Health Management Associates

Making Healthcare Data Actionable: Converting Data into Information for More Effective Reporting, Decision Making and Strategic Planning

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Is This Familiar?

Can you check my spreadsheet for accuracy?

It's an impenetrable jumble of poorly organized data with cryptic labels.

I only need you to check it for accuracy.

I don't think accuracy matters if no one can tell what it's for.

Sheesh! Let me explain this simple document!

This column is the ratio of product returns to gross revenue excluding sales taxes, annualized.

It's clearly labeled "ROPRTGRESTA."

What about the other 80 columns?

What the #*%!? And Dilbert found no inaccuracies.
Learning Objectives

Understand how to:

1. Improve organizational performance by effectively leveraging data for monitoring and reporting
2. Improve the efficiency of responding to both internal and external reporting requirements
3. Enhance analytical capabilities at minimal cost
   - No large investments in additional IT capabilities
   - No large investment in analytic personnel
The Challenge: All Organizations Are Facing Increasing Data Inundation

- 5 billion gigabytes (exabytes) of data were created from the beginning of time until 2003
- In 2011 the same amount was created every two days
- And now the same amount is created every 10 minutes

The Challenge: Data Issues Facing Healthcare Organizations

• Healthcare organizations need data for internal reporting
  – In a Modern Healthcare survey, just over half of health care organization respondents (51%) cited “not knowing how much or what data to collect” as the biggest hindrance to using data analytics. (1)

• Healthcare organizations have data reporting requirements imposed by outside organizations.
  – State agencies
  – Federal agencies
  – Accreditation agencies

• In a Modern Healthcare survey 33% of healthcare organizations said they didn't know what to do with the data they collected. (1)

Big Data and Predictive Analytics in Healthcare

- Big data and predictive analytics will be a big part of future healthcare.
- For most healthcare providers, however, the challenge of big data is not the real problem.
- The limiting factor is our willingness and ability to let data inform and change the way we deliver care.
Learning Objectives 1 & 2 (1)

• Interactive Dashboards
  – Improving healthcare organizations performance with information solutions. Allows organizations to:
    • Transform large (or small) amounts of data into actionable information. Data from:
      – Multiple data sources
      – Electronic Medical Records (EMR’s)
      – Enterprise Data Warehouse (EDW)
    • Provide a “single source of truth” for questions using “approved” source data
    • Provide access to a consistent source of information that can be updated regularly
Learning Objectives 1 & 2 (2)

- Create dynamic information displays that allow staff to modify questions and data quickly and easily
- Improve data quality
- Track measures/issues of interest and answer questions from key stakeholders
- Identify and mitigate potential issues or problems
- Identify and publicize positive progress
Interactive Healthcare Dashboards

- Some examples include:
  - Key Performance Indicators (KPIs)
  - Utilization and Expenditure Tracking
  - Performance Measures
  - Mapping Outcomes
  - Forecasting
KPIs: An Antiquated Approach

Percentage of Operative Hygiene Performed: 92.4 95.7 #### 93.7

Time Utilization Factor: 89.8 101.5 #### 94.1

Average Time Utilization Units per Clinic day: 119 134 #### 124

Range (65%-80%)

Range (60-115)
Learning Objective 3

• Cloud based analytical capabilities can help your organization at minimal cost.
  – No purchase of expensive hardware or software. Access your data through a cloud based secure server.
    • Secure and HIPAA compliant
  – No new additional staffing requirements for analytic capabilities.
Questions for You and Your Organization

• Do I have the information I need and can I access it efficiently? If not, there is a better way - ask yourself:
  – What are the questions I need to answer with my data?
  – To whom do I need to provide this information and how will it be used?
  – What data sources are available?
  – How often does the information need to be updated?
  – Would a dashboard allow me to have the information I need and access it efficiently?
HMA Analytics Team

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