

- ✓ New Views and Widgets
  - *Clinical Scorecard*
  - *Hospitalization*
  - *HHCAHPS*
  - *Preventing Harm 3*
- ✓ Customization Options
  - *Selecting Configuration Options*
  - *Use Cases*

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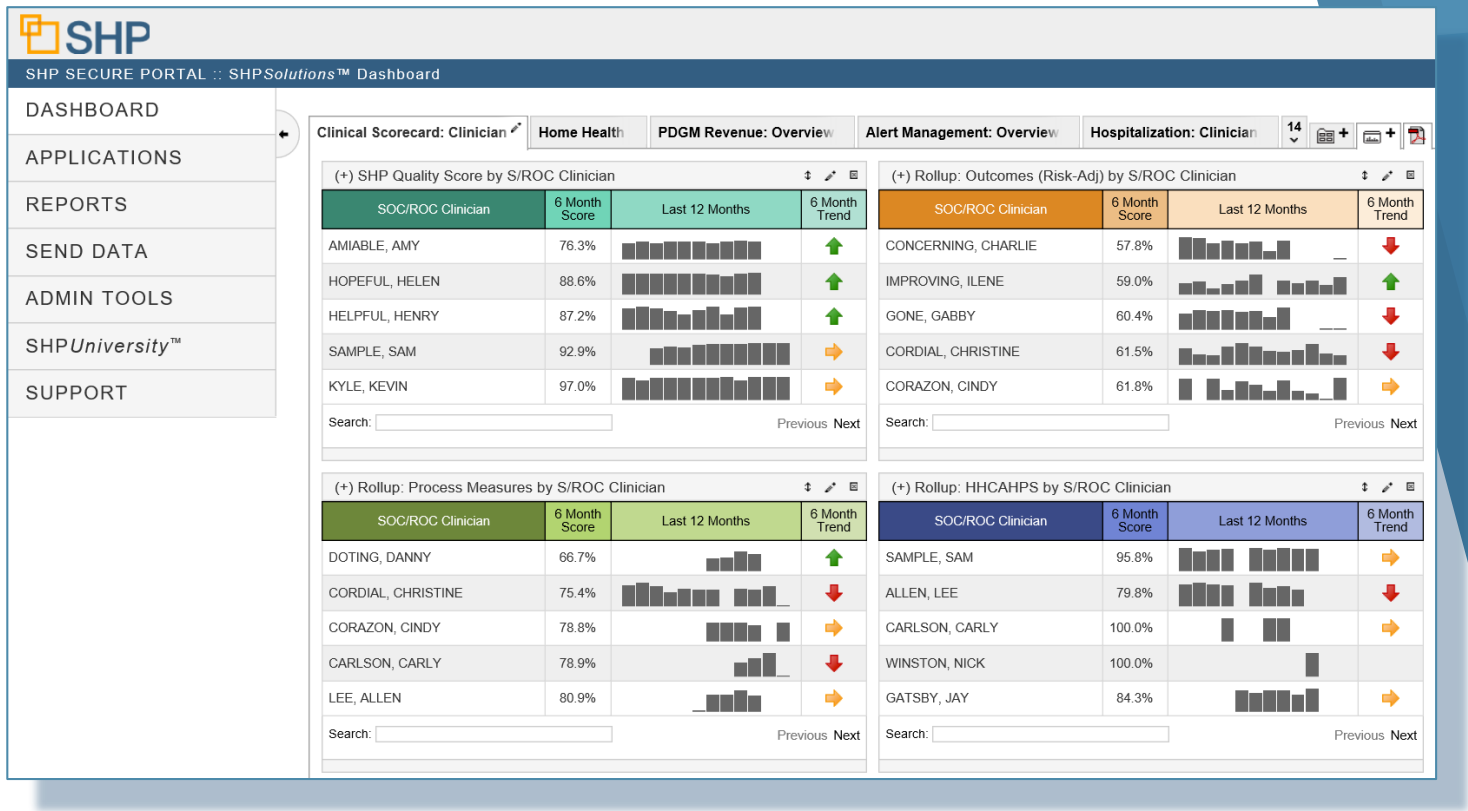
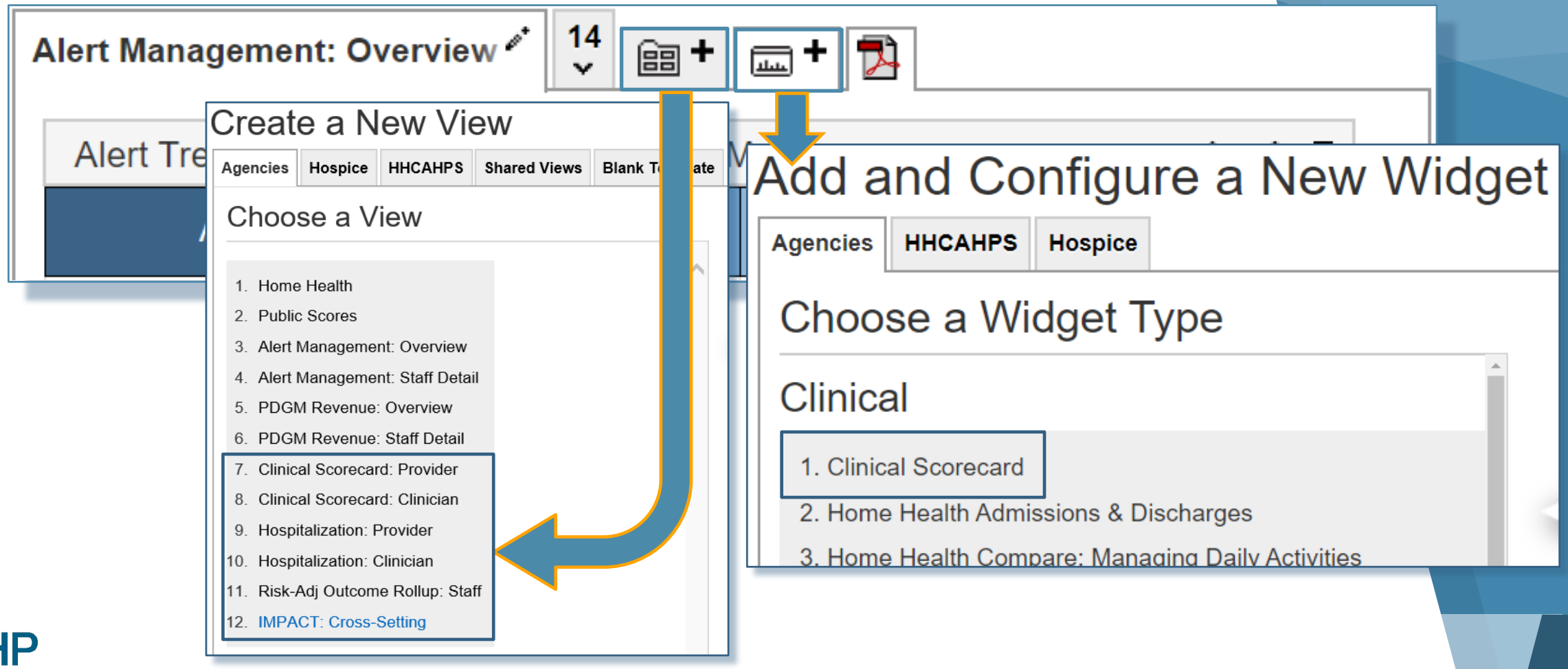
Navigating to the Dashboard Features

- Log in to SHP (www.shpdata.com)
- Click on the **Dashboard** option on the menu, then select one of the new **views/tabs** which have been added to your personal Dashboard

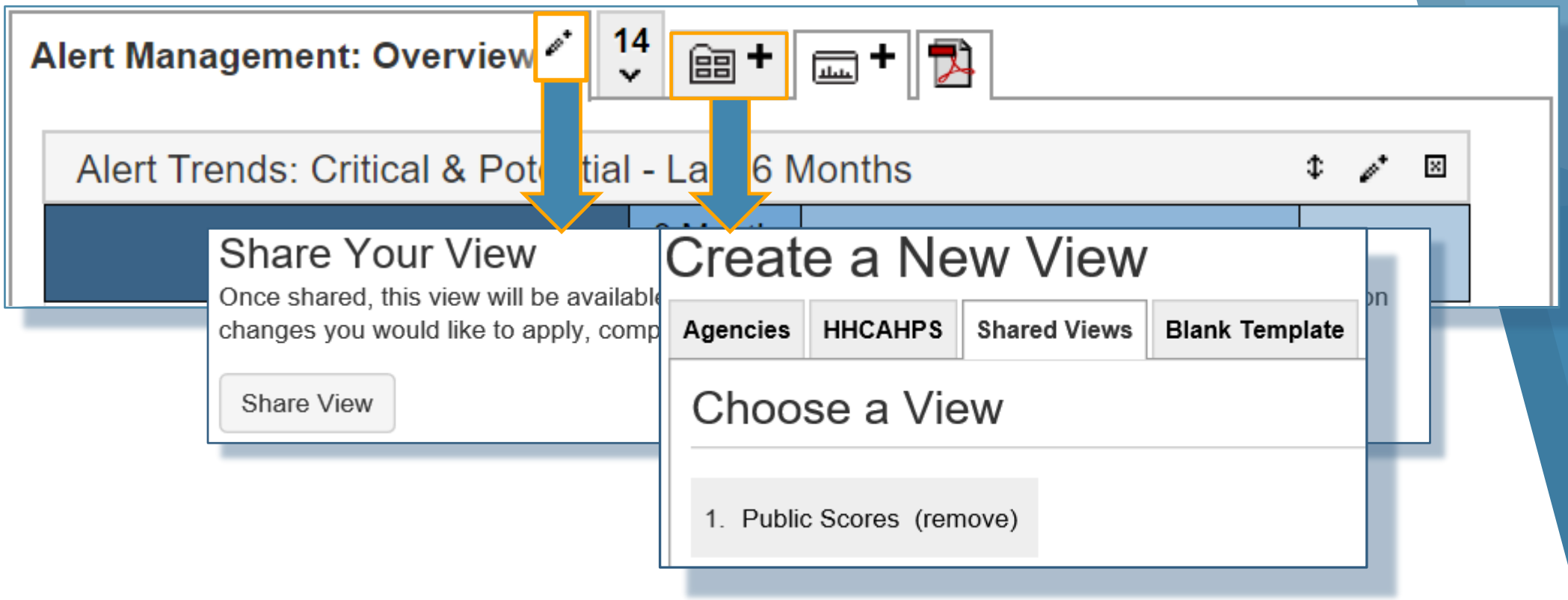


How to Add a New View or Widget

- Click on the “Add View” box to add a new view
- Click on the “Add Widget” box to add a widget to a view

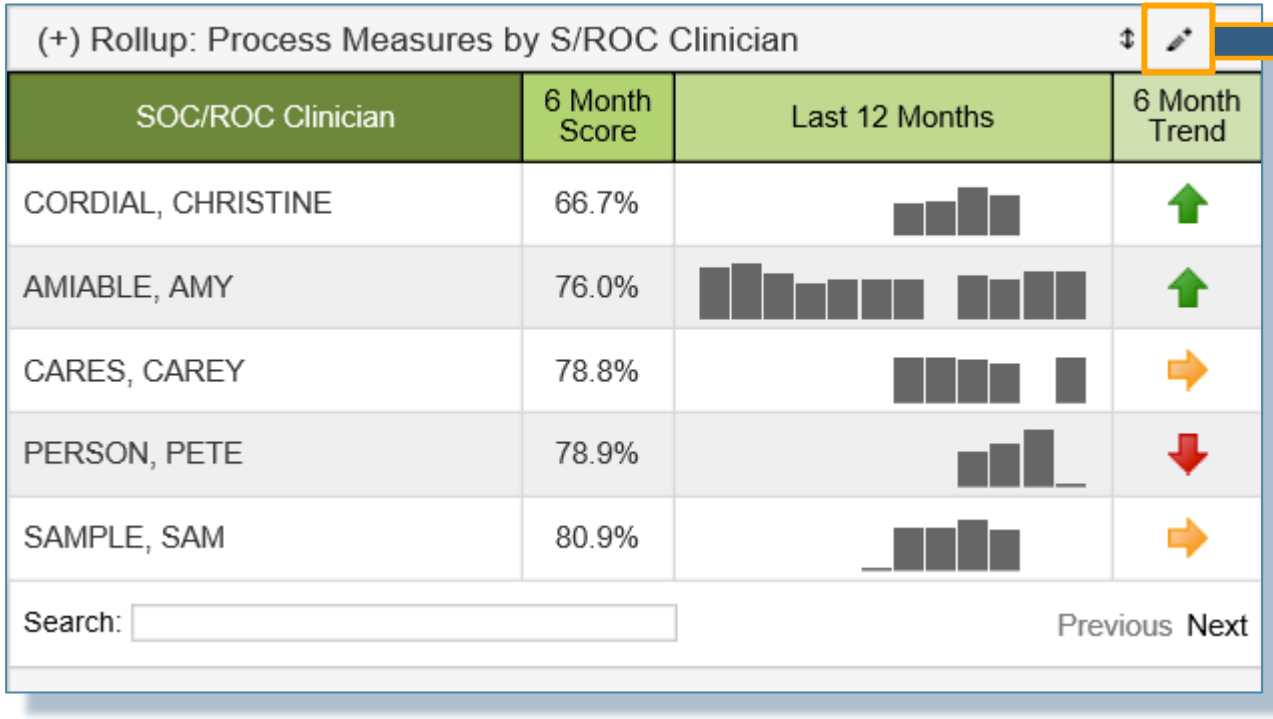


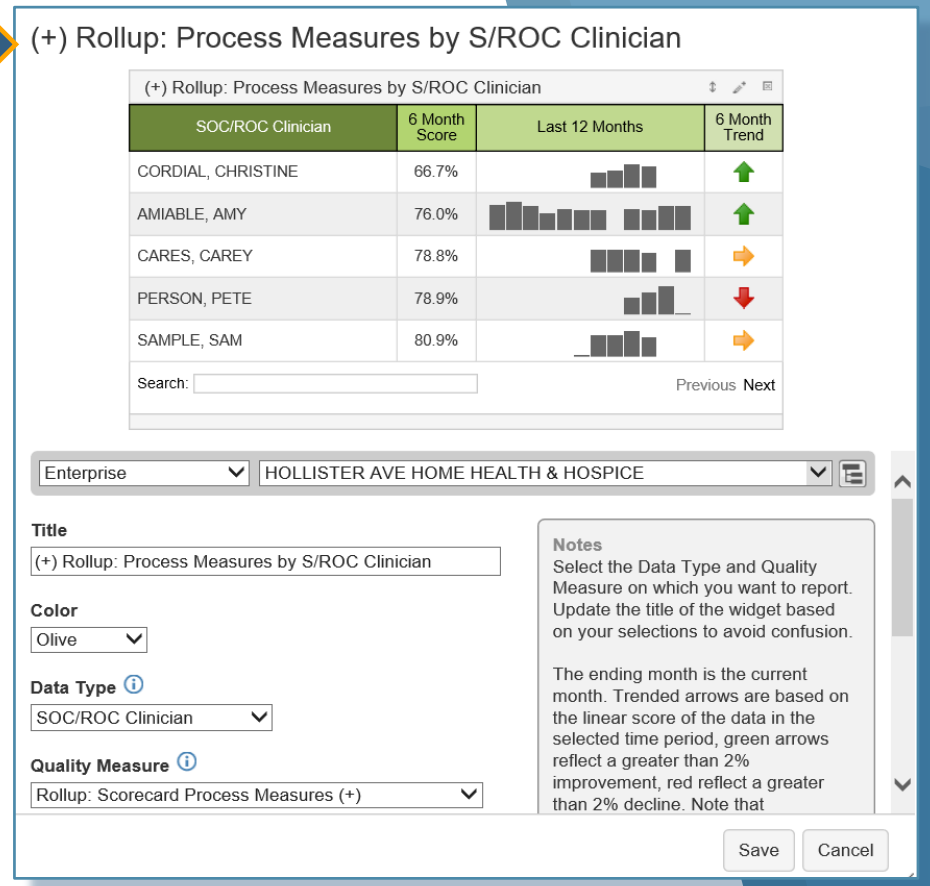
How to Share a View



Customizing Your Views and Widgets

- Click on the wand on each widget to configure the details



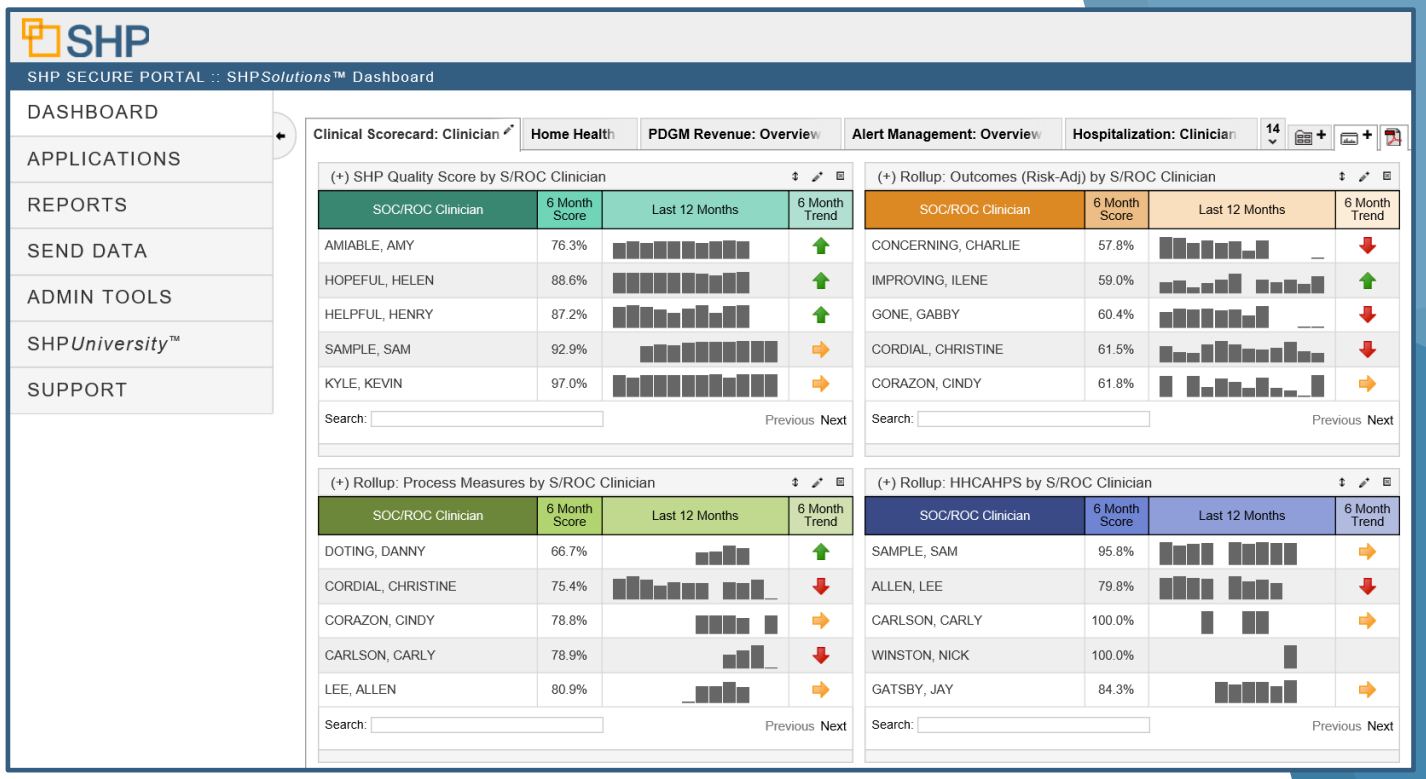


New Views and Widgets

Getting Started with the New Views

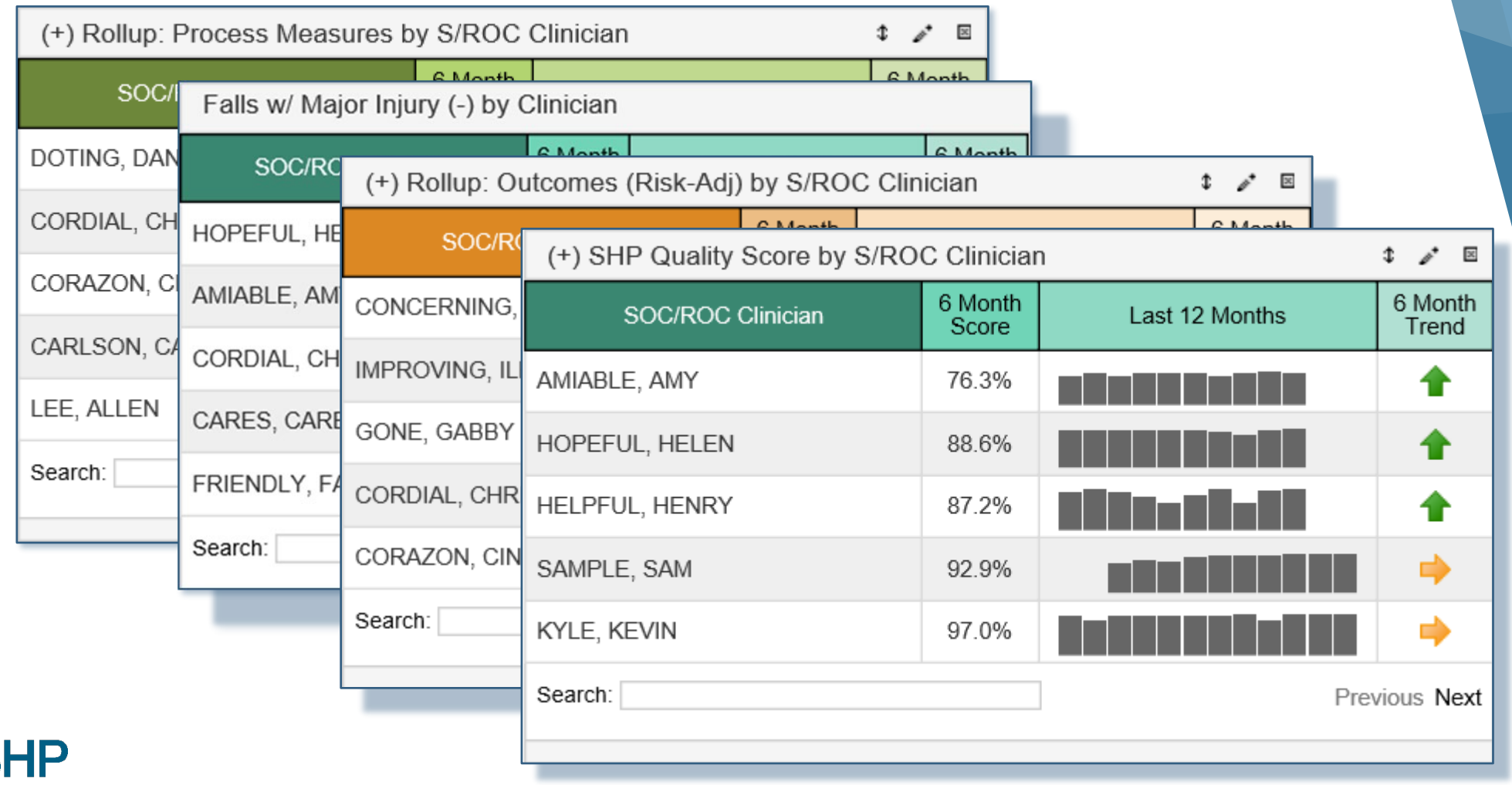
New Views Available:

- Clinical Scorecard: Provider
- Clinical Scorecard: Clinician
- Hospitalization: Provider
- Hospitalization: Clinician
- Risk-Adjusted Rollup: Staff
- IMPACT: Cross Setting
- HHCAHPS: Universal



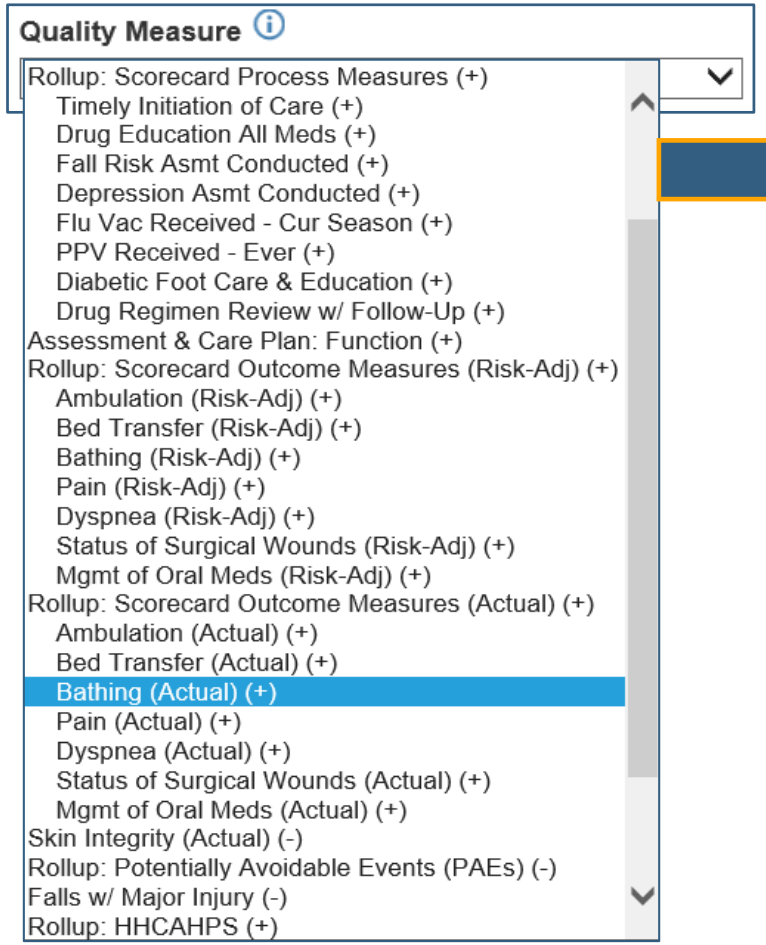
Clinical Scorecard Widgets

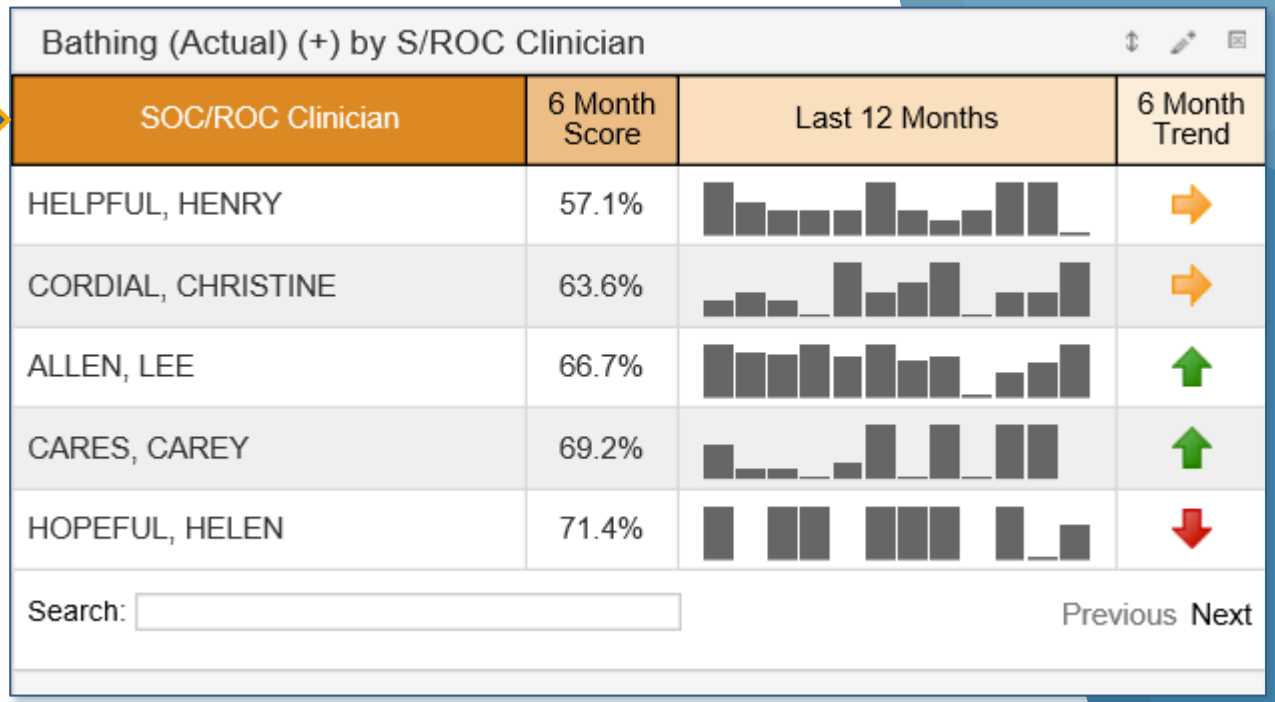
- The widgets below are just a few that are available to all SHP users



Clinical Scorecard Measures

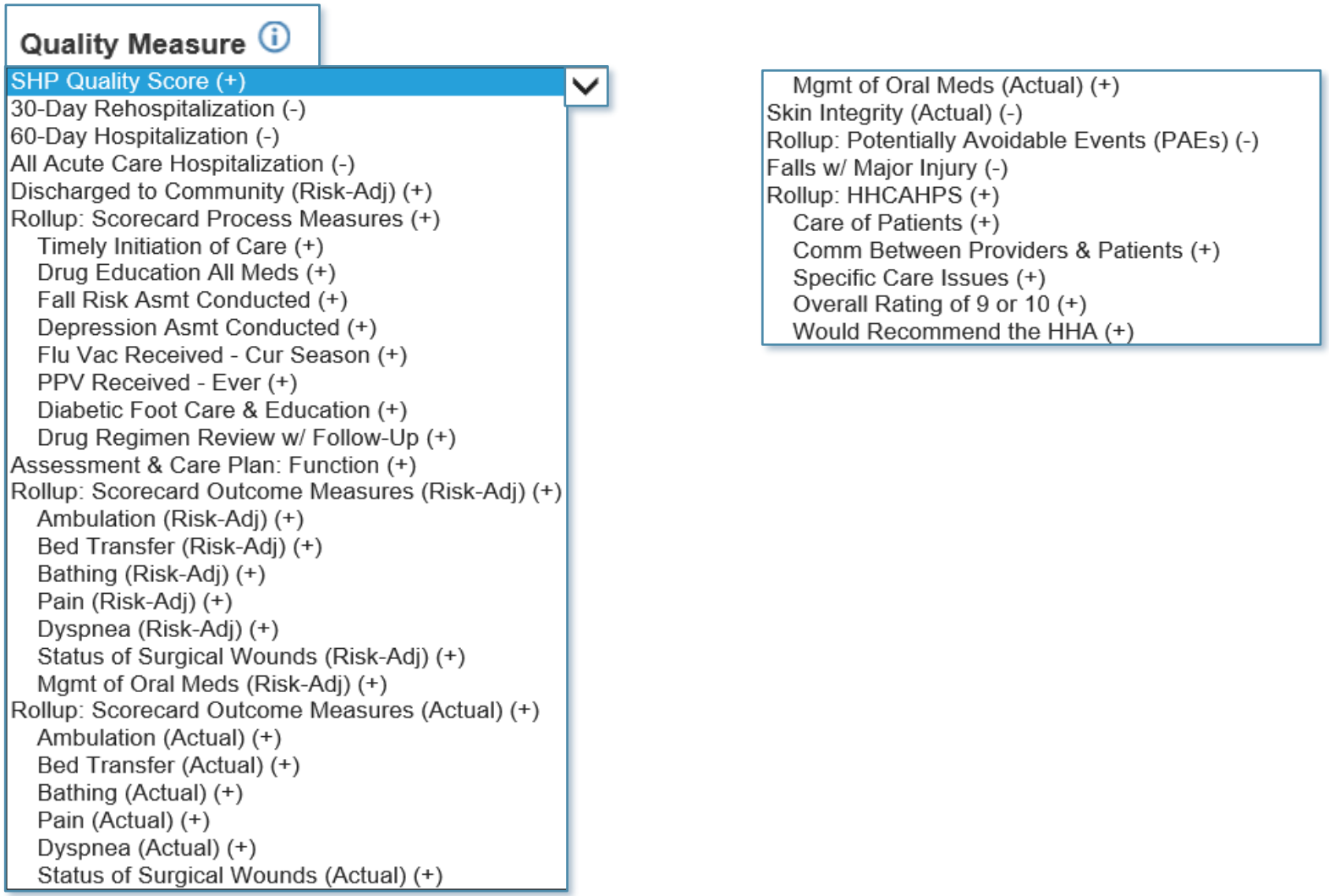
- Select the appropriate quality metric for the widget





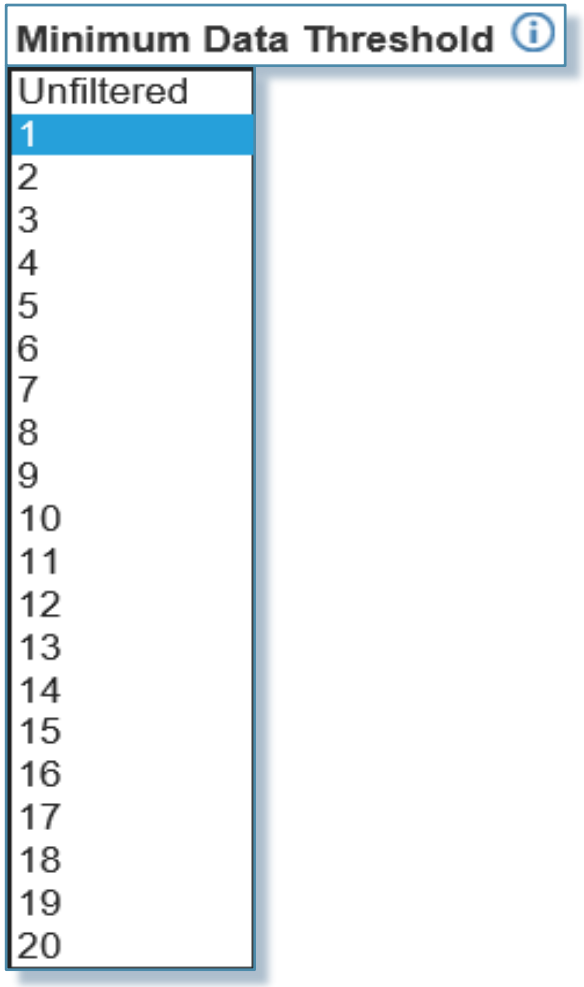
Clinical Scorecard Measures (Cont'd)

- The Clinical Scorecard Widget Options Available:



Minimum Data Threshold Parameter

- How Many Data Points are Required?

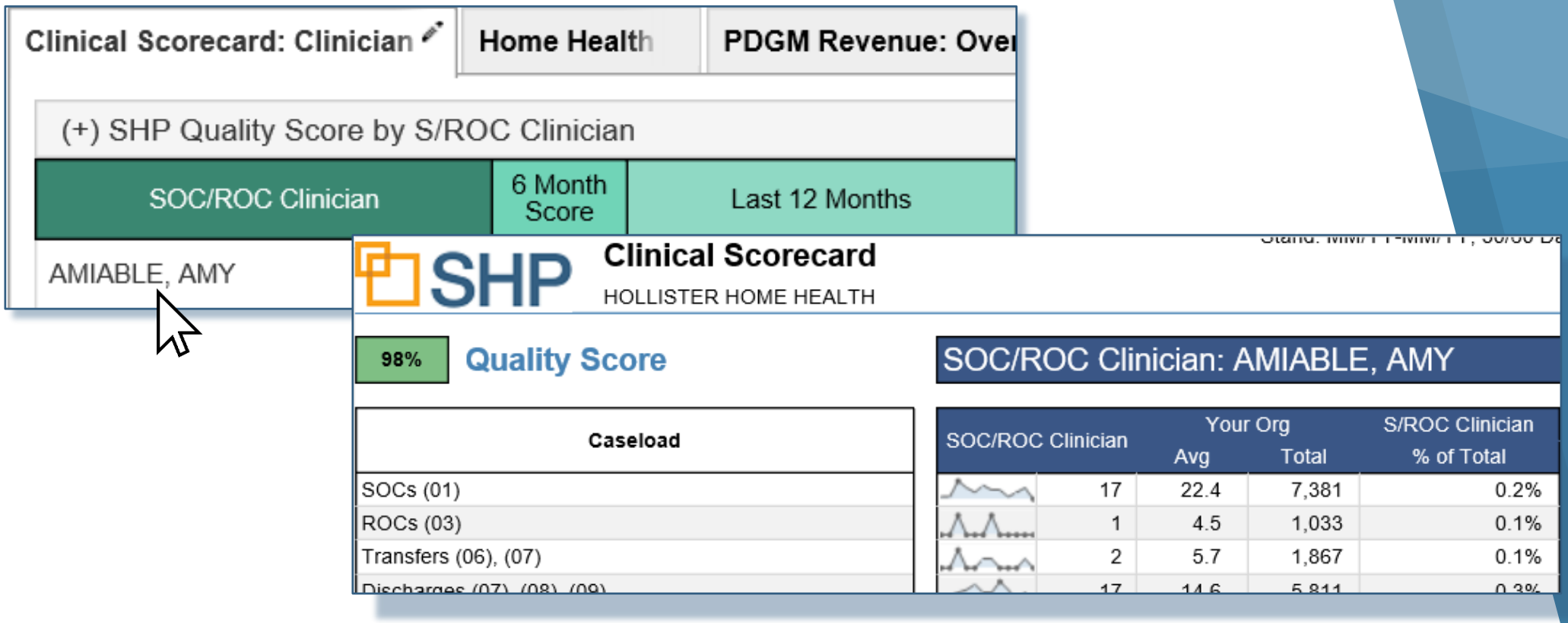


(+) Rollup: Outcomes (Risk-Adj) by S/ROC Clinician

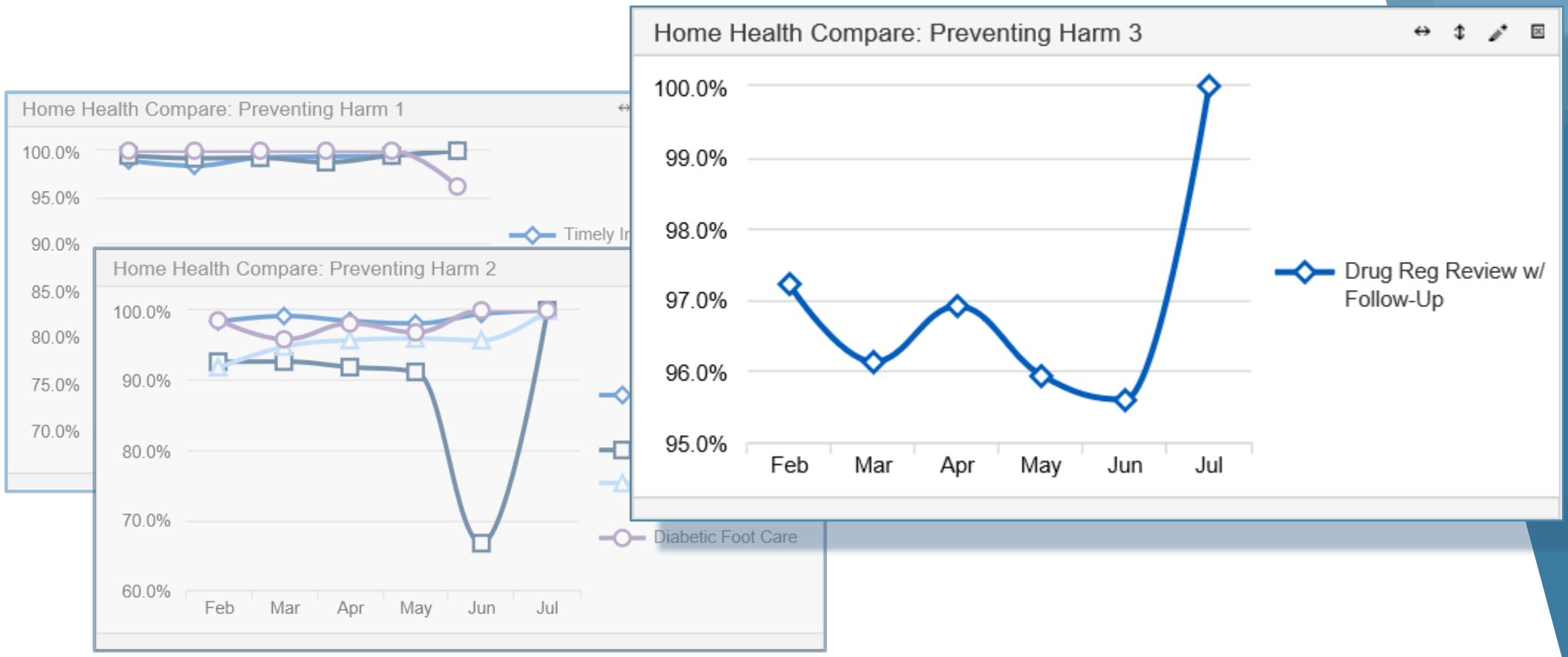
SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
CONCERNING, CHARLIE	57.8%		
IMPROVING, ILENE	59.0%		
GONE, GABBY	60.4%		
CORDIAL, CHRISTINE	61.5%		
CORAZON, CINDY	61.8%		

Search: Previous Next

Putting Drill-Down Options to Use

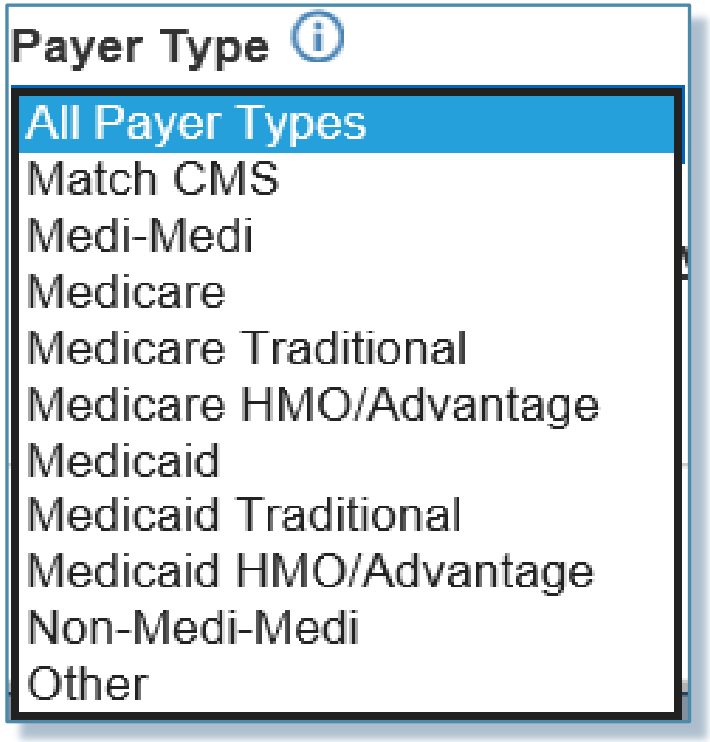


New HHC Widget: Preventing Harm 3



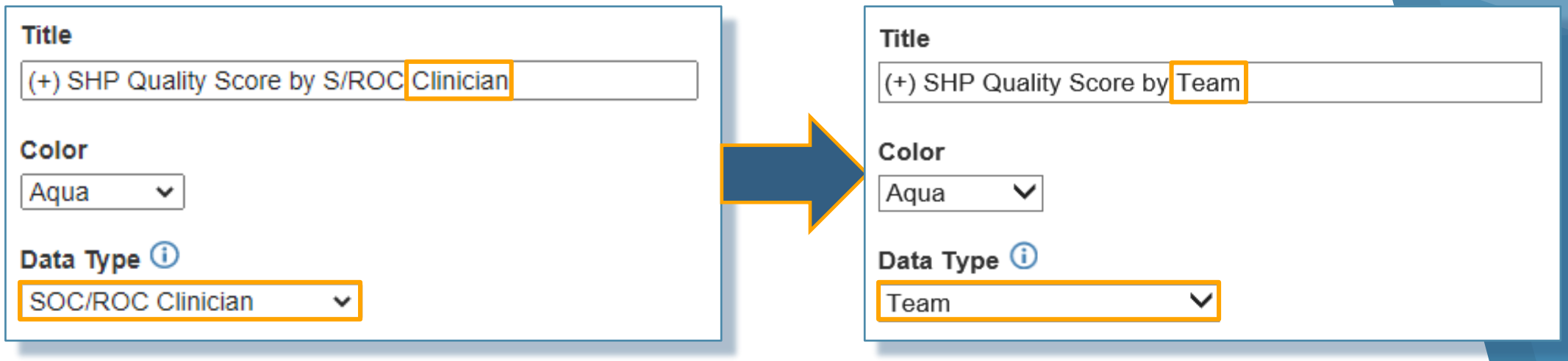
The Clinical Scorecard

- Payer Type Options
- What is Match CMS?
- Hospitalization Metrics: Medicare Traditional
- All Other Metrics: Medi-Medi (Medicare/Medicaid Traditional and HMO/Advantage)



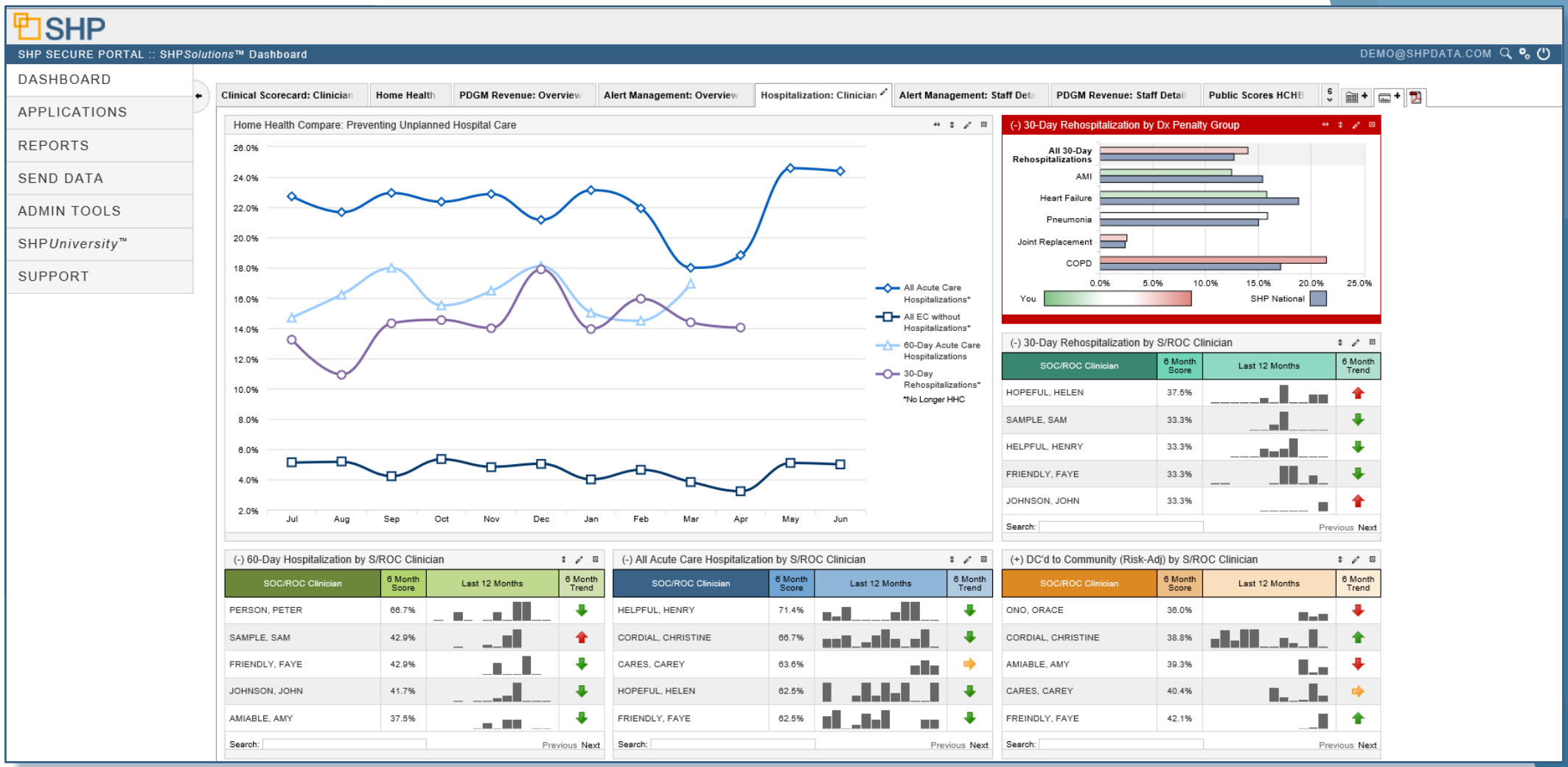
The Clinical Scorecard Views

- When changing the Data Type for a widget, don't forget to change the title to match the new settings



Hospitalization Views

Updated Hospitalization Views



Hospitalizations in the Widget

- The Default Views below are available to all SHP users

(-) All Acute Care Hospitalization by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
HELPFUL, HENRY	71.4%		↓
CORDIAL, CHRISTINE	66.7%		↓
CARES, CAREY	63.6%		→
HOPEFUL, HELEN	62.5%		↓
FRIENDLY, FAYE	62.5%		↓

(-) 30-Day Rehospitalization by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
HOPEFUL, HELEN	37.5%		↑
SAMPLE, SAM	33.3%		↓
HELPFUL, HENRY	33.3%		↓
FRIENDLY, FAYE	33.3%		↓
JOHNSON, JOHN	33.3%		↑

(+) DC'd to Community (Risk-Adj) by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
ONO, ORACE	36.0%		↓
CORDIAL, CHRISTINE	38.8%		↑
AMIABLE, AMY	39.3%		↓
CARES, CAREY	40.4%		→
FREINDLY, FAYE	42.1%		↑

(-) 60-Day Hospitalization by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
PERSON, PETER	66.7%		↓
SAMPLE, SAM	42.9%		↑
FRIENDLY, FAYE	42.9%		↓
JOHNSON, JOHN	41.7%		↓
AMIABLE, AMY	37.5%		↓

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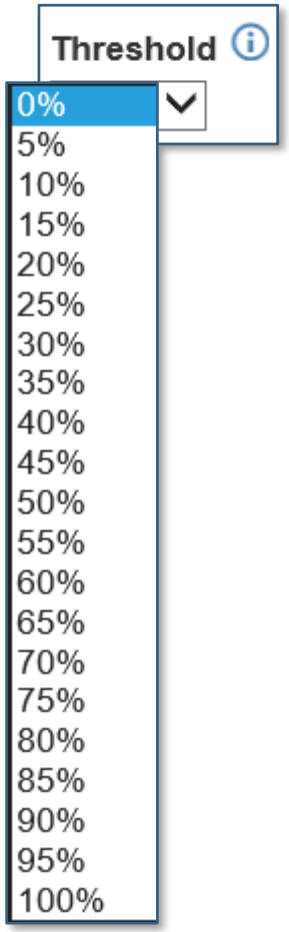
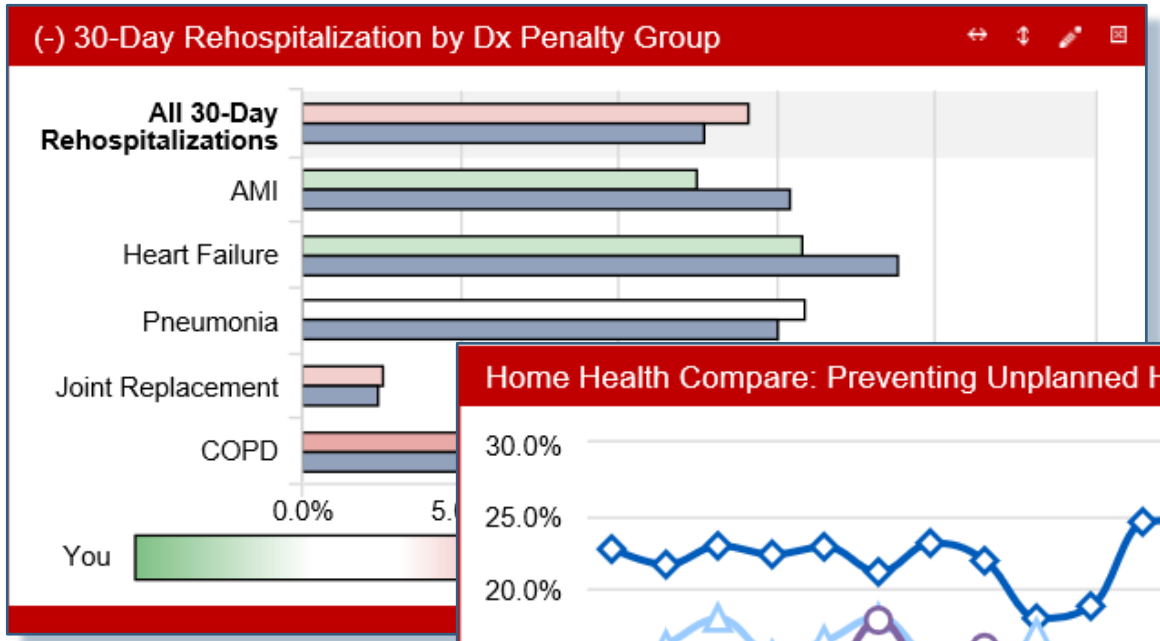
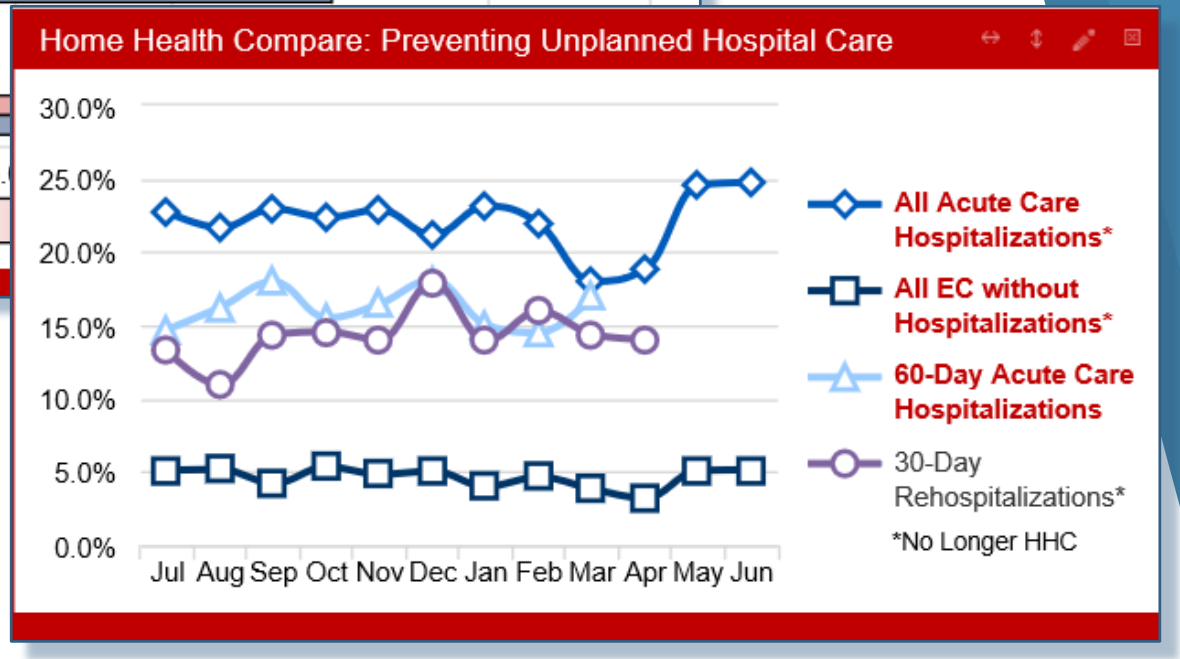
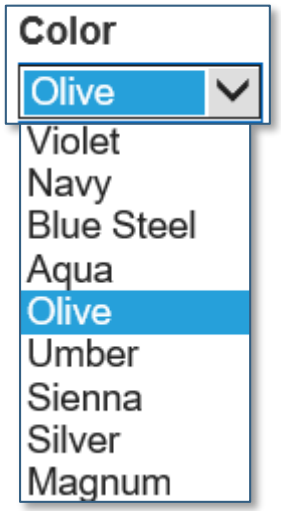
Using the Threshold Parameter







Color Coded Widgets to Stay Organized



(-) 60-Day Hospitalization by S/ROC Clinician

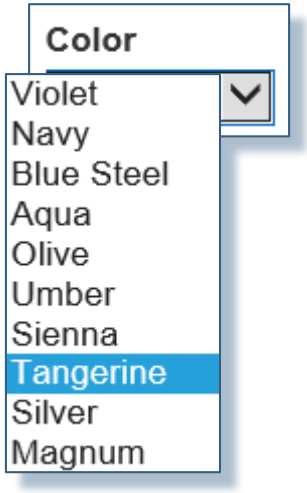
SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
PERSON, PETER	66.7%		
SAMPLE, SAM	42.9%		
FRIENDLY, FAYE	42.9%		
JOHNSON, JOHN	41.7%		
AMIABLE, AMY	37.5%		

30-Day Rehospitalization by Clinician

SOC/ROC Clinician | 6 Mon Score

Roll-up Scores by Clinician

SOC/ROC Clinician



(+) Rollup: Outcomes (Risk-Adj) by Provider

Bed Transfer (Risk-Adj) by Provider

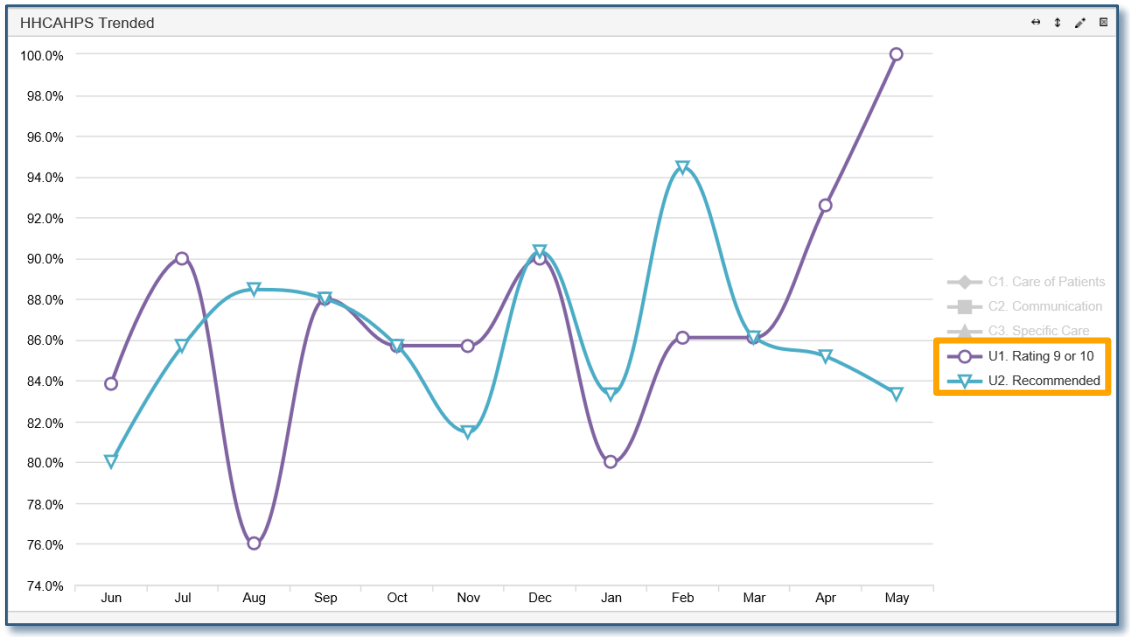
Quality Score by Provider

Provider

HHCAHPS Views and Widgets

HHCAHPS Widgets

- The widgets below are available to all providers with the SHP for HHCAHPS program



Rollup: HHCAHPS (+)
- Care of Patients (+)
- Comm Between Providers & Patients (+)
- Specific Care Issues (+)
- Overall Rating of 9 or 10 (+)
- Would Recommend the HHA (+)

(+) Rollup: HHCAHPS by S/ROC Clinician

SOC/ROC Clinician	12 Month Score	Last 12 Months	12 Month Trend
SAMPLE, SAM	85.9%		
HOPEFUL, HELEN	85.9%		
DOTING, DANNY	85.9%		
CORAZON, CINDY	85.9%		
ALLEN, LEE	85.8%		

Search: Previous Next

Rollup and Individual Measures

(+) Rollup: HHCAHPS by S/ROC Clinician

SOC/ROC Clinician	12 Month Score	Last 12 Months	12 Month Trend
SAMPLE, SAM	85.9%		
HOPEFUL, HELEN	85.9%		
DOTING, DANNY	85.9%		
CORAZON, CINDY	85.9%		
ALLEN, LEE	85.8%		

Search: Previous Next

Care of Patients Composite (+)

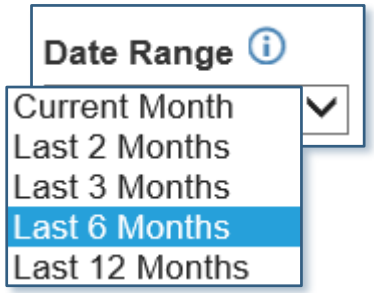
SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
JOHNSON, JOHN	100.0%		
CARES, CAREY	100.0%		
AMIABLE, AMY	100.0%		
LYLE, LARRY	98.3%		
GOOD, GILDA	98.2%		

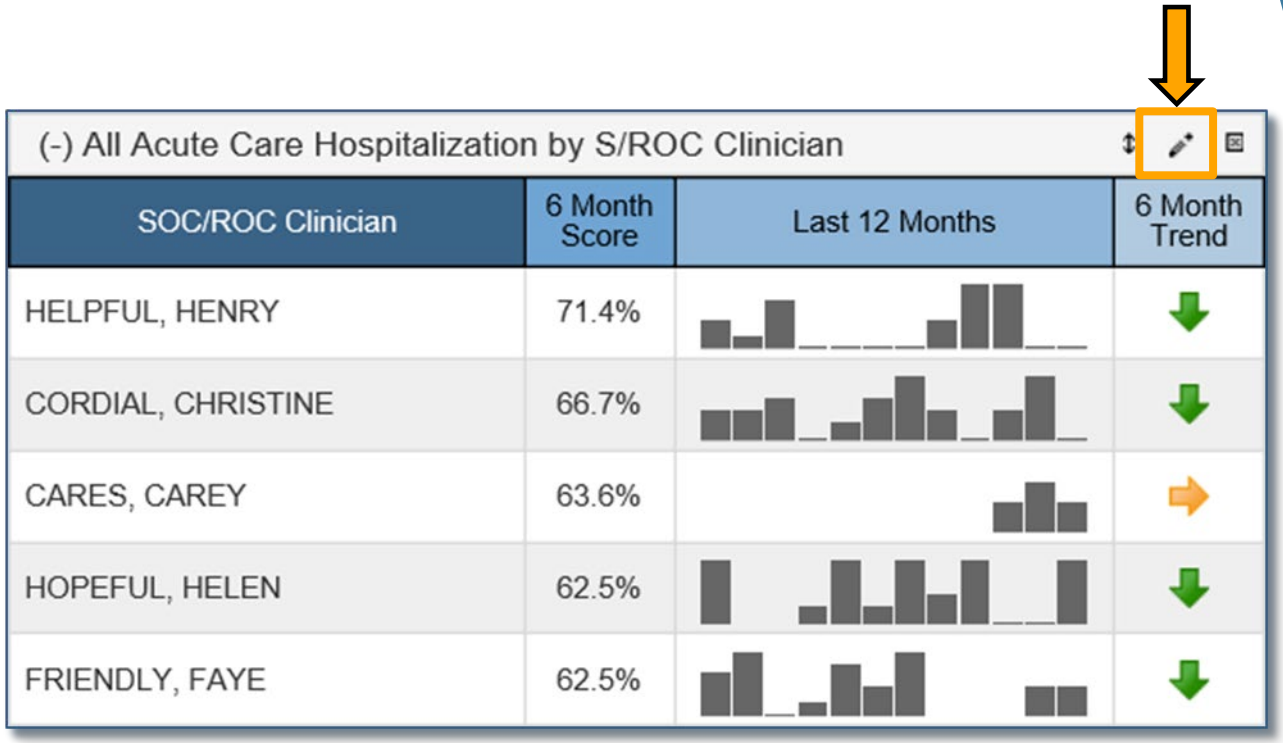
Search: Previous Next

Helpful Use Cases

Selecting a Date Range for Trends

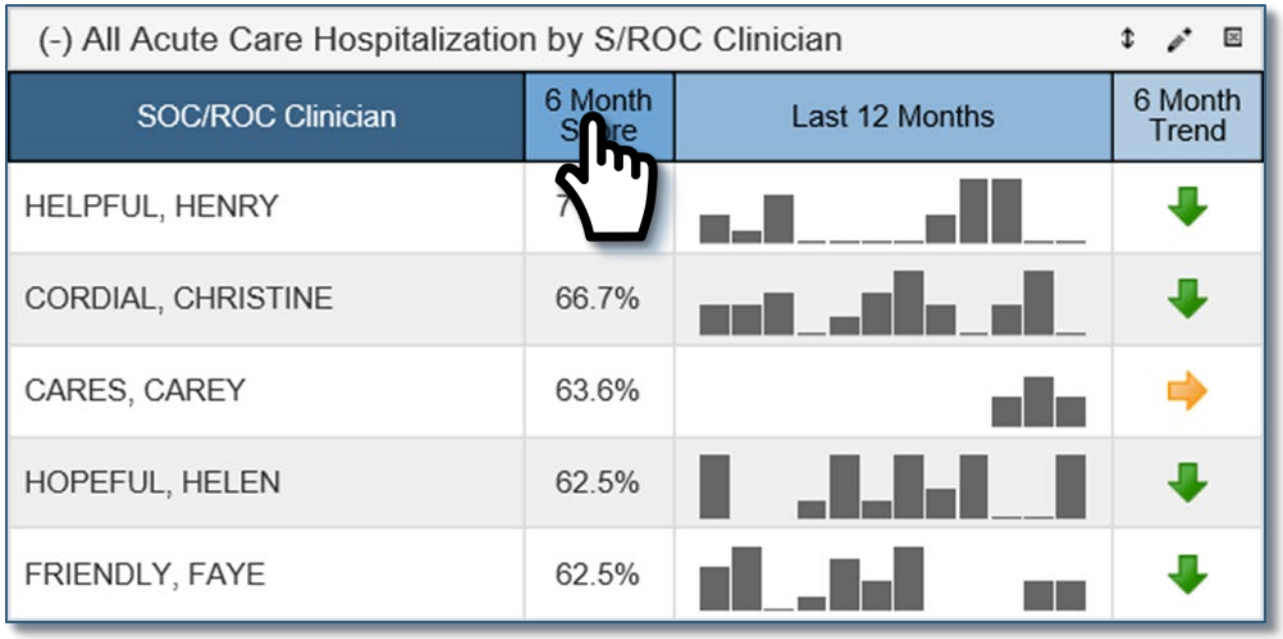
- How Can I Select a Date Range to Monitor Trends?
- Select the Date Range in the Settings to set the Trend





How Can I Find the Best Performing Clinicians, Case Managers and Teams?

- Set the Data Type for the Widget
- Click on a Column to Sort



Practical Application of the Dashboard

- Spot the areas of importance across the enterprise
- Share views with members of your team
- Set as many views and widgets as you would like on the Dashboard to stay on top of the areas that matter to you
- Determine and set thresholds that match your quality goals

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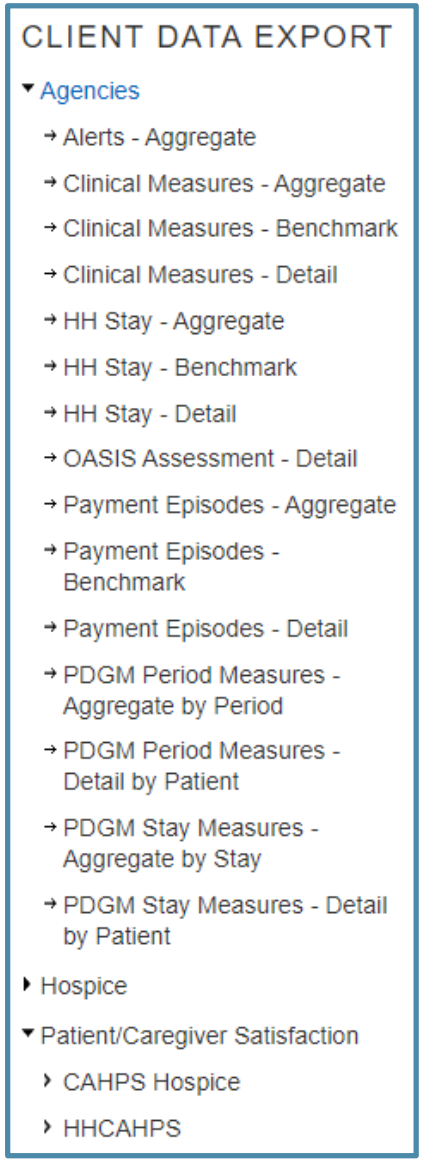
Questions for Internal Discussion

- Which measures are our focus?
- How are we doing with assessing our performance?
- Which Case Managers are our top performers?
- Do we have members of the team who need additional training?
- Are we meeting our long-term goals?
- How will we share this information with our stakeholders?
- Do we need more training on SHP?

Conclusion

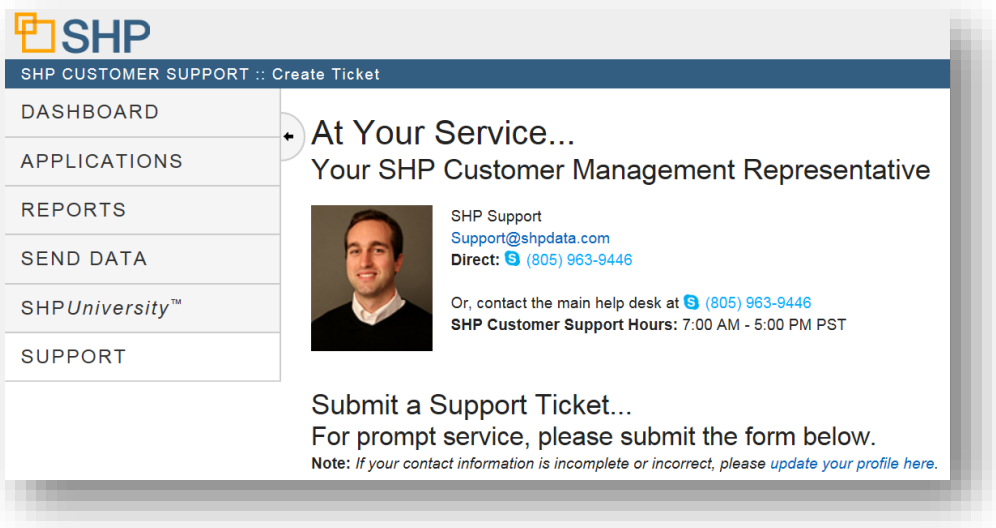
Other New Resources

- **Alert Management & PDGM Revenue Dashboard Tools**: As covered in our previous webinar, we have added a whole suite of new views and widgets for managing your SHP alerts and analyzing your PDGM Revenue.
- **Client Data Export:** If you're looking for additional analytics tools to support your Business Intelligence team, talk to your SHP Customer Manager about adding the *Client Data Export* module to your SHP subscription.



We'd Love to Hear from You!

- Let us know your goals so that we can assist you with the Dashboard set up that is a best fit for you!
- As always, don't hesitate to contact your SHP Customer Manager or our Support department with any questions or if you would like additional live training



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Thank you for attending!

Questions? Please Contact Us At:

Support@SHPdata.com

or call (805) 963-9446