Welcome to the New Hospice Dashboard!

SHP
STRATEGIC HEALTHCARE PROGRAMS

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Winning Wednesday Webinar Series

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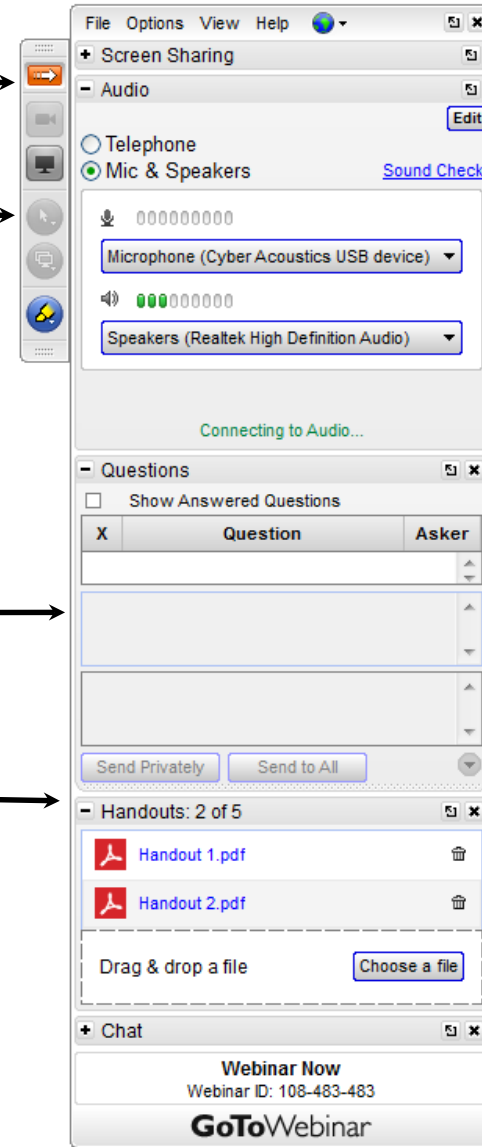
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Objectives

- Overview of New Functionality

- Adding Widgets and Creating Views

- Understanding & Setting Parameters

- Adding a Preconfigured View

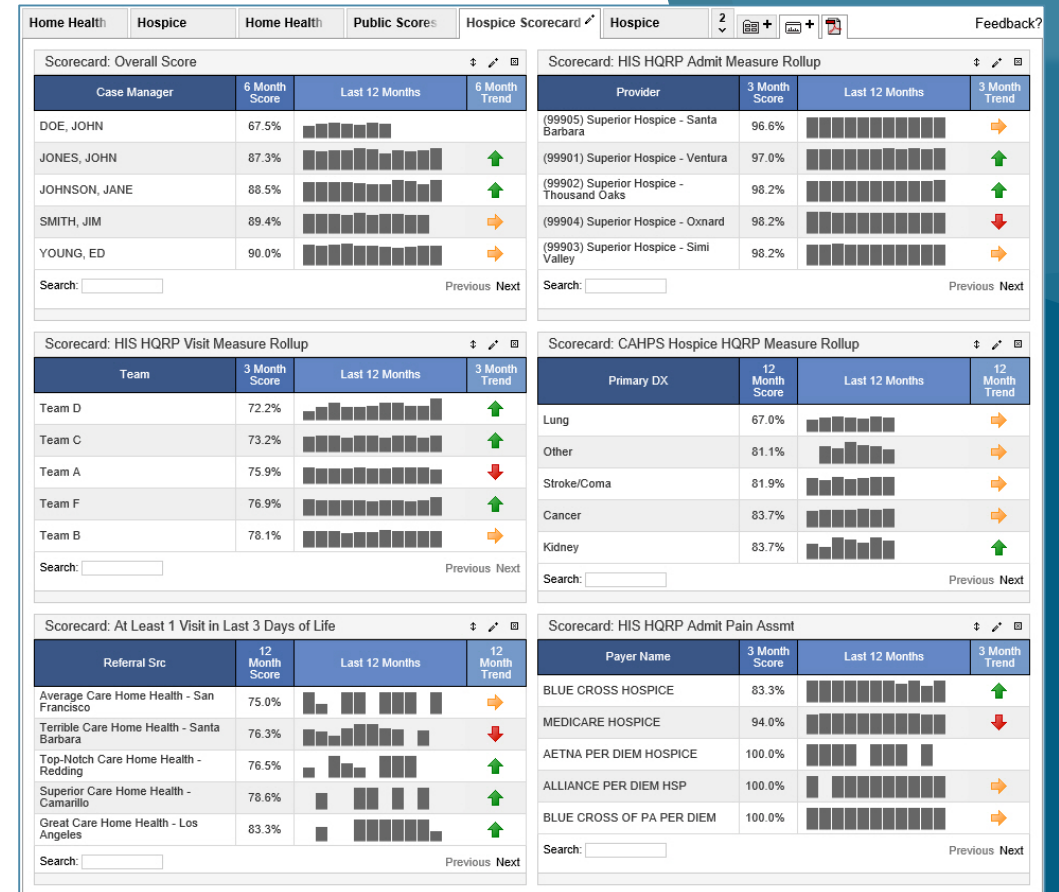- Understanding the Data

- Questions & Answers

- Conclusion

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Overview of New Functionality

- **New Scorecard Widget**
  - *Multiple Data Type Options*
  - *Multiple Measure Type Options*
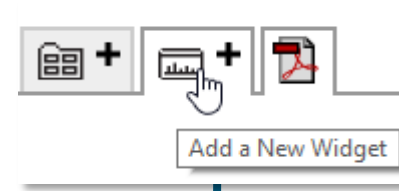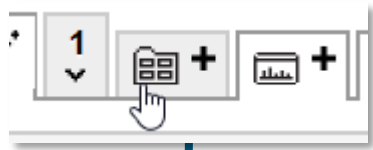 - *Flexible Date Range Options*
- **New Default Views:**
  - *Hospice Scorecard*
  - *Hospice Enterprise Scorecard*

Adding Widgets & Creating Views

Creating a View from Scratch

- To add a brand new view or add an individual widget, click on the tabs at the top of the Dashboard page!

Understanding & Setting Parameters

Overview

- Multiple parameters are available to customize each widget

- Understanding each of these parameters will help you tailor the hospice dashboard to meet your specific needs

Title

Scorecard: Quality Measure by Data Type

Data Type

Select how to group your results

Case Manager ▼

Metric

Select the Measure you want to report on from the list of individual measures or measure rollups.

HQRP: Overall Score ▼

Date Range

The last month included is always the current month

Last 6 Months ▼

Minimum Data Threshold

The minimum number of average data points (HIS assessments/surveys) per month required for inclusion in the scorecard.

1 ▼

Payer Type

All Payer Types ▼

Notes
Select the data type and metric you wish to report on. SHP recommends updating the title based on your metric selection.
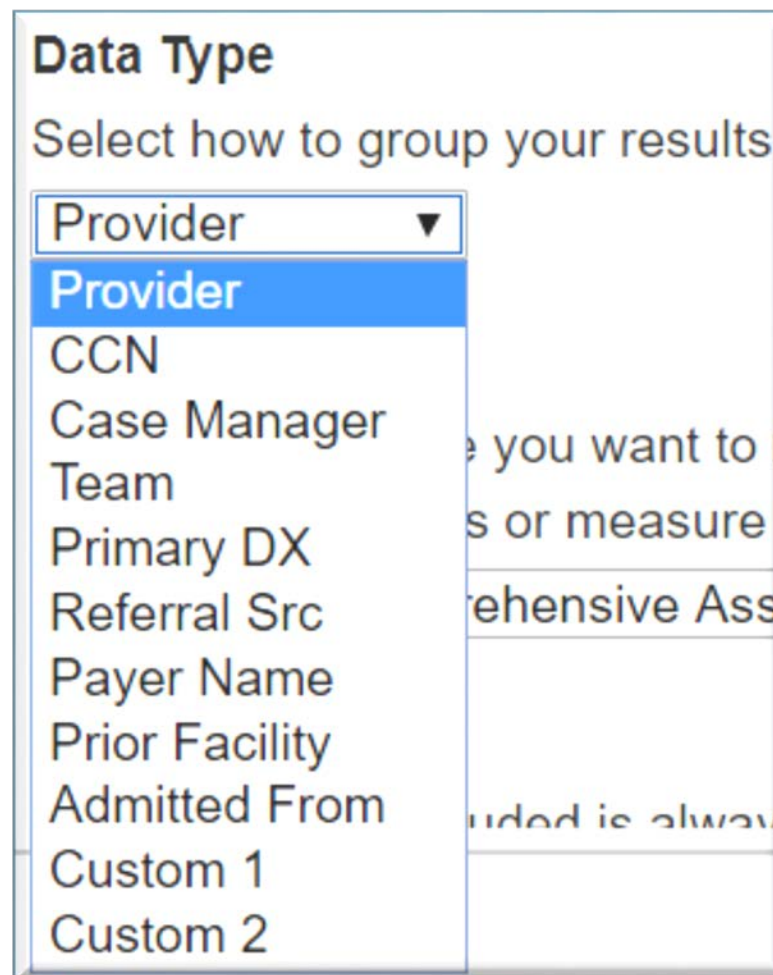
HIS metrics include eligible patients with complete data and are based on discharge date. CAHPS metrics are based on sample month. Note that there can be up to a four month lag between patient sampling and receipt of returned surveys.

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.

Widget drills-down to the Scorecard report.

Data Type

- Data Type will allow you to select which level of accountability you would like to configure

- You can select from 11 different Data Type grouping options on the Scorecard widget

Data Type

Select how to group your results

Provider ▼

| Provider |
| CCN |
| Case Manager |
| Team |
| Primary DX |
| Referral Src |
| Payer Name |
| Prior Facility |
| Admitted From |
| Custom 1 |
| Custom 2 |

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Parameters: Metric

- There are 22 different and CAHPS HQRP metrics that can be configured in the widget

- **Note**: If you reconfigure the widget to show a different metric, be sure to rename the widget in the "Title" box to reflect the new settings

Metric

Select the Measure you want to report on from the list of individual measures or measure rollups.

HQRP: Overall Score
HIS HQRP Admit: Measure Rollup
HIS HQRP Admit: Treatment Preferences
HIS HQRP Admit: Beliefs/Values Addressed
HIS HQRP Admit: Pain Screening
HIS HQRP Admit: Pain Assessment
HIS HQRP Admit: Dyspnea Screening
HIS HQRP Admit: Dyspnea Treatment
HIS HQRP Admit: Opioid with Bowel Regimen
HIS HQRP Visit: Measure Rollup
HIS HQRP Visit: >= 1 in Last 3 Days
HIS HQRP Visit: >= 2 in Last 7 Days
HIS HQRP Comprehensive Assessment at Admission
CAHPS HQRP: Measure Rollup
CAHPS HQRP: Hospice Team Communication
CAHPS HQRP: Getting Timely Care
CAHPS HQRP: Treating Family Member with Respect
CAHPS HQRP: Getting Emotional and Religious Support
CAHPS HQRP: Getting Help for Symptoms
CAHPS HQRP: Getting Hospice Care Training

HIS HQRP Comprehensive Assessment at Admission ▼

Metric Definitions

HIS-Based Metric Definitions

Admit: Measure Rollup	Proprietary SHP rollup composite of the seven admit measures
Admit: Treatment Preferences	Hospice Compare measure
Admit: Beliefs/Values Addressed	Hospice Compare measure
Admit: Pain Screening	Hospice Compare measure
Admit: Pain Assessment	Hospice Compare measure
Admit: Dyspnea Screening	Hospice Compare measure
Admit: Dyspnea Treatment	Hospice Compare measure
Admit: Opioid/Bowel Regimen	Hospice Compare measure
Visit: Measure Rollup	**Proprietary SHP rollup composite of the two visit measures**
Visit: ≥ 1 in Last 3 Days	Hospice Compare measure (future)
Visit: ≥ 2 in Last 7 Days	Hospice Compare measure (future)
Comprehensive Assessment	Hospice Compare measure (future)

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Metric Definitions

CAHPS-Based Metric Definitions

Measure Rollup	Proprietary SHP rollup composite of the 8 CAHPS measures
Hospice Communication	Hospice Compare measure
Timely Care	Hospice Compare measure
Treating Family Member with Respect	Hospice Compare measure
Emotional/Religious Support	Hospice Compare measure
Help for Symptoms	Hospice Compare measure
Hospice Care Training	Hospice Compare measure
Overall Rating of Hospice	Hospice Compare measure
Recommend Hospice	Hospice Compare measure

Combined Metrics

HQRP: Overall Score	Composite score composed of the HIS & CAHPS measures that contribute to the three HQRP Rollup scores. This includes the seven HQRP HIS admit measures, the two visit measures, and the eight CAHPS measures

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Parameters: Date Range

- The Date Range parameter controls the "Score" column on the widget

- Whichever value is selected in the parameter will be reflected in the 2nd and 4th columns on the widget

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Parameters: Minimum Data Threshold

- The *Minimum Data Threshold* parameter is used to eliminate data rows (e.g. – Case Managers) that have low or sparse volumes of data from month-to-month

- The value selected in this parameter indicates the minimum number of HIS assessments or CAHPS Hospice surveys per month that will be required or order for a value to be included in the widget results (e.g. – if "1" is selected, a Case Manager must have at least 1 HIS assessment per month in order to be included)

Minimum Data Threshold

The minimum number of average data points (HIS assessments/surveys) per month required for inclusion in ...d.

| No Filter |
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |
| 7 |
| 8 |
| 9 |
| 10 |

pes ⌄

Parameters: Payer Type

- This parameter can be used to indicate which payer group you would like to be included in the widget results

- By default, all payers are included

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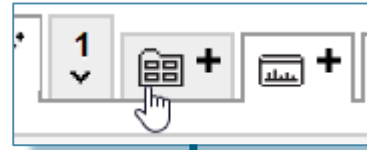
Adding a Preconfigured View

Adding the New Preconfigured Views

- Adding a new preconfigured view is a matter of just a few clicks

- Choose between the *Hospice Scorecard* view grouped by "Case Manager" or the *Hospice Enterprise Scorecard* view grouped by "Provider"

Understanding the Data

Case Manager View

- The Case Manager Scorecard view is built to help your quality managers quickly understand performance with QAPI results

- Feel free to explore the other Data Type options available!

Scorecard: Quality Measure by Data Type

Case Manager	6 Month Score	Last 12 Months	6 Month Trend
Thompson, Hadley	82.2%		↑
Rogers, Lisa	82.2%		↓
Peters, Remi	82.4%		↑
Terry, Jessie	82.5%		↑
Mahone, Jasmine	83.5%		
Jonah, Cassandra	83.6%		↑
Roberts, Charlie	84.2%		↑
Preston, Sophie	84.2%		↓
Davis, Austin	84.3%		→
Harold, Donna	84.3%		↓
Brent, Erin	84.3%		↑
Waldron, Alex	84.5%		↑
Solomon, Joe	84.8%		↑
Heather, Erica	85.0%		↑

Search: _____   Previous Next

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Drill Down for Individual Scorecards

The Provider Level Widget

- The Provider level view will allow you to see the performance of different locations within your enterprise

- This will be useful for organizations with more than one location on service with SHP

Multiple Data Type Groupings in One View

Scorecard: Quality Measure by Data Type

Provider	6 Month Score	Last 12 Months	6 Month Trend
(44444) Quality Care Hospice - San Bernardino	87.7%		→
(22222) Quality Care Hospice - Santa Maria	88.3%		⬆
(11111) Quality Care Hospice - Nipomo	88.4%		⬆
(55555) Quality Care Hospice - Santa Barbara	88.4%		⬆
(88888) Quality Care Hospice - Los Angeles	88.5%		→
(99999) Quality Care Hospice - San Diego	88.6%		→
(565656) Quality Care Hospice - Redding	88.8%		⬆
(21212) Quality Care Hospice - Napa Valley	90.5%		⬆
(45454) Quality Care Hospice - Simi Valley	90.5%		→
(98989) Quality Care Hospice - Paramount Ranch	90.5%		→
(71717) Quality Care Hospice - Malibu	90.5%		⬆
(29292) Quality Care Hospice - Summerland	91.0%		→
(51515) Quality Care Hospice - Goleta	91.2%		→
(94949) Quality Care Hospice - Los Osos	91.4%		⬆

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Scorecard: Quality Measure by Data Type

Case Manager	6 Month Score	Last 12 Months	6 Month Trend
Thompson, Hadley	82.2%		⬆
Rogers, Lisa	82.2%		⬇
Peters, Remi	82.4%		⬆
Terry, Jessie	82.5%		⬆
Mahone, Jasmine	83.5%		
Jonah, Cassandra	83.6%		⬆
Roberts, Charlie	84.2%		⬆
Preston, Sophie	84.2%		⬇
Davis, Austin	84.3%		→
Harold, Donna	84.3%		⬇
Brent, Erin	84.3%		⬆
Waldron, Alex	84.5%		⬆
Solomon, Joe	84.8%		⬆
Heather, Erica	85.0%		⬆

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Questions?

Thank You for Attending!

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