



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



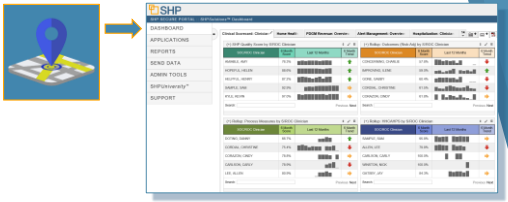

Learning Objectives

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

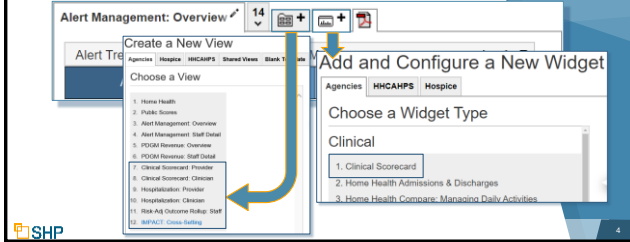
Navigating to the Dashboard Features

- 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

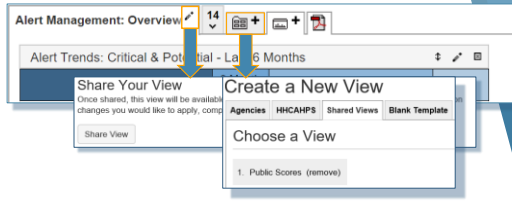



How to Add a New View or Widget

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

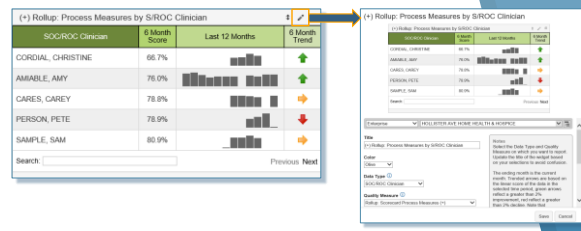


How to Share a View

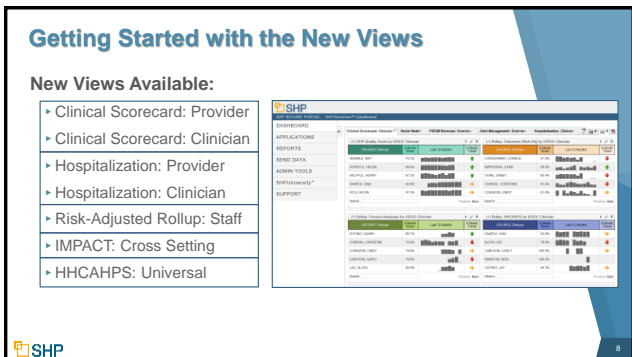


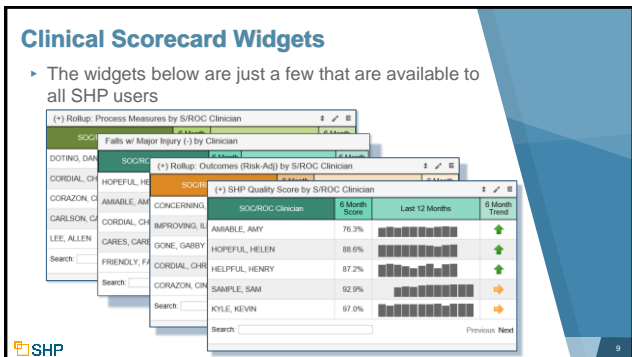
Customizing Your Views and Widgets

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









Clinical Scorecard Measures

▸ Select the appropriate quality metric for the widget

Quality Measure

- Rollup: Scorecard Clinical Measures (*)
- Timely Initiation of Care (*)
- Drug Education at Meds (*)
- Fall Risk Assmt Conducted (*)
- Depression Assmt Conducted (*)
- Flu Vacc Received - Cur Season (*)
- FPV Received - Cur (*)
- Diabetic Foot Care & Education (*)
- Drug Regimen Review or Follow-Up (*)
- Assessment & Care Plan - Follow-Up (*)
- Rollup: Scorecard Outcome Measures (Risk-Adj) (*)
- Respirator (Risk-Adj) (*)
- Bed Transfer (Risk-Adj) (*)
- Bathing (Risk-Adj) (*)
- Pain (Risk-Adj) (*)
- Dyspnea (Risk-Adj) (*)
- Status of Surgical Wounds (Risk-Adj) (*)
- Rollup: Scorecard Outcome Measures (Actual) (*)
- Amputation (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 (PAE) (*)
- Fall w/ Major Injury (*)
- Rollup: IHR(SA)P (*)

SOCROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
HELPFUL, HENRY	57.1%	[Bar Chart]	↓
CORDIAL, CHRISTINE	63.0%	[Bar Chart]	↔
ALLEN, LEE	66.7%	[Bar Chart]	↑
CARES, CAREY	69.2%	[Bar Chart]	↓
HOPEFUL, HELEN	71.4%	[Bar Chart]	↑

Clinical Scorecard Measures (Cont'd)

▸ The Clinical Scorecard Widget Options Available:

Quality Measure

- Rollup: Clinical Scores (*)
- 30 Day Hospitalization (*)
- 90 Day Hospitalization (*)
- AP Acute Care Hospitalization (*)
- Discharged to Community (Risk-Adj) (*)
- Rollup: Scorecard Clinical Measures (*)
- Timely Initiation of Care (*)
- Drug Education at Meds (*)
- Fall Risk Assmt Conducted (*)
- Depression Assmt Conducted (*)
- Flu Vacc Received - Cur Season (*)
- FPV Received - Cur (*)
- Diabetic Foot Care & Education (*)
- Drug Regimen Review or Follow-Up (*)
- Assessment & Care Plan - Follow-Up (*)
- Rollup: Scorecard Outcome Measures (Risk-Adj) (*)
- Amputation (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) (*)
- Amputation (Actual) (*)
- Bed Transfer (Actual) (*)
- Bathing (Actual) (*)
- Pain (Actual) (*)
- Dyspnea (Actual) (*)
- Status of Surgical Wounds (Actual) (*)
- Rollup: Potentially Avoidable Events (PAE) (*)
- Fall w/ Major Injury (*)
- Rollup: IHR(SA)P (*)

- Mgmt of Oral Meds (Actual) (*)
- Risk Injury (Actual) (*)
- Rollup: Potentially Avoidable Events (PAE) (*)
- Fall w/ Major Injury (*)
- Rollup: HICAPERS (*)
- Care of Patients (*)
- Critics System (Patients & Patients) (*)
- Specific Care Issues (*)
- Overall Rating at E or SO (*)
- Would Recommend the HHA (*)

Minimum Data Threshold Parameter

▸ How Many Data Points are Required?

Minimum Data Threshold

(*) Rollup: Outcomes (Risk-Adj) by SROC Clinician

SOCROC Clinician	6 Month Score	Last 12 Months	6 Month Trend
CONCERNING, CHARLIE	57.8%	[Bar Chart]	↓
IMPROVING, ILENE	59.0%	[Bar Chart]	↔
GONE, GABBY	60.4%	[Bar Chart]	↓
CORDIAL, CHRISTINE	61.5%	[Bar Chart]	↓
CORAZON, CINDY	61.8%	[Bar Chart]	↑

Putting Drill-Down Options to Use

Clinical Scorecard: Clinician
 Home Health
 PDGM Revenue: Overview

(*) SHP Quality Score by S/ROC Clinician

SOC/ROC Clinician: AMIABLE, AMY

6 Month Score: 98% | Last 12 Months

SHP Clinical Scorecard
HOLLISTER HOME HEALTH

98% Quality Score

Cases/pt	SOC/ROC Clinician		S/ROC Clinician	
	Avg	Total	Avg	% of Total
SOcs (B1)	17	22.4	7,381	0.2%
ROCs (B3)	9	4.5	1,933	0.1%
Transfers (B5) (B7)	2	5.7	1,867	0.1%
Equipment (B6) (B8)	17	14.5	5,514	0.2%

SHP 13

New HHC Widget: Preventing Harm 3

Home Health Compare: Preventing Harm 1

Home Health Compare: Preventing Harm 2

Home Health Compare: Preventing Harm 3

100.0%
98.0%
96.0%
95.0%

Feb Mar Apr May Jun Jul

Drug Reg Review w/ Follow-Up

SHP 14

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)

Payer Type

- All Payer Types
- Match CMS
- Medi-Medi
- Medicare
- Medicare Traditional
- Medicare HMO/Advantage
- Medicaid
- Medicaid Traditional
- Medicaid HMO/Advantage
- Non-Medi-Medi
- Other

SHP 16

The Clinical Scorecard Views

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



16

Hospitalization Views



17

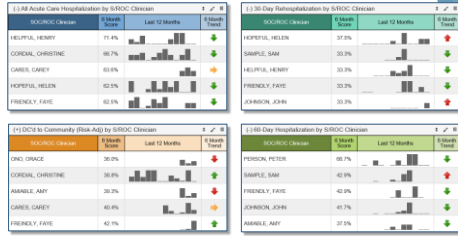
Updated Hospitalization Views



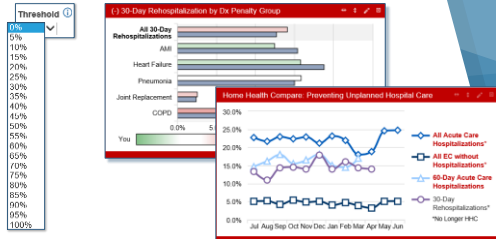
18

Hospitalizations in the Widget

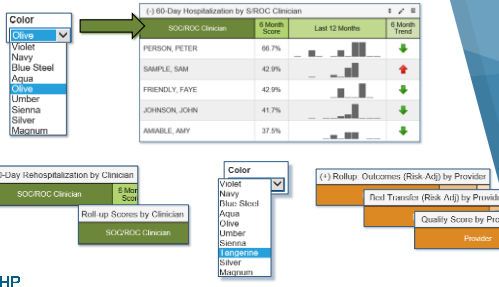
► The Default Views below are available to all SHP users




Using the Threshold Parameter



Color Coded Widgets to Stay Organized

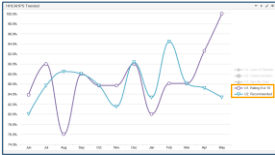


HCAHPS Views and Widgets



HCAHPS Widgets

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




Rollup HCAHPS (*)

- Score of Patients (*)
- Current Patient, Provider & Patients (*)
- Specific Care Issues (*)
- Overall Rating of 9 or 10 (*)
- Workload/Discharge/Readmission (*)

(*) Rollup HCAHPS by SPROG Clinician

SPROG 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 HCAHPS by SPROG Clinician


SPROG 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

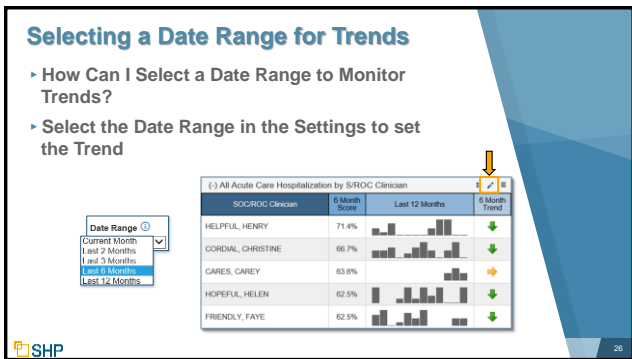
Care of Patients Composite (*)

SPROG Clinician	6 Month Score	Last 12 Months	6 Month Trend
JOHNSON, JOHN	100.0%		
CARES, CAREY	100.0%		
AMABLE, AMY	100.0%		
LYLE, LARRY	99.3%		
GODD, GLDIA	99.2%		

Search: Previous Next









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



28

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?



29

Conclusion



30

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
- Quality Assessment - Detail
- Payment Episodes - Aggregate
- Payment Episodes - Benchmark
- Payment Episodes - Detail
- PDGM Period Measures - Assigned by Period
- PDGM Period Measures - Detail by Patient
- PDGM Stay Measures - Assigned by Stay
- PDGM Stay Measures - Detail by Patient
- Hospice
- Patient/Caregiver Satisfaction
- CAHPS Hospice
- HCeKSPS



31

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



32



Thank you for attending!

Questions? Please Contact Us At:
Support@SHPdata.com
 or call (805) 963-9446