SHP
STRATEGIC HEALTHCARE PROGRAMS

SHP Dashboard Updates:

New Tools for Clinical Performance and Public Reporting

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Winning Wednesday Webinar Series

SHP 1

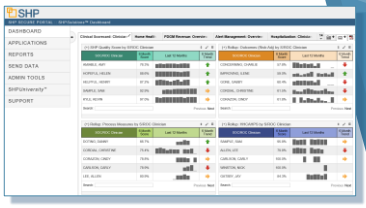
Learning Objectives

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

SHP 2

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



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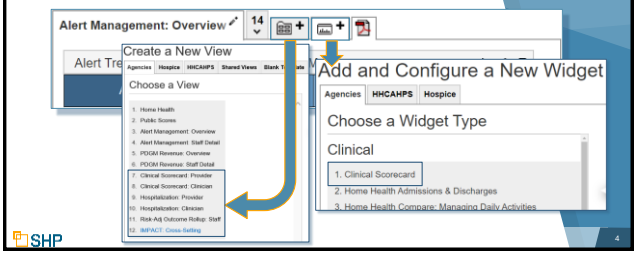
How to Add a New View or Widget

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



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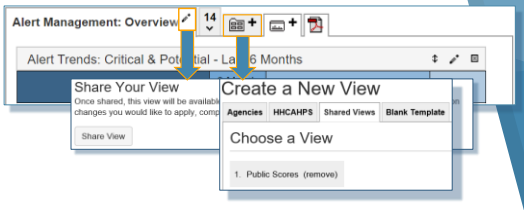
How to Share a View



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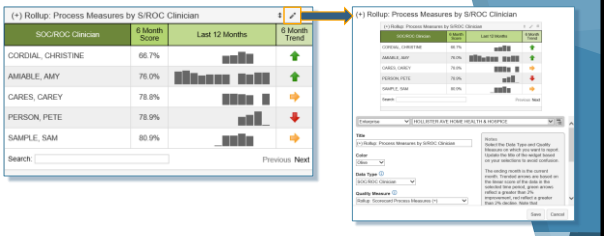
Customizing Your Views and Widgets

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



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New Views and Widgets

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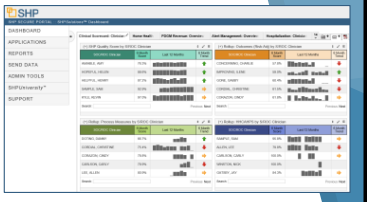
Getting Started with the New Views

New Views Available:

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



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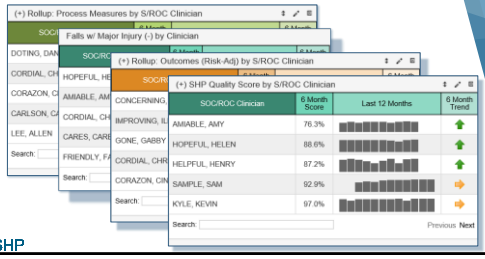
Clinical Scorecard Widgets

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



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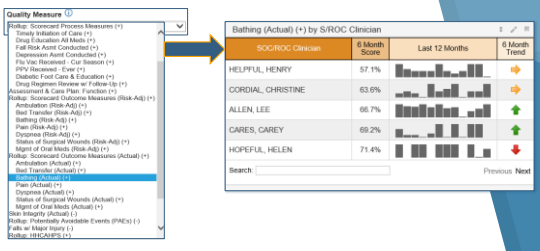
Clinical Scorecard Measures

- Select the appropriate quality metric for the widget



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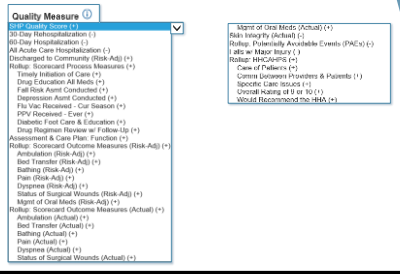
Clinical Scorecard Measures (Cont'd)

- The Clinical Scorecard Widget Options Available:



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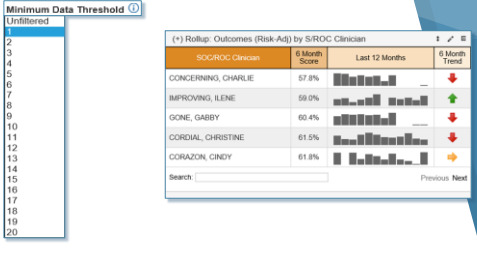
Minimum Data Threshold Parameter

- How Many Data Points are Required?



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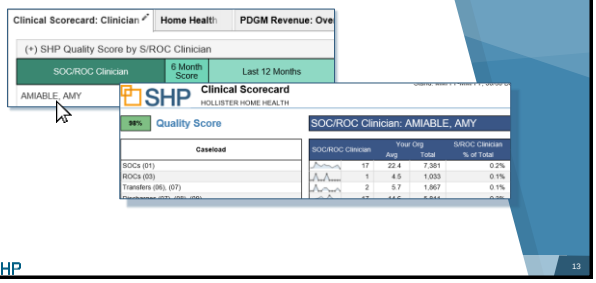
Putting Drill-Down Options to Use



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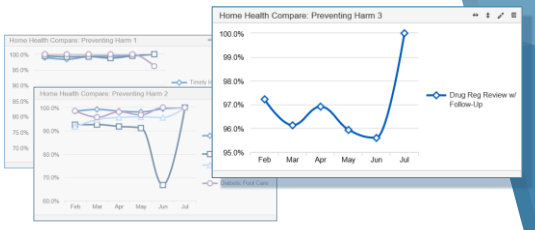
New HHC Widget: Preventing Harm 3



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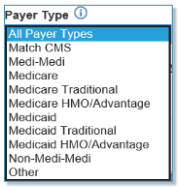
The Clinical Scorecard

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



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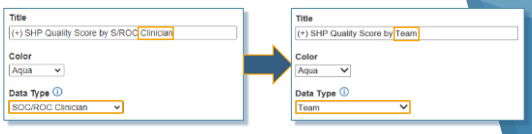
The Clinical Scorecard Views

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



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Hospitalization Views

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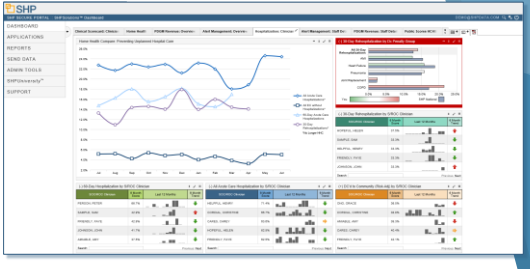
Updated Hospitalization Views



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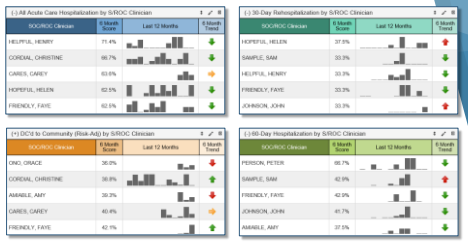
Hospitalizations in the Widget

- The Default Views below are available to all SHP users



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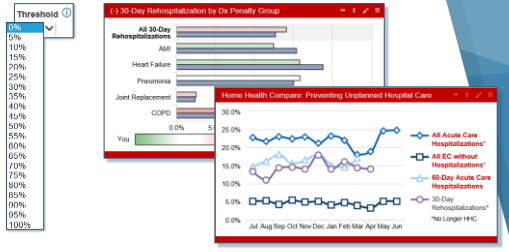
Using the Threshold Parameter



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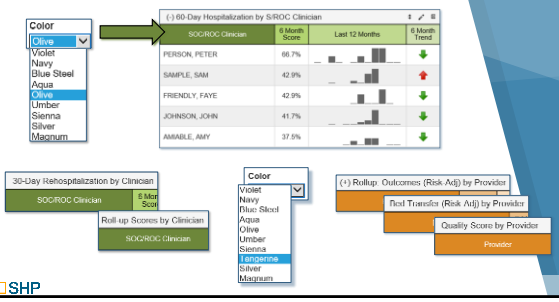
Color Coded Widgets to Stay Organized



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HHCAHPS Views and Widgets

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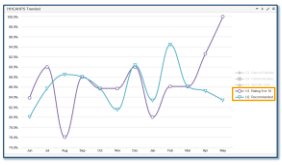
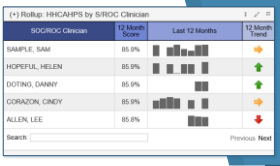
HHCAHPS Widgets

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





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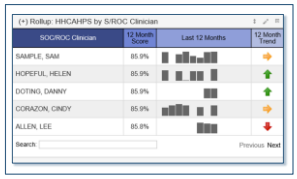
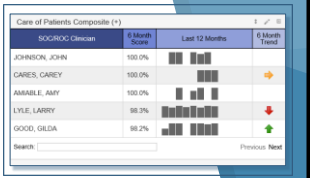
Rollup and Individual Measures





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Helpful Use Cases

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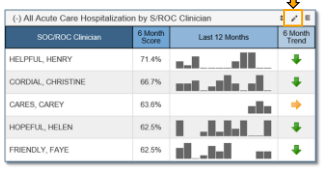
Selecting a Date Range for Trends

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



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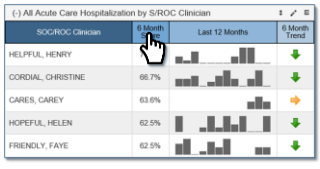
How Can I Find the Best Performing Clinicians, Case Managers and Teams?

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



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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?

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Conclusion

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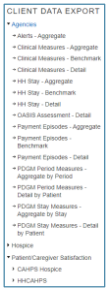
Other New Resources

- **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.



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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