

Analytics & Reporting Training Guide

Population Management Module

Readmission/Return Management Module

How to Interpret Risk Score Values

Predictor	Description	Suggested Range
ED Visit	Probability of an Emergency Department visit within the next 12 months	70% - 100%
ED 30 Day Return Rate	Probability of returning to the Emergency Department within 30 days	15% - 20%
Inpatient Admission	Probability of an inpatient Admission within the next 12 months	70% - 100%
30-Day Inpatient Readmission	Probability of having readmission within 30 days of discharge	15% - 20%
High Cost	Predicted cost of patient care within the next 12 months: \$35,000 represents the highest cost patients	\$700 — \$35,900

Modules



Volume and Market Share

Track and trend volumes and market share by service area, disease, payer and patient demographics.

Hospital Performance

Compare actual to target performance for key performance indicators (KPI) using case mix and severity adjusted targets, including statewide norms.

Population Management

Identify populations and individuals most at risk for future high costs, inpatient admissions, and emergency room visits.

Readmission / Return Management

Identify inpatient encounters most at risk for 30-day readmissions or 30 day ED returns.

Variation Management

Understand resource variation by disease and cost category (length of stay, laboratory, radiology, etc.) to reduce unnecessary practice variation.

Population Management

The Population Patient List allows you to understand your individual patient risk for resource utilization, cost, and disease. Most often, these functions are used to create patient lists to identify those who are at high risk of an **ED visit** and **IP** admission.

Creating A Patient List – Risk of IP Admission within 12 Months

- 1. Go to the Population Management Tab
- 2. From the Drop Down, click on Population Patient List

f	Volume and Market Share +	Hospital Performance	Population Management -	Readmission / Return Management +	Variation Management -	Data Integrity
			Population Utilization Risk			
			Population Disease Prevai	ence and Risk		
		_	Population Patient Origin			
			Population Patient List			
					-	
				Health	InfoNe	t
						1
			Plea	ase use the navigation menu to	enter a report or dashb	oard

You will now see the Filters

Nak Score - Predicted Coar	Nex Score - ED Visit	Risk Score - Inpatient Admission	Chronic Disease	Care Management	
All selected +	All selected -	All selected -	All selected +	tionect All =	Bort By
Tak Sears - Prediated Goat - 3 Month Dhange	Nat Score - Ell Visit - 2 Munth Change	Plak Score - IP Admission - 3 Month Change	Chronic Disease Count	Patient Assigned ADD	Select At =
All selected -	All associated -	All amounted -	All selected -	Al astociaci +	Son Direction
Tek Burn - Disease Didetee	Web Scott - Disease AM	Max Score - Disease CVA	Patient Addition - Pacificy	Patient Assigned PCP Fastility	descending -
All solected -	All selected -	All selected +	All selected -	All selected +	
Rek Burre - Disease CHP	Net Score - Disease Hyperbeatur	First Score - Disease COPD	Paper Calegory	Patient Assigned PCP Sile	Rip Custom Value +
All selected +	All solucied -	All selected +	All salisated +	All subscript +	
Patient First Native	Max Bown - Disease Asthena	Plan Sours - Montelly	Denoter	Patient Assigned PCP	
Papers Find Maine	All selected -	All seriected -	Solect All -	All selected +	
Diate	Patient Lesi Hanne	Age Group	200		
All selected -	Parland Last Nartes	All selected -	21*		
	County	City			
Austra	All selected +	All selected +			

- 3. Click on the Patient Assigned ACO filter and select your ACO
- 4. Click on the Patient Assigned PCP Facility filter and select your facility

- 5. Click on the Patient Assigned PCP site filter and select your site
- 6. Click on the Patient Assigned PCP filter and select one or multiple PCPs*



Next, you'll filter for the high risk of Inpatient Admission. Let's filter for those patients who are between 70 and 100 percent risk. This means that we are going to filter for patients who have a 70 to 100% probability of being admitted to a hospital within the next 12 months. Your organization can decide what percentage risk to focus on.

Risk Score - Predicted Cost	Risk Score - ED Visit	Risk Score - Inpatient Admission
All selected -	All selected -	3 selected -
Risk Score - Predicted Cost - 3 Month Change	Risk Score - ED Visit - 3 Month Change	- 3 Month Chan
All selected -	All selected -	Q St O
Risk Score - Disease Diabetes	Risk Score - Disease AMI	Select all
All selected -	All selected -	[0, 10)
Risk Score - Disease CHF	Risk Score - Disease Hypertension	🗆 (10, 20) 🛛 🛛 🛛
All selected -	All selected -	[20, 30)
Patient First Name	Risk Score - Disease Asthma	(30, 40)
Patient First Name	All selected -	[40, 50)
State	Patient Last Name	
All selected -	Patient Last Name	[60, 70)
	County	(70, 80)
Apply	All selected -	🧭 (80, 90)
		🤕 (90, 100)

7. Click on the Risk Score – Inpatient Admission filter and 70-100

- 8. Click on the Sort by Filter and select Risk Score IP Admission
- 9. Click on the Sort Direction Filter and select descending

Chronic Disease	Care Management	
All selected -	Select All -	Sort By
Chronic Disease Count	Patient Assigned ACO	Risk Score - Inpa
All selected -	All selected -	Sort Direction
Patient Attribution - Facility	Patient Assigned PCP Facility	descending -
All selected -	All selected -	M. Outland Mana
Payor Category	Patient Assigned PCP Site	My Custom Views -
All selected -	All selected -	
Gender	Patient Assigned PCP	
Select All -	All selected -	
ZIP	3 <u></u> }	
710		

10. Click on the Apply button for the list to generate

Risk Score - Predicted Cost	Risk Score - ED Visit	Risk Score - Inpatient Admission	Obranic Disease	Care Management	
All selected -	All salected +	All selected -	All assisched +	Select All +	Sort By
Nak Beare - Predicted Cost - 3 Menth Change	Risk Score - ED Visil - 3 Month Change	Risk Soure - IP Advisation - 2 Month Charge	Chronie Disease Court	Patient Assigned ADD	Select All -
All selected +	All selected -	All selected +	All assisted +	All selected +	Sort Direction
Nek Score - Disease Disteries	Risk Score - Diseaso AMI	Risk Score - Disesse CVA	Patient Athibution - Facility	Patient Assigned PCP Facility	descending -
All selected -	All asiected +	All selected -	All selected +	All selected +	and a state of
Nak Boore - Disease CHP	Risk Score - Disease Hypertension	Flax Soore - Disease COPD	Payer Category	Patient Assigned PCP Site	My CLEEP'S Verse
All selected +	All selected +	All aniected =	All selected =	All selected +	
Patient First Name	Hisk Score - Disease Asthras	Nak Soore - Nortality	Gender	Patient Assigned PCP	
Patient First Name	All salected +	All selected +	Select All +	All selected +	
liste	Patient Last Nova	Age Group	200		
All solucted +	Pubert Last Name	All selected =	20		
	County	City			
Acole	All Asiacted +	All spincted +			

When you scroll down, you can view your **patient list**. As you can see, your list is sorted in descending order by risk score. If you want to toggle through the pages of patients, simply use the buttons to go from one page to the next. (*Note: the Demo system blocks PHI, so the patient's name is replaced with a #*)

Ammer (G) (P	+ <u>(1</u>)e(+ +i						Pop. Population Ut	lation Patie	nt list 1 - Last 12 Norths					
						Total	Patients Inp 4	atient Admissio	ns Inpatient Day	n Emergancy Vie 3	its Outpetient Vie 42 1	ita 22			
Patient Norma	Age	Gender	008	Predicted Future Cost	Rink Score - ED Visit	Risk Score - IP Admission	Risk Score - Mortality	Risk Score - Disease AMI	Risk Score - Disease CVA	Risk Score - Discase Diabetea	Risk Score - Discuss CHP	Risk Score - Disease Hypertension	Risk Score - Dissase COPD	Riek Score - Disease Aethrus	Chronic Diseas Count
89560	Ape	Gender	##1-68-yyyy	\$15,000	91	12	19	1	0	900	. 4	100	10	14	23
152299	Age	Gender	mm-dd-yyyy	\$35,900	80	12	14	0	2	14	100	100	100	5	43
959632	140	Gender	mm-88-9999	\$15,000	77	13	. 0	0	0	3	+		4	100	9
907612	Age	Gerder	mm-dd-yyyy	\$9,100	74			9	0	1	1	4	ŵ	8	1

If you want to save the filters, click on **My Custom Views** and put a title for the saved filters. After that, click **Remember My Filters** and you will have your filters saved for next time.

Chronic Disease	Care Management	
All selected -	Select All -	Sort By
Chronic Disease Count	Patient Assigned ACO	Risk Score - Inpa
All selected -	All selected -	Sort Direction
Patient Attribution - Facility	Patient Assigned PCP Facility	descending -
All selected -	All selected -	M. Outland View
Payor Category	Patient Assigned PCP Site	my custom Views -
All selected -	All selected -	
Gender	Patient Assigned PCP	
Select All -	All selected -	
ZIP		
ZIP		

If you want to use the list offline, Click on the Actions function and export the list as an excel, PDF, CSV etc.



Creating A Patient List – Risk of ED Visit within 12 months

- 1. Go to the Population Management Tab
- 2. From the Drop Down, click on Population Patient List

f	Volume and Market Share +	Hospital Performance	Population Management -	Readmission / Return Management +	Variation Management +	Data Integrity
			Population Utilization Risk			
			Population Disease Prevail	ence and Risk		
		_	Population Patient Origin			
			Population Patient List			
				Health	InfoNe	ł
						-
			Plea	ase use the navigation menu to	enter a report or dashb	oard
					10	

You will now see the Filters

Riak Score - Predicted Goar	Nex Score - 60 Visit	Risk Score - Inpatient Admission	Christie Disease	Care Management	
All solected -	All selected -	All selected =	At selected +	tienest Att =	Bort By
Rok Sears - Prediated Goat - 3 Marth Dhange	Next Score - ED Vart - 2 March Change	Plate Score - IP Administer - 3 March Change	Chronic Disease Court	Patient Assigned ADD	Select At =
All selected -	All associated -	All annected -	All selected +	+ Delotes IA	Son Direction
Tok Supre - Disease Disbelies	Then Source - Disease AM	Max Score - Disease CVA	Patient Addition - Facility	Patient Assigned PCP Facility	descending -
All solected -	All seriected -	All selected +	All salected -	All selected +	
Tea Supre - Disease CHP	Plot Scare - Disease Hyperbeature	Flax Scare - Disease COPD	Paper Calegory	Patient Assigned PCP Site	Rip Custom Vano -
All selected +	All solidclind +	All selected +	All salisated +	All subscred +	
Patient First Name	Max Bown - Disease Asthma	Plan Score - Mortelly	Denter	Patient Assigned PCP	
Papers Find Males	All selected -	All seriected =	Solect All +	All periodined +	
Made .	Patient Last Hame	Age Group	200		
All selected -	Palarit Last Navies	All selected +	25		
	County	City			
Auto	All selected +	All salisched -			

- 3. Click on the Patient Assigned ACO filter and select your ACO
- 4. Click on the Patient Assigned PCP Facility filter and select your facility
- 5. Click on the Patient Assigned PCP site filter and select your site
- 6. Click on the Patient Assigned PCP filter and select one or multiple PCPs*



Next, you'll filter for the high risk of ED patients. Let's filter for those patients who are between 70 and 100 percent risk. This means that we are going to filter for patients who have a 70 to 100% probability to come into the Emergency Department within the next 12 months. Your organization can decide what percentage risk to focus on.

7. Click on the Risk Score – ED Visit filter and 70-100

Risk Score - Predicted Cost	Risk Score - ED Visit		Risk Score - Inpatient Admission
All selected -	3 selected -		All selected -
Risk Score - Predicted Cost - 3 Month Change		onth Change	Risk Score - IP Admission - 3 Month Change
All selected -	Q DE O		All selected -
Risk Score - Disease Diabetes	Select all		Risk Score - Disease CVA
All selected -	[0, 10)		All selected -
Risk Score - Disease CHF	[10, 20]	ertension	Risk Score - Disease COPD
All selected -	🗆 [20, 30)		All selected -
Patient First Name	[30, 40)	ma	Risk Score - Mortality
Patient First Name	[40, 50]		All selected -
State	[50, 60)		Age Group
All selected -	[60, 70]		All selected -
	🧭 [70, 80)		City
Apply	🧭 [80, 90)		All selected -
	[90, 100]		

- 8. Click on the Sort by Filter and select Risk Score ED Visit
- 9. Click on the Sort Direction Filter and select descending

Chronic Disease	Care Management	
All selected -	Select All -	Sort By
Chronic Disease Count	Patient Assigned ACO	Risk Score - ED
All selected -	All selected -	Sort Direction
Patient Attribution - Facility	Patient Assigned PCP Facility	descending -
All selected -	All selected -	
Payor Category	Patient Assigned PCP Site	My Custom Views -
All selected -	All selected -	
Gender	Patient Assigned PCP	
Select All -	All selected -	
ZIP		
ZIP		

10. Click on the Apply button for the list to generate

lisk Score - Predicted Cost	Blak Senre - ED Visit	Risk Score - Inpatient Admission	Chronic Disease	Care Management	
All solected -	All salected +	All spincted +	All assiscent -	Spinot All -	Sort By
ink Berry - Predicted Cost - 3 March Change	Risk Score - ED Viel - 7 Month Charger	Rich Leave . If Advinging . 3 Much Change	Change Disease Count	Patient Assistant ACO	Select All -
All solution a	All salariant a	All anteriori a	All assistant a	All selected a	Sort Direction
link Second - Discourse Distanting	Disk Score - Disease AMI	Risk Score - Disease CVA	Patient Athibution - Facility	Patient Assigned PCP Facility	descending -
All solocted -	All selected -	All selected -	All selected -	All selected +	
lak Seare - Disease CHP	Risk Score - Disease Hypertension	Rex Score - Disease COPD	Payer Category	Patient Assigned PCP Sile	My Custon Venile +
AS selected +	All selected +	All assisted =	All selected =	Ali selected +	
atient First Name	Risk Score - Disease Asthras	Nex Score - Nortality	Gender	Patient Assigned PCP	
Palient First Name	All salected +	All selected +	Select All +	All selected +	
une .	Patient Last Name	Age Group	ZIP		
All selected +	Patrent Loss Name	All selected -	202		
	County	City			
ADM	All Asisched +	All spincted +			

When you scroll down, you can view your **patient list**. As you can see, your list is sorted in descending order by risk score. If you want to toggle through the pages of patients, simply use the buttons to go from one page to the next. (*Note: the Demo system blocks PHI, so the patient's name is replaced with a #*)

Amer 2 (\$ 1)	(i)ei	+ +i						Pop Pepulation U	ulation Patie	int list a - Last 12 Norths					
						Total	Patients Inp 4	etient Adminuk	rta Inpatient Day	ya Emergancy Vie 3	its Outpetient Vi 42	atta 122			
Patient Name	Age	Gender	008	Predicted Future Cost	Rink Score - ED Visit	Risk Score - IP Admission	Risk Score - Mortality	Risk Score - Disease AMI	Risk Score - Disease CVA	Risk Score - Discase Disbetes	Risk Scots - Disease CHF	Risk Score - Disease Hypertension	Risk Score - Disease COPO	Risk Score - Dissue Asthrus	Chronic Divers Count
82560	Ape	Gender	##1-48-yyyy	\$15,000	91	12	19	1.1	0	100	. 4	100	10	14	22
352399	Age	Gender	mm-dd-yyyy	\$35,900	80	12	14	0	2	14	100	100	100	5	43
999630	140	Gender	881-80 9999	\$15,000	77	13		0	0	3			4	100	9
907812	Age	Gender	mm-88-yyyy	\$9,100	74			9	.0	1	1	4	0	8	

If you want to save the filters, click on **My Custom Views** and put a title for the saved filters. After that, click **Remember My Filters** and you will have your filters saved for next time.

Chronic Disease	Care Management	
All selected -	Select All -	Sort By
Chronic Disease Count	Patient Assigned ACO	Risk Score - ED
All selected -	All selected -	Sort Direction
Patient Attribution - Facility	Patient Assigned PCP Facility	descending -
All selected -	All selected -	
Payor Category	Patient Assigned PCP Site	My Custom views +
All selected -	All selected -	
Gender	Patient Assigned PCP	
Select All -	All selected -	
ZIP		
ZIP		

If you want to use the list offline, Click on the Actions function and export the list as an excel, PDF, CSV etc.

				-			
Risk Score - Predicter	d Cost		Risk Score - ED	0 Visit		Risk Score -	inpatient Admi
All selected +			3 selecte	d +		All sele	cted +
Risk Score - Predicted	d Cost - 3 Month	Change	Risk Score - ED	Visit - 3 Month C	hange	Risk Score -	IP Admission -
All selected -			All selecte	ed +		All sele	cted +
Risk Score - Disease	Diabetes		Risk Score - Di	sease AMI		Risk Score -	Disease CVA
All selected -			All selecte	ed -		All sele	cted -
Risk Score - Disease	CHF		Risk Score - Di	sease Hypertensi	on	Risk Score -	Disease COPD
All selected -			All selecte	ed -		All sele	cted +
Patient First Name			Risk Score - Di	sease Asthma		Risk Score -	Mortality
Patient First Name			All selecte	ed +		All sele	cted -
State			Patient Last Na	ume		Age Group	
All selected +			Patient Last N	lame		All sele	cted +
			County			City	
the second se						Contra a visor	100000000000000000000000000000000000000
Acoly Actions + 1 (2) 14	4 1 0'1	≥ H	Aliselecto	9d -		All sele	cted +
Actions + (2) 14 Export ,	4 1 of 1 XML file with r CSV (comma PDF Excel TIFF file Word MHTML (web	> >i report data delimited) archive)	All selecto	ed +		All sele	Patients Ing 4
Actions + 1 (2) 14 Export + Patient Name	4 1 of 1 XML Brewith r CSV (comma PDF Excel TIFF file Word MHTML (web Age	 >i report data delimited) archive) Gender 	DOB	Predicted Future Cost	Risk Score - ED Visit	Total Risk Score - IP Admission	Patients Ing 4 Risk Score Mortality
Actions - 1 (2) 14 Export , Patient Name	4 1 of 1 XML file with r CSV (comma PDF Excel TIFF file Word MHTML (web Age	b) b) report data dolimited) archive) Gender Gender	DOB	Predicted Future Cost \$15,000	Risk Score - ED Visit 91	Total Risk Score - IP Admission 12	Patients Inp 4 Risk Score Mortality 19
Actions + 1 (2) 14 Export , Patient Name	4 1 of 1 XML file with r CSV (comma PDF Excel TIFF file Word MHTML (web Age Age Age	Pi report data dolimited) archive) Gender Gender Gender	DOB mm-dd-yyyy	Predicted Future Cost \$15,000 \$35,900	Risk Score - ED Visit 91 80	Total Risk Score - IP Admission 12 12	Patients Inp 4 Risk Score Mortality 19 14
Actions + 1 (2) 14 Export + Patient Name 89560 152398 959530	4 1 of 1 XML Ble with r CSV (comma PDF Excel TIFF file Word MHTML (web Age Age Age Age	Pi report data dolimited) archive) Gender Gender Gender Gender Gender	DOB mm-dd-yyyy mm-dd-yyyy	Predicted Future Cost \$15,000 \$35,900 \$15,000	Risk Score - ED Visit 91 80 77	Total Risk Score - IP Admission 12 12 13	Patients Ing 4 Risk Score Mortality 19 14 0

* This is only if you are managing patients at a provider level

Readmission / Return Management

The Readmission/Return Encounter List Function allows you to identify patients within your ACO/PCP population who are at high risk of a **30 Day Readmission** or **30 Day Return ED**.

Identifying Patients At-Risk of 30 Readmission (ACO)

- 1. Go to the Readmission/Return Management Tab
- 2. From the Drop Down, click on Readmission/Return Encounter List



This will bring you to the Filters

- 3. Click on the Patient Assigned ACO filter and select your ACO
- 4. Click on the Patient Assigned PCP Facility filter and select your facility
- 5. Click on the Patient Assigned PCP site filter and select your site
- 6. Click on the Patient Assigned PCP filter and select one or multiple PCPs*
- 7. Click on the Encounter Type filter and make sure only Inpatient Visit is selected
- 8. Click on the Encounter Status filter and make sure only Active Patients is selected
- 9. Click on the Sort by Filter and select IP Readmission Risk Score
- 10. Click on the Sort Direction Filter and make sure descending is selected

Note: The Admission Date From and Admission Date To filters default to 30 days, so you don't have to change anything for that filter

dmission Date From	Admission Date To	Discharge Date From	Discharge Date To	Encounter Type	Sort By
36/07/2016	09/06/2016	Discharge Date	Discharge Oete	Inpatient -	IP Readmission
sk Soore - IP 30 day Readmission	Risk Soore - ED 30 day Return	Risk Score - Predicted Cost	IP 30 Dey Readmission	ED 30 Day Return	Sort Direction
All selected -	All selected +	Al selected -	Select All +	Select All =	descending -
ge Group	Gender	Chronic Disease	Primary Diagnosis Category	Primary Procedure Category	
All selected -	Select All -	All selected -	All selected -	All selected +	My Custom Views -
tarte	County	City	7019	Payor Category	
All selected -	All selected -	Al selected -	2129	All selected -	
atient First Name	Patient Last Name	Intervention	Care Management	Encounter Status	
Patient First Nome	Patient Last Name	Select All +	Select All +	Active Patient +	
atient Assigned ACO	Patient Assigned PCP Facility	Patient Assigned PCP Site	Patient Assigned PCP	Discharge Facility	
St. Joseph Hospit	St. Joseph Hospit	St Joseph Interna	All selected +	All selected -	

11. Click on the Apply button for the list to generate (*Note: the Demo system blocks PHI, so the patient's name is replaced with a #*)

Admission Date	From	Admission Date To		Discharge Date From	Discharge Date To	Encounter Type	Sort By
06/07/2016		09/06/2016	1	Discharge Date	Discharge Dete	Inpatient -	IP Readmission .
tisk Score - IP 3	0 day Readmission	Risk Soore - ED 30 de	ry Return	Risk Score - Predicted Cost	IP 30 Dwy Readmission	ED 30 Day Return	Sort Direction
All selected	1 -	All selected +		All selected +	Select All +	Select All =	descending -
Age Group		Gender		Chronic Disease	Primary Disgnosis Category	Primary Procedure Category	
All selected	1-	Select All -		All selected -	All selected -	All selected -	My Custom Views -
State		County		City	2014	Payor Category	
All selected	t	All selected +		All selected -	239	All selected -	
Patient First Nan	ne .	Patient Last Name		Intervention	Care Management	Encounter Status	
Patient First Na	ma	Patient Last Name		Select All +	Select All +	Active Patient -	
Patient Assigned	ACO	Patient Assigned PCI	Precility	Patient Assigned PCP Site	Patient Assigned PCP	Discharge Fecility	
St. Joseph Ho	spit	St. Joseph Hospit		St Joseph Interna	All selected +	All selected +	

When you scroll down, you can view your **patient list**. As you can see, your list is sorted in descending order by risk score. If you want to toggle through the pages of patients, simply use the buttons to go from one page to the next.

Annes + 1 1 (1) (1)	4 <u>1</u>	0.4.34		Rea Total Patients	dmission / Re	iturn Enc	ounter list	ounters Total	Long Term Car	• Encounters			
				10		10		0		a			
Patient Name	Aqu	Gender	008	Discharge Facility	ED Return Risk Score	ED 35 Day Return	IP Readmission Risk Score	IP 38 Day Readmission	Predicted Future Cost	Readmit / Revisit to Facility	Intervention	Facility MRN	Facility Encounter ID
85.178	Age	Gender	mmidd/yyyy	Eastern Meine Medical Center			35		\$35,900		Yes	MRN ID	Encounter ID
95309	Age	Gender	mmidd/yyyy	Eastern Maine Medical Center			26		\$36,900		Yes	MRNID	Encounter ID
1533314	Age	Gender	mmidd/yyyy	St. Joseph Hospital			25		\$15,000		Yes	MRN ID	Encounter ID
107451	Age	Gender	mmidd/yyyy	Eastern Maine Medical Center			26		\$35,900		Yes	MRN ID	Encounter ID
874336	Age	Gender	mmidd/yyyy	St. Joseph Hospital			21		\$15,000		Yes	MRN ID	Encounter ID
1900119	Age	Gender	mmidd/yyyy	Eastern Maine Medical Center			18		\$1,500		Yes	MRN ID	Encounter ID
107567	Age	Gender	mmidd'yyyy	Eastern Maine Medical Center					\$4,000		Yes	MRN ID	Encounter ID
220010	Age	Gender	mmidd/yyyy	Eastern Maine Medical Center			6		\$3,900		Yes	MRN ID	Encounter ID
1490353	Age	Gender	remidd/yyyyy	Bt. Joseph Hospital					\$15,000		Yes	MRN ID	Encounter ID
148182	Age	Gender	mmidd/yyyy	Eastern Maine Medical Center			4		\$2,500		Yes	MRN ID	Encounter ID

If you want to save the filters, click on **My Custom Views** and put a title for the saved filters. After that, click **Remember My Filters** and you will have your filters saved for next time.

Idmission Date From	Admission Date To	Discharge Date From	Discharge Date To	Encounter Type	Sort By
05/07/2016	09/06/2016	Discharge Date	Discharge Dete	Inpatient -	IP Readmission
lisk Soore - IP 30 day Readmission	Risk Score - ED 30 day Return	Risk Score - Predicted Cost	IP 30 Dey Readmission	ED 30 Day Return	Sort Direction
All selected +	All selected +	All selected +	Select All +	Select All =	descending -
ge Group	Gender	Chronic Disease	Primary Disgnosis Category	Primary Procedure Category	No. of the second second
All selected +	Select All -	Al selected -	All selected -	All selected -	My Custom Views -
late	County	City	ZIP	Payor Category	
All selected +	All selected -	Al selected -	209	All selected -	
atient First Name	Patient Last Name	Intervention	Care Management	Encounter Status	
Patient First Name	Patient Last Name	Select All +	Select All +	Active Patient -	
atient Assigned ACO	Patient Assigned PCP Facility	Patient Assigned PCP Site	Patient Assigned PCP	Discharge Fecility	
St. Joseph Hospit	St. Joseph Hospit	St Joseph Interna	All selected +	All selected -	

If you want to use the list offline, Click on the Actions function and export the list as an excel, PDF, CSV etc.

Annos • © 1 Estat	4 4 1 or XML file with CBV (common PDF	4 1 of t P H 204, file with report data CBV (comma delimited) POF Excel		Rea Total Patients	dmission / Re	eturn Enc	ounter list stal Emergency Enco	unters Total I	Long Term Can	e Encounters			
Patier I Name	Eccel TIFF Bis Word	in contribution	DOB	10 Discharge Facility	ED Return Risk Score	10 ED 30 Dwy Return	IP Readmission Risk Score	0 IP 30 Day Readmission	Predicted Future Cost	0 Readmit / Revisit to Facility	Intervention	Facility MRN	Facility Encounter ID
85178	Age	Gender	mm/dd/yyyy	East m Maine Medical Center			35		\$35,900		Yes	MRN ID	Encounter ID
95309	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center			26		\$35,900		Yes	MRN ID	Encounter ID
1533354	Age	Gender	mm/dd/yyyy	St. Joseph Hospital			26		\$15,000		Yes	MRN ID	Encounter ID
167451	Apr	Gender	mm/dd/yyyy	Eastern Maine Medical Center			26		\$35,900		Yes	MRN ID	Encounter ID
874338	Ape	Gender	mm/dd/yyyyy	St. Joseph Hospital			21		\$15,000		Yes	MRN ID	Encounter ID
1900119	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center			13		\$1,500		Yes	MRN ID	Encounter ID
107567	Ape	Gender	mm/dd/yyyyy	Eastern Maine Medical Center			8		\$6,000		Yes	MRN ID	Encounter ID
220010	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center			6		\$3,900		Yes	MRN ID	Encounter ID
1490303	Age	Gender	mm/dd/yyyy	St. Joseph Hospital			6		\$15,000		Yes	MRN ID	Encounter ID
148182	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center			4		\$2,500		Yes	MRN ID	Encounter ID

* This is only if you are managing patients at a provider level

Identifying Patients At-Risk of 30 Day ED Return

- 1. Go to the Readmission/Return Management Tab
- 2. From the Drop Down, click on Readmission/Return Encounter List



This will bring you to the Filters

- 3. Click on the Admission Date From filter and set it 2 days back, you will leave the Admission Date To filter as-is (it defaults to today)
- 4. Click on the Patient Assigned ACO filter and select your ACO
- 5. Click on the Patient Assigned PCP Facility filter and select your facility
- 6. Click on the Patient Assigned PCP site filter and select your site
- 7. Click on the Patient Assigned PCP filter and select one or multiple PCPs*
- 8. Click on the Encounter Type filter and make sure only Emergency Encounters is selected
- 9. Click on the Encounter Status filter and make sure only Discharged Patients is selected
- 10. Click on the Sort by Filter and select ED Return Risk Score
- 11. Click on the Sort Direction Filter and make sure descending is selected

ED 38 day Return Riv	ischarge Date	Glacharge Date	Emergency +	ED Return Risk S
- ED 30 dey Return Riv	k Score - Predicted Cost			
	W GENIE - Clamence Popul	IP 30 Dwy Readmission	ED 30 Day Return	Sort Direction
ected -	Al selected -	Select All -	Select All +	descending +
Ch	ronic Disease	Primary Diagnosis Category	Primary Procedure Category	
t All -	All selected -	All selected -	All selected -	My Custom Views -
CI	Y	ZIP	Payor Category	
+ betoe	Al selected -	21P	All selected +	
t Name Int	ervention	Care Management	Encounter Status	
at Name	Select All +	Select All +	Discharged Patie	
igned PCP Facility Pa	tient Assigned PCP Site	Patient Assigned PCP	Discharge Facility	
h Hospit	St Joseph Interna	All selected -	All selected +	
	Ch Ch Ch Ch Ch Ch Ch Ch Ch Ch	chronic Disease All selected - City City City City City City City City	Chronic Disesso Primary Disgnosis Category All selected - All selected - All selected - City ZIP All selected - ZIP All selected - ZIP at Name Intervention Care Monogement at Name Softect All - Soltect All - Softect All - Soltect All - Soltect All - Soltect All -	Chronic Disease Primary Disgnosis Category Primary Procedure Category All selected - All selected - All selected - City ZIP Payor Category All selected - All selected - All selected - All selected - ZIP All selected - All selected - ZIP All selected - All selected - Silect All - Discharge Feally Select All - Select All - Discharge Feally Patient Assigned PCP Site Patient Assigned PCP Discharge Feally

12. Click on the Apply button for the list to generate (*Note: the Demo system blocks PHI, so the patient's name is replaced with a #*)

dmission Date From	Admission Date To	Discharge Date From	Discharge Date To	Encounter Type	Sort By
36/07/2018	09/04/2016	Discharge Date	Chatharpe Date	Emergency +	ED Return Risk S
isk Score - IP 30 day Readmission	Risk Score - ED 38 day Return	Risk Score - Predicted Cost	IP 30 Dwy Readmission	ED 30 Day Return	Sort Direction
All selected -	All selected -	All selected -	Belect All -	Select All +	descending +
pe Group	Gender	Chronic Disease	Primary Diagnosis Category	Primary Procedure Category	
All selected -	Select All -	All selected -	All selected -	All selected -	My Custom Views -
arter	County	City	ZIP	Payor Category	
All selected +	All selected +	All selected +	21P	All selected +	
dient First Name	Patient Last Name	Intervention	Care Management	Encounter Status	
adaent First Name	Patient Last Name	Select All +	Select All -	Discharged Patie	
itient Assigned ACO	Patient Assigned PCP Facility	Patient Assigned PCP Site	Patient Assigned PCP	Discharge Facility	
St. Joseph Hospit	St. Joseph Hospit	St Joseph Interna	All selected -	All assiscted +	
Apply					

When you scroll down, you can view your **patient list**. As you can see, your list is sorted in descending order by risk score. If you want to toggle through the pages of patients, simply use the buttons to go from one page to the next.

				Rea	dmission / Re	turn End	ounter list						
				Total Patients	Total Inpatient En	counters T	otal Emergency Enco	unters Total L	Long Term Can	e Encounters			
				248		0		311		0			
Patient Name	Age	Gender	DOB	Discharge Facility	ED Return Risk Score	ED 30 Day Return	IP Readmission Risk Score	IP 30 Day Readmission	Predicted Future Cost	Readmit / Revisit to Facility	Intervention	Facility MRN	Facility Encounter ID
143343	Age	Gender	mmiddlyyyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yesi	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyyy	Eastern Maine Medical Center	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mmiddlyyyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospitel	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID

If you want to save the filters, click on **My Custom Views** and put a title for the saved filters. After that, click **Remember My Filters** and you will have your filters saved for next time.

dmission Date From	Admission Date To	Discharge Date From	Discharge Date To	Encounter Type	Sort By	
06/07/2018	09/04/2016	Discharge Date	Gladharpe Data	Emergency +	ED Return Risk S.	
lisk Score - IP 30 day Readmission	Risk Score - ED 30 day Return	Risk Score - Predicted Cost	#P 30 Dwy Readmission	ED 30 Day Return	Sort Direction	
All selected -	All selected -	All selected -	Select All -	Select All -	descending +	
ge Group	Gender	Chronic Disease	Primary Diagnosis Category	Primary Procedure Category	in the second	
All selected -	Select All -	All selected +	All selected -	All selected -	My Custom Views +	
late	County	City	ZIP	Payor Category		
All selected +	All selected +	All selected -	21P	All selected +		
ationt First Name	Patient Last Name	Intervention	Care Management	Encounter Status		
Patient First Nerries	Patient Last Name	Select All +	Select All +	Discharged Patie		
atient Assigned ACO	Patient Assigned PCP Facility	Patient Assigned PCP Site	Patient Assigned PCP	Discharge Facility		
St. Joseph Hospit	St. Joseph Hospit	St Joseph Interna	All selected -	All asiected +		

If you want to use the list offline, Click on the Actions function and export the list as an excel, PDF, CSV etc.

Espet ,	KML Sie with OSV (conver- POF	a celimited)		Read Total Patients	mission / Re fatal Inpatient En	turn Enco	ounter list al Emergency Enco	unters Total L	.ong Term Care	Encounters				
	Dirol III			248		D		311		a				
Patient Name	Word MHTM, (we	6 antivel	DOB	Discharge Facility	ED Return Risk Score	ED 30 Day Return	P Readmission Risk Score	IP 30 Day Readmission	Predicted Future Cost	Readmit / Revisit to Facility	Intervention	Fucility MRN	Facility Encounter ID	Admissic Date
143343	Age	Gender	mm/dd/yyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/7/201
143343	Ape	Gender	mm/dd/yyy	St. Joseph Hospital	94	٠			\$35,900	Bt. Joseph Hospital	Yes	MRN ID	Encounter ID	8/9/201
142343	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/10/201
143343	Age	Gender	mm/dd/yyyy	Sk, Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/10/201
542343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	٠			\$36,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/10/201
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/11/201
142343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	٠			\$35,900	St. Joseph Hospital	Yies	MRN ID	Encounter ID	6/13/201
143343	Age	Gender	mm/dd/ywy	Eastern Maine Medical Center	94	٠			\$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID	8/13/201

Patient Clinical Summary



Hospital Performance

+ Volume and Market Shere	- Hospitz	al Performano	Po Po	opulation M	anagement	- Reado	nasion / Return Management + Variation Management + Data Integrity + Support
ata Updated Through 2016-07-10 18:09:3 Ischarge Fasility St. Joseph Hospital	10 -	• Pallert /	Assigned A				Age Group At + Payor Collegory At + Patient Assigned PCP Facility At
lospital Key Performance Ind	icators (K	PIs) Perfe	ormance	a (Last a	2 week	(2)	Annual Trend - Inpatient 30 Day Readmission Rate
	Total Analyzable	Total Excluded	Actual	Target	Variance	Performance	← Inpatient 30 Day Readmission Rate ← Target Inpatient 30 Day Readmissio
a Inpatient KPIs		The second second					
Inpatient 30 Day Readmission Rate	3,469	905	14.6 %	14.3 %	2.2%	٠	13%
Inpatient Mortality Rate	3,924	450	3.0 %	2.6 %	15.8%	٠	
Inpatient C-Section Pate	0	0		32.00 %			104
Inpatient Average Length Of Stay	3,773	601	3.94	3.85	2.3%	٠	3%
Emergency Department KPIs							
) ED 30 Day Ratum Rate	18,343	4,673	20.9 %	22.8 %	-8.8%	•	0%
- ED Average Length Of Stay (Hours)	18,447	4,569	5.23	2.83	14.0%	٠	2018 2014 2015 2016
 variance is > 1% above target (wor variance is > 1% below target (bet variance is within 1% of target (no 	ne than expe ter than expe o meaningful s	cted) cted) difference from	n target)]			Monthly Trend - Inpatient 30 Day Readmission Rate + inpatient 30 Day Readmission Rate + Targe 25% 25% 15% 10% 5%
							Jan. 2011 Freb. 2013 Mar. 2011 Mar. 2013 Mar. 2013 Mar. 2013 Jan. 2013 Jan. 2014 Jan. 2014 Jan. 2014 Jan. 2014 Jan. 2014 Mar. 2014 Jan.

Accessing Analytics

http://www.hinanalytics.org

To get an account or reset your password, contact HIN Customer Care at <u>customercare@hinfonet.org</u> or 207-541-9250

Compatible with Internet Explorer 10.0 (PC) or Firefox (Mac)

Resources

www.hinfonet.org/training-tools

Training & Tools

We offer in-person and online training for all our services. Our <u>Health</u> <u>Information Exchange (HIE) education and trainings</u> are led by Sharon Bearor, RN, BSN, Clinical Educator. Our online training site <u>hinfonetacademy.org</u> also provides courses to better understand and effectively use the HIE.

Training Materials:

Analytics & Reporting Videos

- Understanding the <u>Hospital Performance</u> dashboard
- Understanding the <u>Patient Clinical Summary</u>
- <u>Creating a Patient List</u>
- Identifying Patients At-Risk for Inpatient Readmission
- Identifying <u>Patients At-Risk for 30-Day ED Return</u>

Analytics & Reporting <u>Reference Guide</u>

Clinical Portal Videos

- <u>Overview video</u> on how to navigate the clinical portal
- <u>Educating Patients about HealthInfoNe</u>t for registration staff and others with direct patient contact
- <u>Clinical Portal Audit Tutorial</u> for HIE participant auditor roles
- <u>Sensitive Data Access Tutorial</u> for HIE users accessing mental health data

Clinical Portal Reference Guides

- User Reference Guide
- <u>Auditor Reference Guide</u>
- HelpDesk Reference Guide

Contact Information

125 Presumpscot Street Box 8 Portland, Maine 04103

(866) 592-4352 toll free (207) 541-9250 local (207) 541-9258 fax Monday-Friday from 8am – 4:30pm

<u>www.hinfonet.org</u> <u>CustomerCare@hinfonet.org</u> <u>apr@hinfonet.org</u> (Password Reset Requests)