

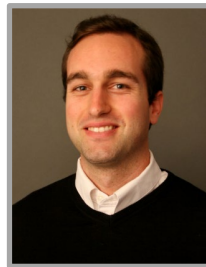


SHP Dashboard Updates:

New Tools for Clinical Performance and Public Reporting



Zeb Clayton
VP of Client Services



Doug Balsler
Education Development
Manager

Winning Wednesday Webinar Series

Learning Objectives

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



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



SHP
SHP SECURE PORTAL :: SHPSolutions™ Dashboard

DASHBOARD
APPLICATIONS
REPORTS
SEND DATA
ADMIN TOOLS
SHPUniversity™
SUPPORT

Clinical Scorecard: Clinician Home Health PDGM Revenue: Overview Alert Management: Overview Hospitalization: Clinician 14

(+) SHP Quality Score by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
AMIABLE, AMY	76.3%		↑
HOPEFUL, HELEN	88.6%		↑
HELPFUL, HENRY	87.2%		↑
SAMPLE, SAM	92.9%		→
KYLE, KEVIN	97.0%		→

Search: Previous Next

(+) 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

(+) Rollup: Process Measures by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
DOTING, DANNY	66.7%		↑
CORDIAL, CHRISTINE	75.4%		↓
CORAZON, CINDY	78.8%		→
CARLSON, CARLY	78.9%		↓
LEE, ALLEN	80.9%		→

Search: Previous Next

(+) Rollup: HCAHPS by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
SAMPLE, SAM	95.8%		→
ALLEN, LEE	79.8%		↓
CARLSON, CARLY	100.0%		→
WINSTON, NICK	100.0%		→
GATSBY, JAY	84.3%		→

Search: Previous Next

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

The screenshot illustrates the process of adding a new view or widget to the Alert Management interface. The main window is titled "Alert Management: Overview" and shows a list of 14 items. A blue arrow points from the "Add View" icon (a grid with a plus sign) to a modal window titled "Create a New View". This modal window has tabs for "Agencies", "Hospice", "HHCAHPS", "Shared Views", and "Blank Template". Under the "Choose a View" section, a list of 12 options is shown, with "IMPACT: Cross-Setting" selected. A second blue arrow points from the "Add Widget" icon (a bar chart with a plus sign) to another modal window titled "Add and Configure a New Widget". This modal window has tabs for "Agencies", "HHCAHPS", and "Hospice". Under the "Choose a Widget Type" section, a list of 3 options is shown, with "Clinical Scorecard" selected.

Alert Management: Overview 14

Create a New View

Agencies Hospice HHCAHPS Shared Views Blank Template

Choose a View

1. Home Health
2. Public Scores
3. Alert Management: Overview
4. Alert Management: Staff Detail
5. PDGM Revenue: Overview
6. PDGM Revenue: Staff Detail
7. Clinical Scorecard: Provider
8. Clinical Scorecard: Clinician
9. Hospitalization: Provider
10. Hospitalization: Clinician
11. Risk-Adj Outcome Rollup: Staff
12. **IMPACT: Cross-Setting**

Add and Configure a New Widget

Agencies HHCAHPS Hospice

Choose a Widget Type

Clinical

1. **Clinical Scorecard**
2. Home Health Admissions & Discharges
3. Home Health Compare: Managing Daily Activities

How to Share a View

Alert Management: Overview 14

Alert Trends: Critical & Potential - Last 6 Months

Share Your View

Once shared, this view will be available to other users. If you make any changes you would like to apply, complete the sharing process.

Share View

Create a New View

Agencies HHCAHPS Shared Views Blank Template

Choose a View

1. Public Scores (remove)

Customizing Your Views and Widgets

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

(+) Rollup: Process Measures by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
CORDIAL, CHRISTINE	66.7%		↑
AMIABLE, AMY	76.0%		↑
CARES, CAREY	78.8%		→
PERSON, PETE	78.9%		↓
SAMPLE, SAM	80.9%		→

Search: Previous Next

(+) Rollup: Process Measures by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
CORDIAL, CHRISTINE	66.7%		↑
AMIABLE, AMY	76.0%		↑
CARES, CAREY	78.8%		→
PERSON, PETE	78.9%		↓
SAMPLE, SAM	80.9%		→

Search: Previous Next

Enterprise

Title

Color
 Olive

Data Type ⓘ
 SOC/ROC Clinician

Quality Measure ⓘ
 Rollup: Scorecard Process Measures (+)

Notes
 Select the Data Type and Quality Measure on which you want to report. Update the title of the widget based on your selections to avoid confusion.

The ending month is the current month. Trended arrows are based on the linear score of the data in the selected time period, green arrows reflect a greater than 2% improvement, red reflect a greater than 2% decline. Note that

Save Cancel

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

The screenshot displays the SHP Secure Portal dashboard with the following components:

- Navigation Menu:** DASHBOARD, APPLICATIONS, REPORTS, SEND DATA, ADMIN TOOLS, SHPUniversity™, SUPPORT.
- Dashboard Tabs:** Clinical Scorecard: Clinician (selected), Home Health, PDGM Revenue: Overview, Alert Management: Overview, Hospitalization: Clinician (14).
- View 1: (+) SHP Quality Score by S/ROC Clinician**

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
AMIABLE, AMY	76.3%		↑
HOPEFUL, HELEN	88.6%		↑
HELPFUL, HENRY	87.2%		↑
SAMPLE, SAM	92.9%		→
KYLE, KEVIN	97.0%		→
- View 2: (+) 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%		→
- View 3: (+) Rollup: Process Measures by S/ROC Clinician**

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
DOTING, DANNY	66.7%		↑
CORDIAL, CHRISTINE	75.4%		↓
CORAZON, CINDY	78.8%		→
CARLSON, CARLY	78.9%		↓
LEE, ALLEN	80.9%		→
- View 4: (+) Rollup: HHCAHPS by S/ROC Clinician**

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
SAMPLE, SAM	95.8%		→
ALLEN, LEE	79.8%		↓
CARLSON, CARLY	100.0%		→
WINSTON, NICK	100.0%		→
GATSBY, JAY	84.3%		→

Clinical Scorecard Measures

- ▶ Select the appropriate quality metric for the widget

Quality Measure ⓘ

Rollup: Scorecard Process Measures (+)

- Timely Initiation of Care (+)
- Drug Education All Meds (+)
- Fall Risk Asmt Conducted (+)
- Depression Asmt Conducted (+)
- Flu Vac Received - Cur Season (+)
- PPV Received - Ever (+)
- Diabetic Foot Care & Education (+)
- Drug Regimen Review w/ Follow-Up (+)

Assessment & Care Plan: Function (+)

Rollup: Scorecard Outcome Measures (Risk-Adj) (+)

- Ambulation (Risk-Adj) (+)
- Bed Transfer (Risk-Adj) (+)
- Bathing (Risk-Adj) (+)
- Pain (Risk-Adj) (+)
- Dyspnea (Risk-Adj) (+)
- Status of Surgical Wounds (Risk-Adj) (+)
- Mgmt of Oral Meds (Risk-Adj) (+)

Rollup: Scorecard Outcome Measures (Actual) (+)

- Ambulation (Actual) (+)
- Bed Transfer (Actual) (+)
- Bathing (Actual) (+)**
- Pain (Actual) (+)
- Dyspnea (Actual) (+)
- Status of Surgical Wounds (Actual) (+)
- Mgmt of Oral Meds (Actual) (+)

Skin Integrity (Actual) (-)

Rollup: Potentially Avoidable Events (PAEs) (-)

- Falls w/ Major Injury (-)

Rollup: HHCAHPS (+)



Bathing (Actual) (+) by S/ROC Clinician

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
HELPFUL, HENRY	57.1%		→
CORDIAL, CHRISTINE	63.6%		→
ALLEN, LEE	66.7%		↑
CARES, CAREY	69.2%		↑
HOPEFUL, HELEN	71.4%		↓

Search:

Previous Next

Clinical Scorecard Measures (Cont'd)

- ▶ The Clinical Scorecard Widget Options Available:

Quality Measure ⓘ

SHP Quality Score (+) ▼

- 30-Day Rehospitalization (-)
- 60-Day Hospitalization (-)
- All Acute Care Hospitalization (-)
- Discharged to Community (Risk-Adj) (+)
- Rollup: Scorecard Process Measures (+)
 - Timely Initiation of Care (+)
 - Drug Education All Meds (+)
 - Fall Risk Asmt Conducted (+)
 - Depression Asmt Conducted (+)
 - Flu Vac Received - Cur Season (+)
 - PPV Received - Ever (+)
 - Diabetic Foot Care & Education (+)
 - Drug Regimen Review w/ Follow-Up (+)
- Assessment & Care Plan: Function (+)
- Rollup: Scorecard Outcome Measures (Risk-Adj) (+)
 - Ambulation (Risk-Adj) (+)
 - Bed Transfer (Risk-Adj) (+)
 - Bathing (Risk-Adj) (+)
 - Pain (Risk-Adj) (+)
 - Dyspnea (Risk-Adj) (+)
 - Status of Surgical Wounds (Risk-Adj) (+)
 - Mgmt of Oral Meds (Risk-Adj) (+)
- Rollup: Scorecard Outcome Measures (Actual) (+)
 - Ambulation (Actual) (+)
 - Bed Transfer (Actual) (+)
 - Bathing (Actual) (+)
 - Pain (Actual) (+)
 - Dyspnea (Actual) (+)
 - Status of Surgical Wounds (Actual) (+)

- Mgmt of Oral Meds (Actual) (+)
- Skin Integrity (Actual) (-)
- Rollup: Potentially Avoidable Events (PAEs) (-)
- Falls w/ Major Injury (-)
- Rollup: HHCAHPS (+)
 - Care of Patients (+)
 - Comm Between Providers & Patients (+)
 - Specific Care Issues (+)
 - Overall Rating of 9 or 10 (+)
 - Would Recommend the HHA (+)

Minimum Data Threshold Parameter

- ▶ How Many Data Points are Required?

Minimum Data Threshold ⓘ

Unfiltered

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20


(+) 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

Clinical Scorecard: Clinician  Home Health PDGM Revenue: Over

(+) SHP Quality Score by S/ROC Clinician





SOC/ROC Clinician	6 Month Score	Last 12 Months
AMIABLE, AMY		

AMIABLE, AMY

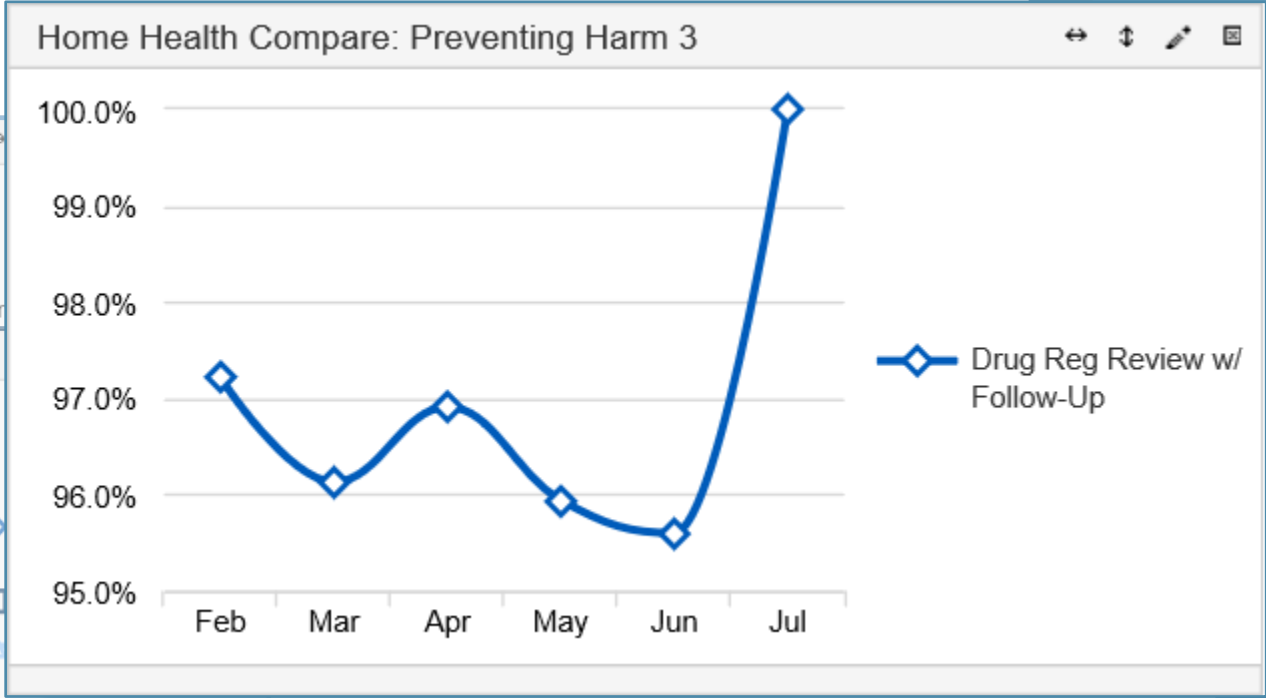
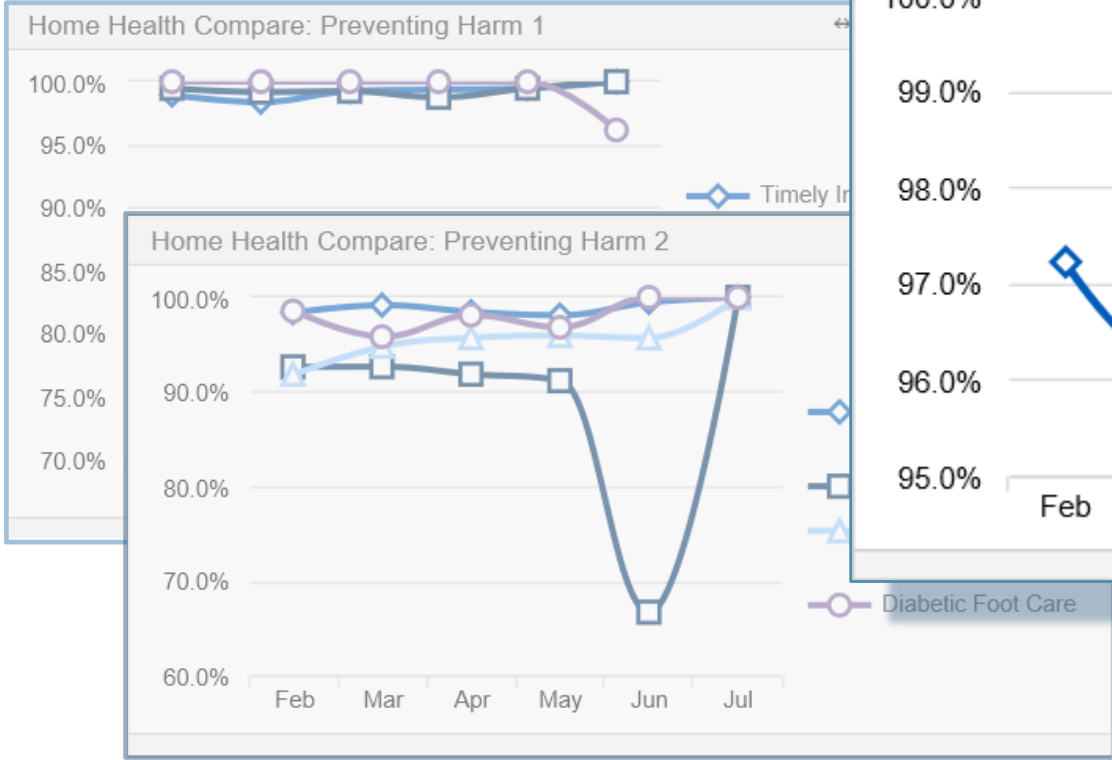
 **Clinical Scorecard**
HOLLISTER HOME HEALTH

98% Quality Score

SOC/ROC Clinician: AMIABLE, AMY

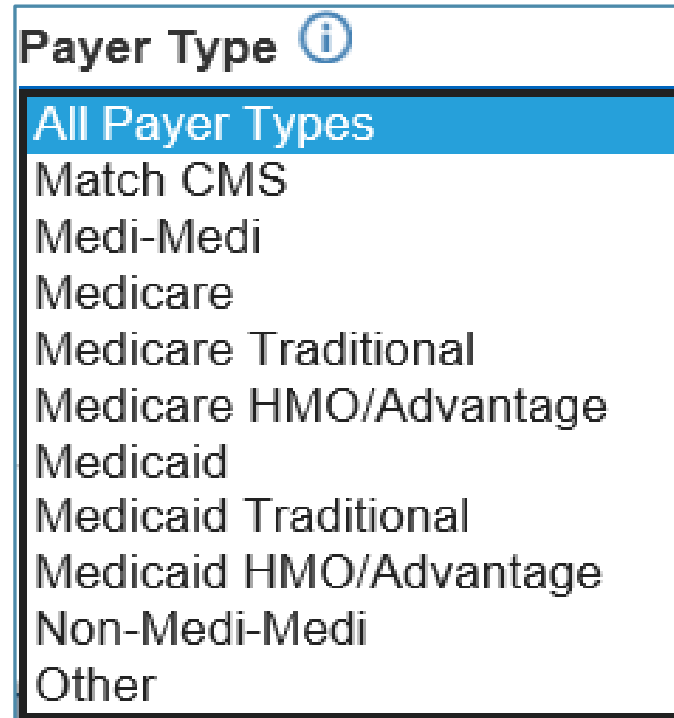
Caseload	SHP	Your Org		S/ROC Clinician
		Avg	Total	% of Total
SOCs (01)		17	22.4	7,381 0.2%
ROCs (03)		1	4.5	1,033 0.1%
Transfers (06), (07)		2	5.7	1,867 0.1%
Discharges (07), (08), (09)		17	14.6	5,811 0.3%

New HHC Widget: Preventing Harm 3



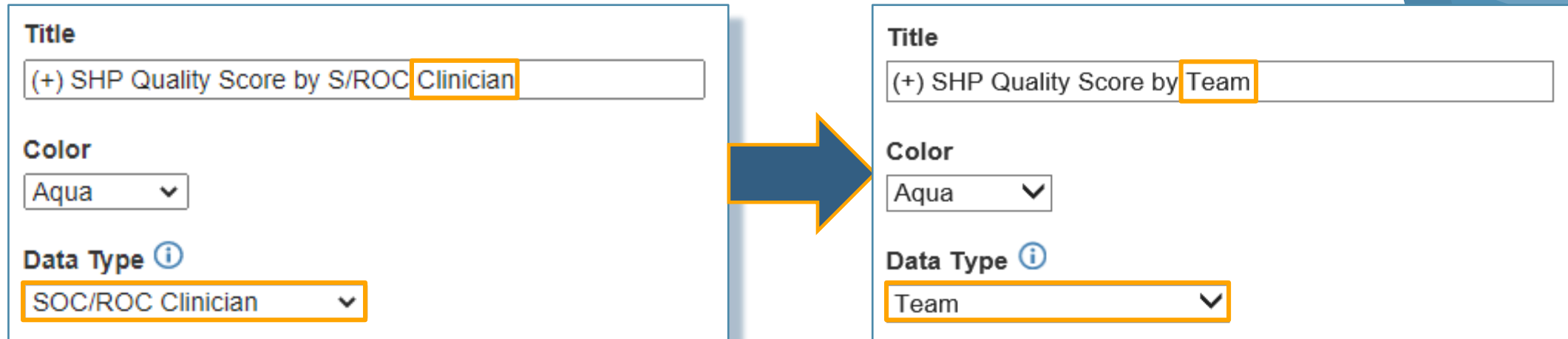
The Clinical Scorecard

- 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

SHP

SHP SECURE PORTAL :: SHPSolutions™ Dashboard

DEMO@SHpdata.com

Clinical Scorecard: Clinician |
 Home Health |
 PDGM Revenue: Overview |
 Alert Management: Overview |
 Hospitalization: Clinician |
 Alert Management: Staff Deta |
 PDGM Revenue: Staff Detai |
 Public Scores HCH

DASHBOARD

APPLICATIONS

REPORTS

SEND DATA

ADMIN TOOLS

SHPUniversity™

SUPPORT

Home Health Compare: Preventing Unplanned Hospital Care

- ◆ All Acute Care Hospitalizations*
- All EC without Hospitalizations*
- ▲ 60-Day Acute Care Hospitalizations
- 30-Day Rehospitalizations*
- *No Longer HHC

(-) 30-Day Rehospitalization by Dx Penalty Group

(-) 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%		↑

(-) 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%		↓
AMIALE, AMY	37.5%		↓

(-) 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%		↓

(+) 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%		↑
AMIALE, AMY	39.3%		↓
CARES, CAREY	40.4%		→
FREINDLY, FAYE	42.1%		↑

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%		↓

Using the Threshold Parameter

Threshold ⓘ

0% ✓

5%

10%

15%

20%

25%

30%

35%

40%

45%

50%

55%

60%

65%

70%

75%

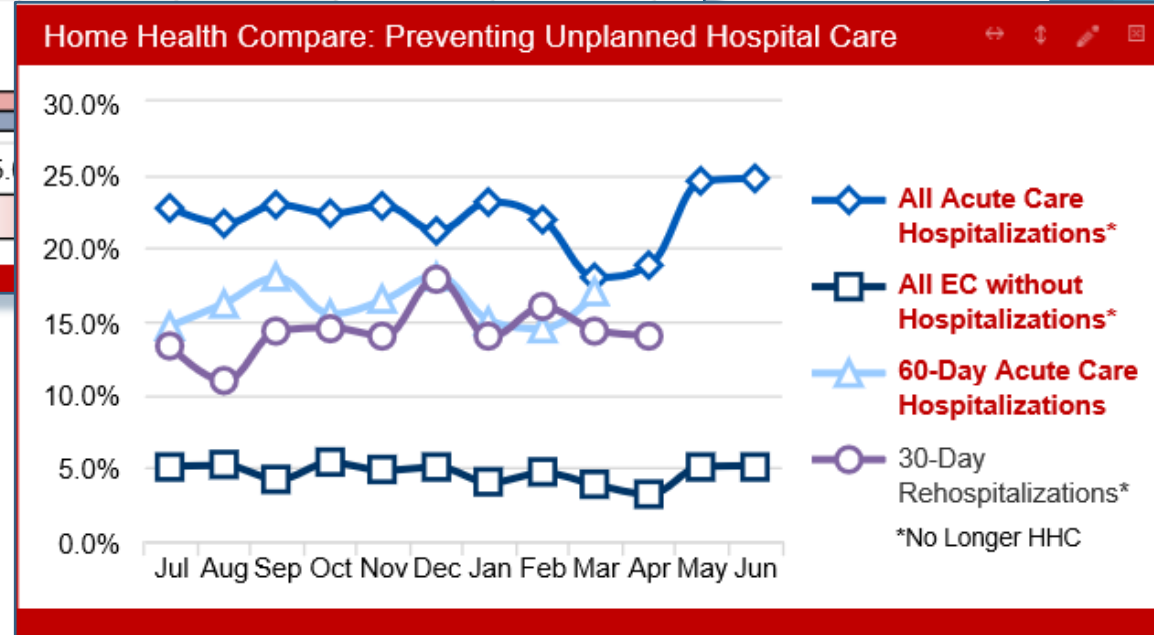
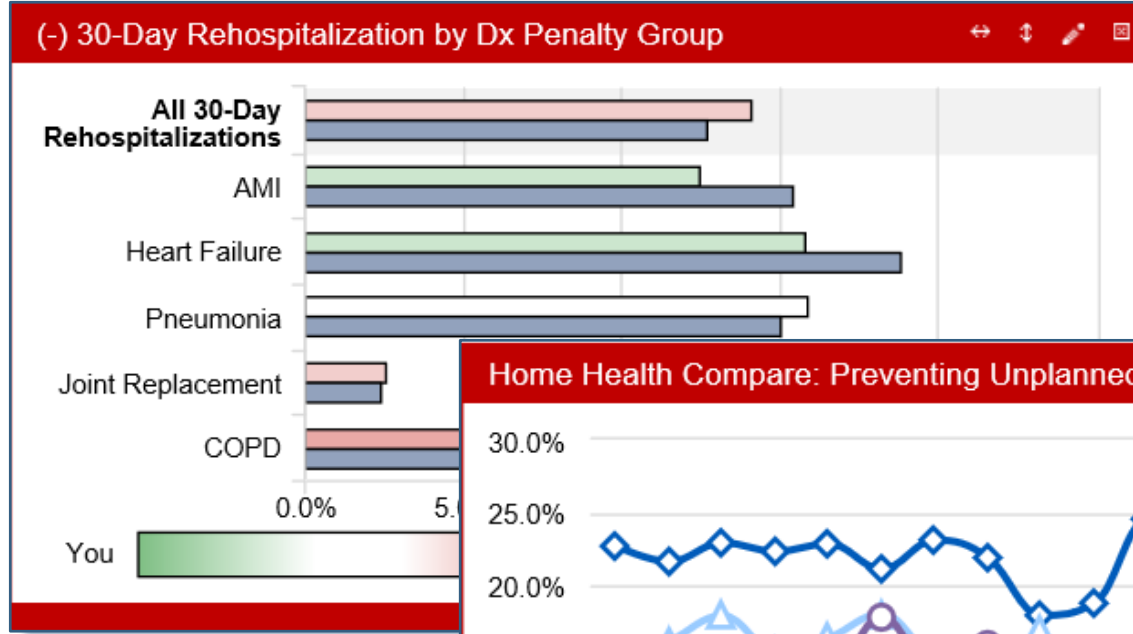
80%

85%

90%

95%

100%



Color Coded Widgets to Stay Organized

Color

- Olive
- Violet
- Navy
- Blue Steel
- Aqua
- Olive
- Umber
- Sienna
- Silver
- Magnum



(-) 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 Month Score
-------------------	---------------

Roll-up Scores by Clinician

SOC/ROC Clinician

Color

- Violet
- Navy
- Blue Steel
- Aqua
- Olive
- Umber
- Sienna
- Tangerine
- Silver
- Magnum

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

Bed Transfer (Risk-Adj) by Provider

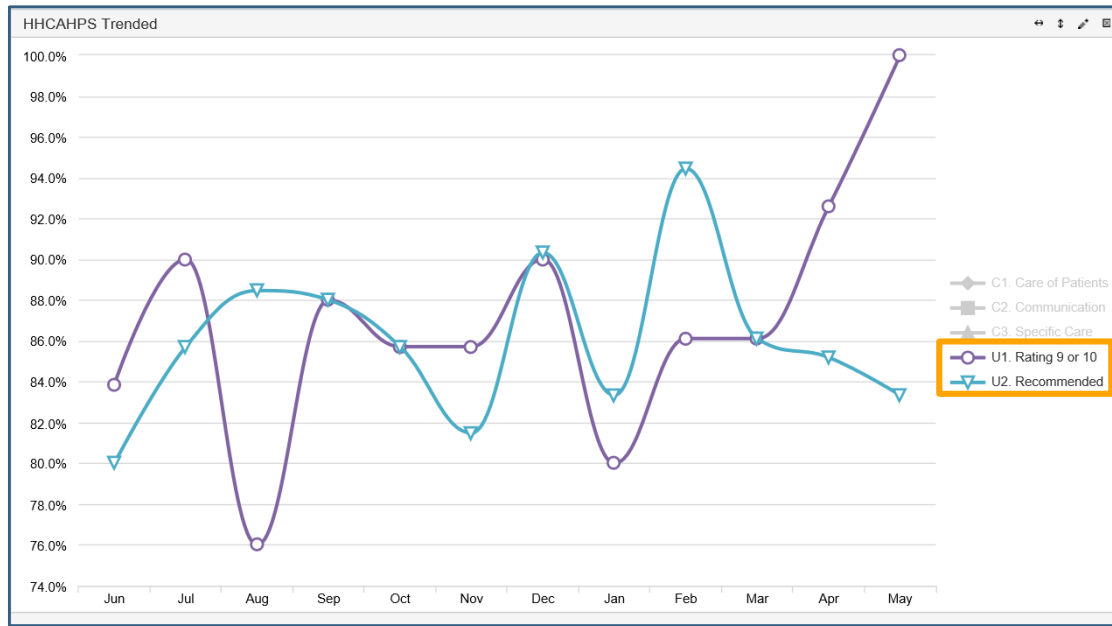
Quality Score by Provider

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

Date Range ⓘ

- Current Month
- Last 2 Months
- Last 3 Months
- Last 6 Months**
- Last 12 Months



(-) 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%		↓

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

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

SOC/ROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
HELPFUL, HENRY	70		↓
CORDIAL, CHRISTINE	66.7%		↓
CARES, CAREY	63.6%		→
HOPEFUL, HELEN	62.5%		↓
FRIENDLY, FAYE	62.5%		↓

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



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

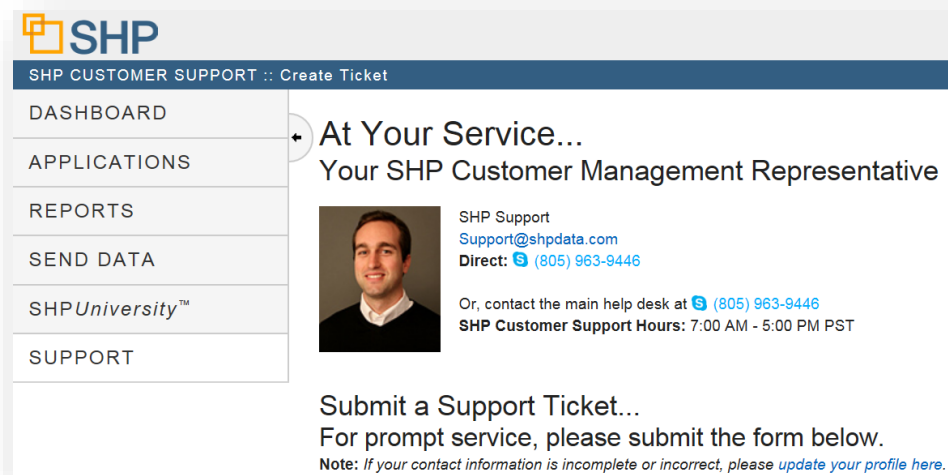
- ▶ **Alert Management & PDGM Revenue Dashboard Tools:** As covered in our previous webinar, we have added a whole suite of new views and widgets for managing your SHP alerts and analyzing your PDGM Revenue.
- ▶ **Client Data Export:** If you're looking for additional analytics tools to support your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

CLIENT DATA EXPORT

- ▼ Agencies
 - Alerts - Aggregate
 - Clinical Measures - Aggregate
 - Clinical Measures - Benchmark
 - Clinical Measures - Detail
 - HH Stay - Aggregate
 - HH Stay - Benchmark
 - HH Stay - Detail
 - OASIS Assessment - Detail
 - Payment Episodes - Aggregate
 - Payment Episodes - Benchmark
 - Payment Episodes - Detail
 - PDGM Period Measures - Aggregate by Period
 - PDGM Period Measures - Detail by Patient
 - PDGM Stay Measures - Aggregate by Stay
 - PDGM Stay Measures - Detail by Patient
- ▶ Hospice
- ▼ Patient/Caregiver Satisfaction
 - ▶ CAHPS Hospice
 - ▶ HHCAHPS

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



The screenshot shows the SHP Customer Support interface. On the left is a navigation menu with the following items: DASHBOARD, APPLICATIONS, REPORTS, SEND DATA, SHPUniversity™, and SUPPORT. The main content area is titled "At Your Service..." and "Your SHP Customer Management Representative". It features a profile picture of a man and the following contact information: "SHP Support", "Support@shpdata.com", and "Direct: (805) 963-9446". Below this, it says "Or, contact the main help desk at (805) 963-9446" and "SHP Customer Support Hours: 7:00 AM - 5:00 PM PST". At the bottom, it says "Submit a Support Ticket..." and "For prompt service, please submit the form below." with a note: "Note: If your contact information is incomplete or incorrect, please update your profile here."





STRATEGIC HEALTHCARE PROGRAMS

Thank you for attending!

Questions? Please Contact Us At:

Support@SHPdata.com

or call (805) 963-9446

