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

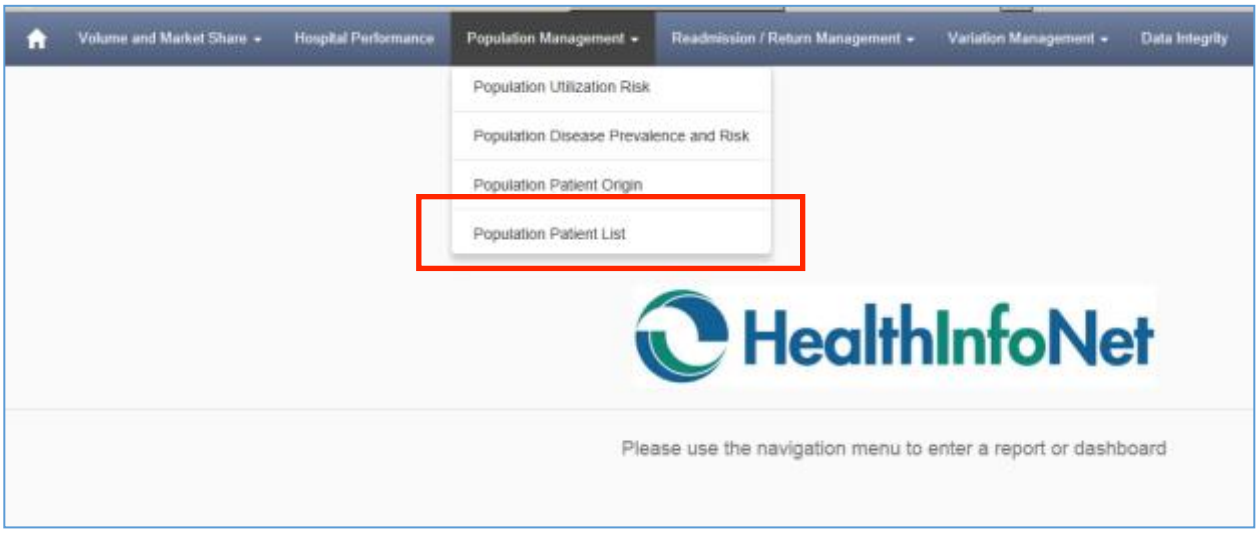
Understand resource variation by disease and cost category (length of stay, laboratory, radiology, etc.) to reduce unnecessary practice variation.

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

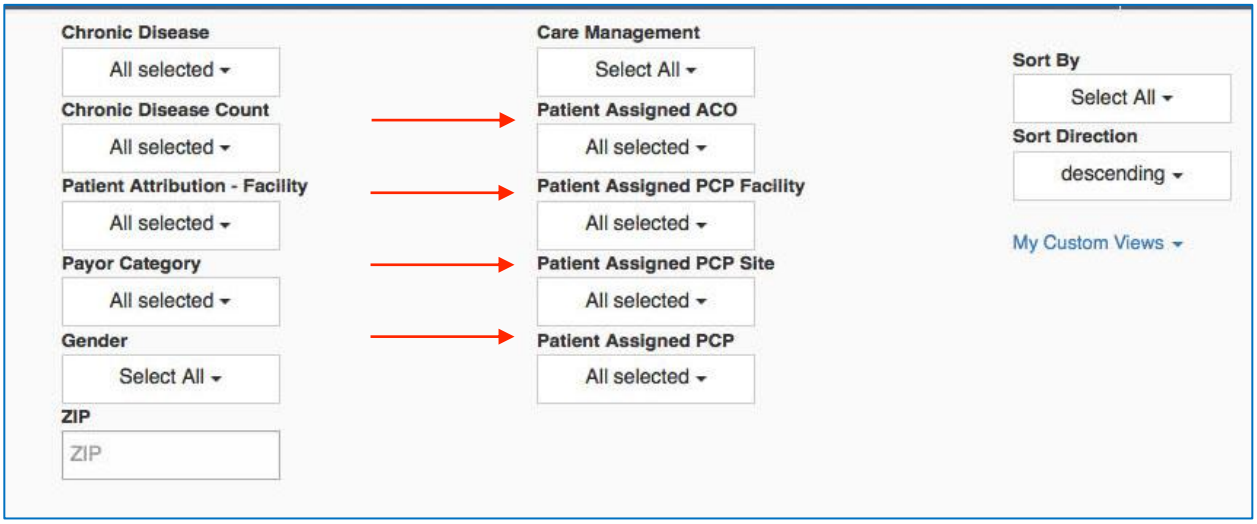
1. **Go to the Population Management Tab**
2. **From the Drop Down, click on Population Patient List**



You will now see the Filters

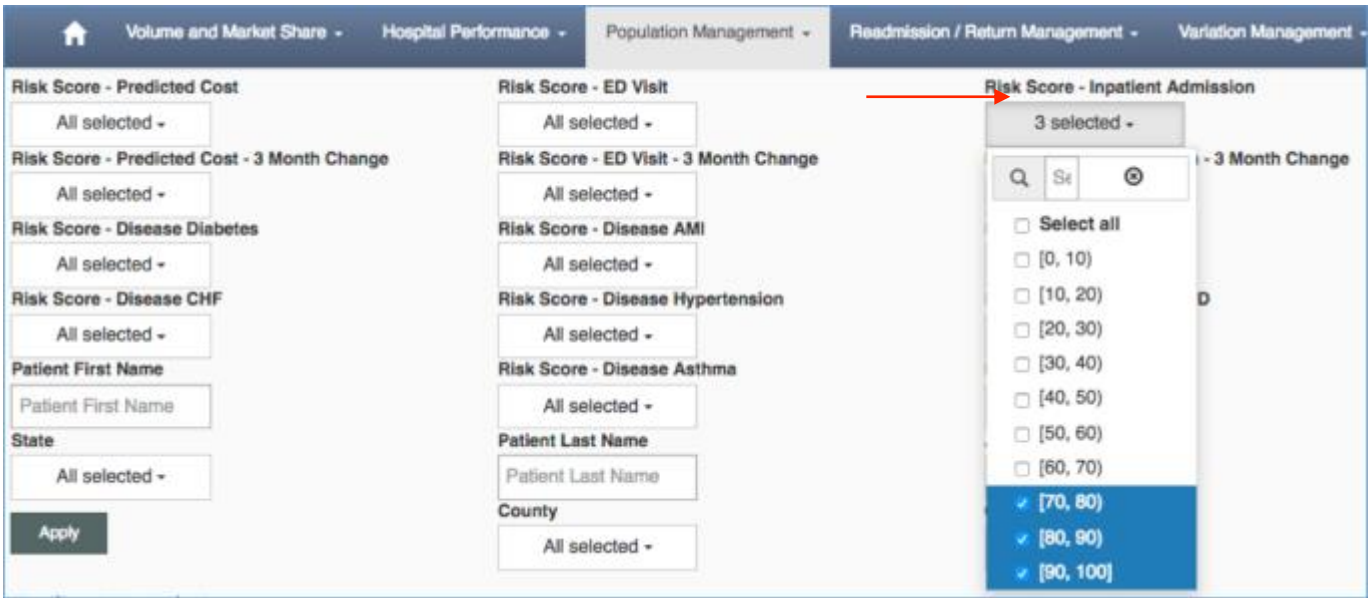
3. **Click on the Patient Assigned ACO filter and select your ACO**
4. **Click on the Patient Assigned PCP Facility filter and select your facility**

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***

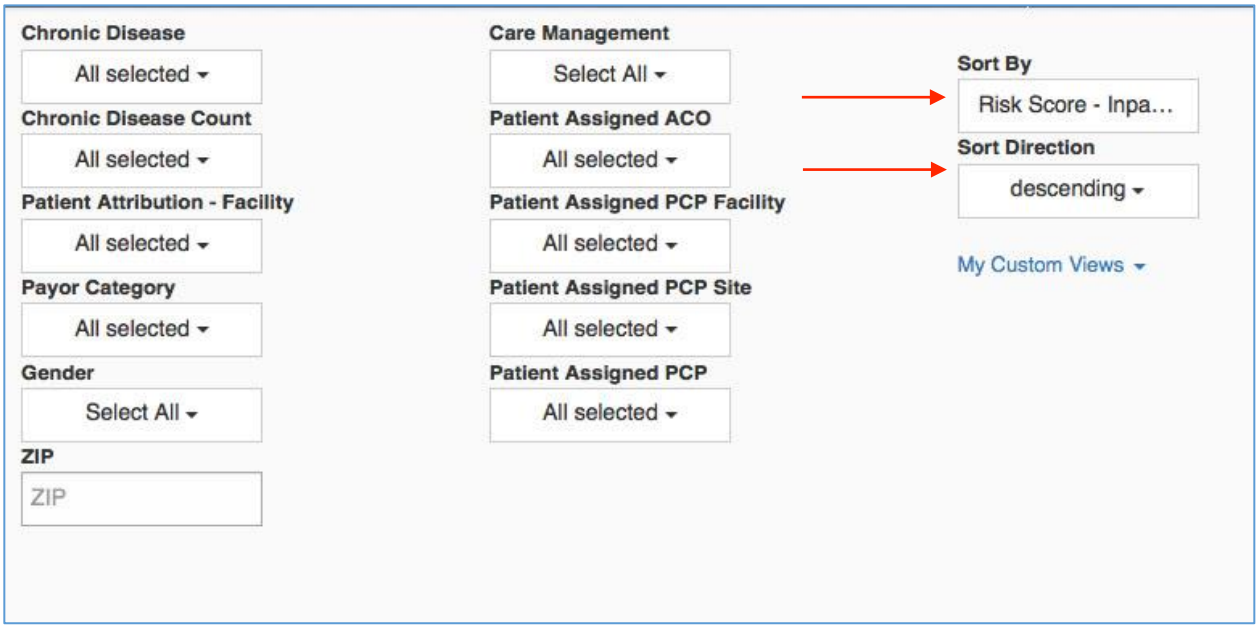


Next, you'll filter for the high risk of Inpatient Admission. Let's filter for those patients who are between 70 and 100 percent risk. This means that we are going to filter for patients who have a 70 to 100% probability of being admitted to a hospital within the next 12 months. Your organization can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

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

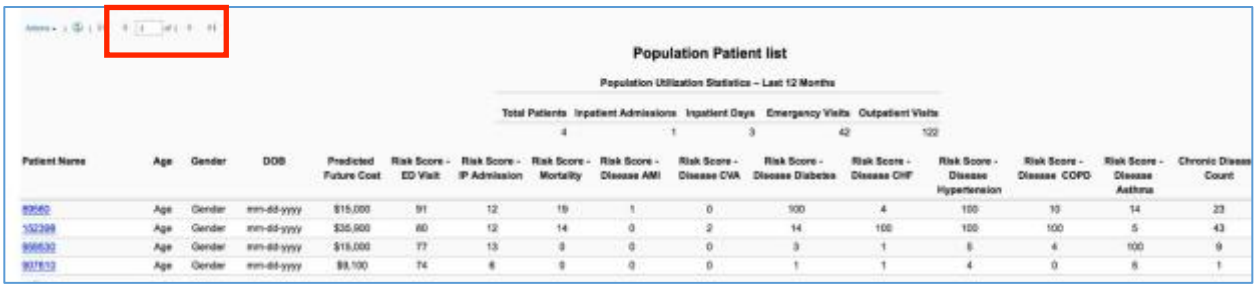


8. **Click on the Sort by Filter and select Risk Score – IP Admission**
9. **Click on the Sort Direction Filter and select descending**

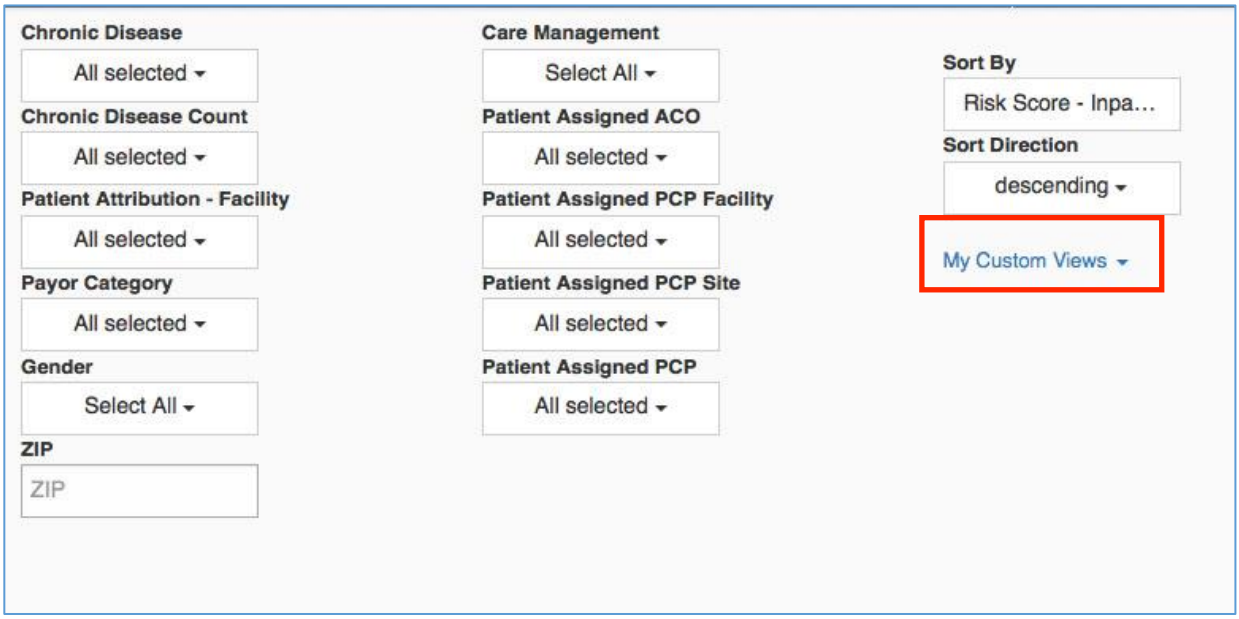


10. Click on the Apply button for the list to generate

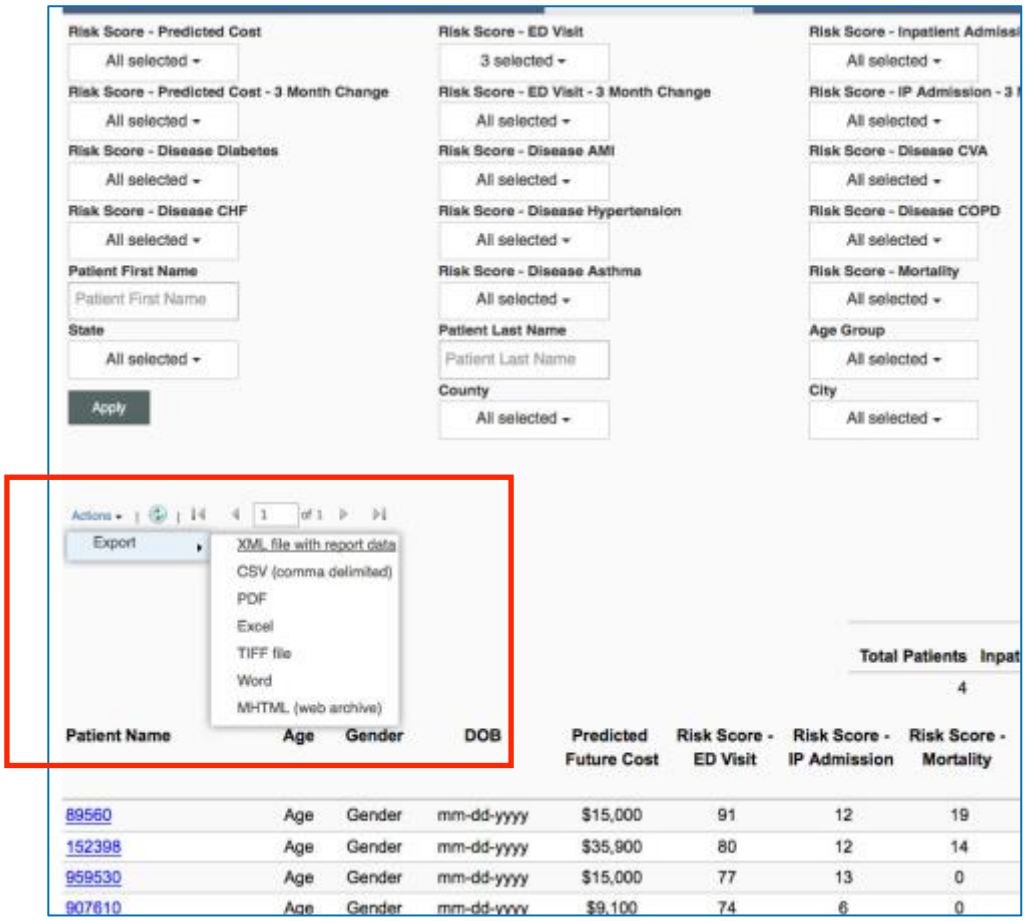
When you scroll down, you can view your **patient list**. As you can see, your list is sorted in descending order by risk score. If you want to toggle through the pages of patients, simply use the buttons to go from one page to the next. *(Note: the Demo system blocks PHI, so the patient's name is replaced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



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.

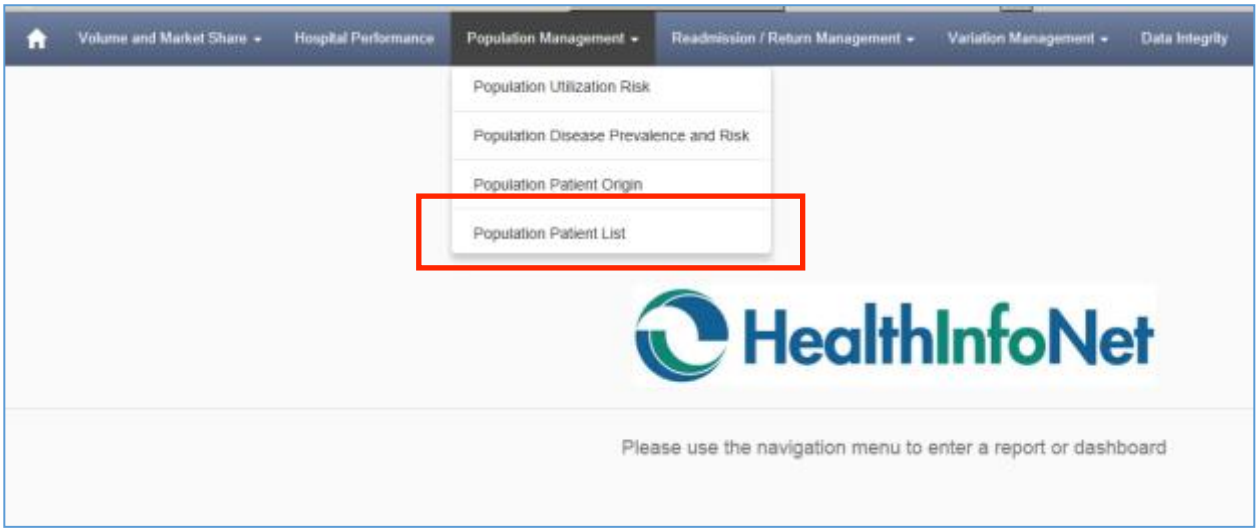


If you want to use the list offline, Click on the **Actions** function and export the list as an excel, PDF, CSV etc.



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**



You will now see 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**
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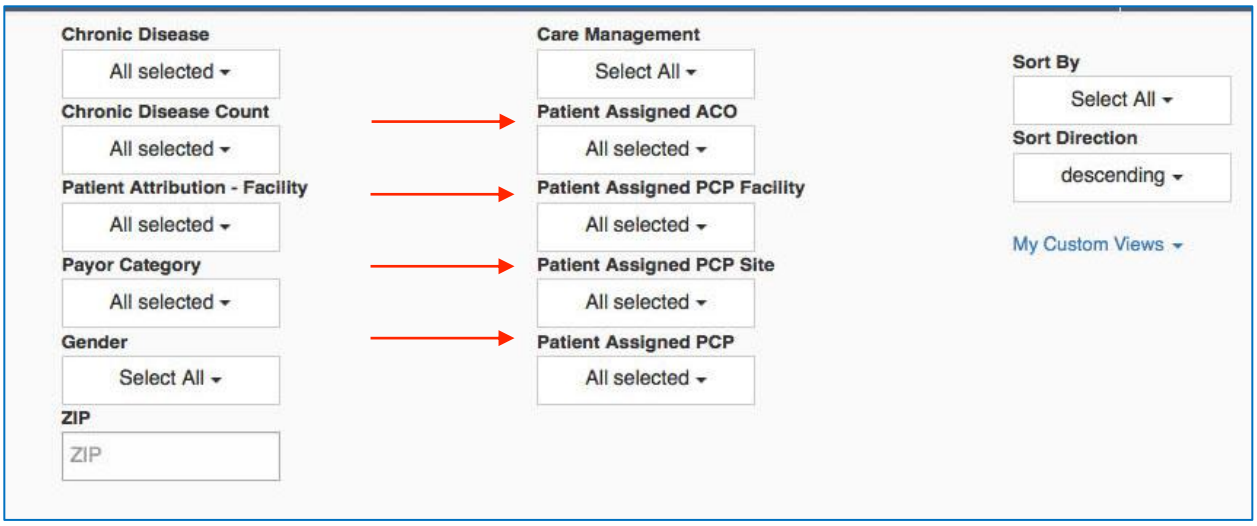
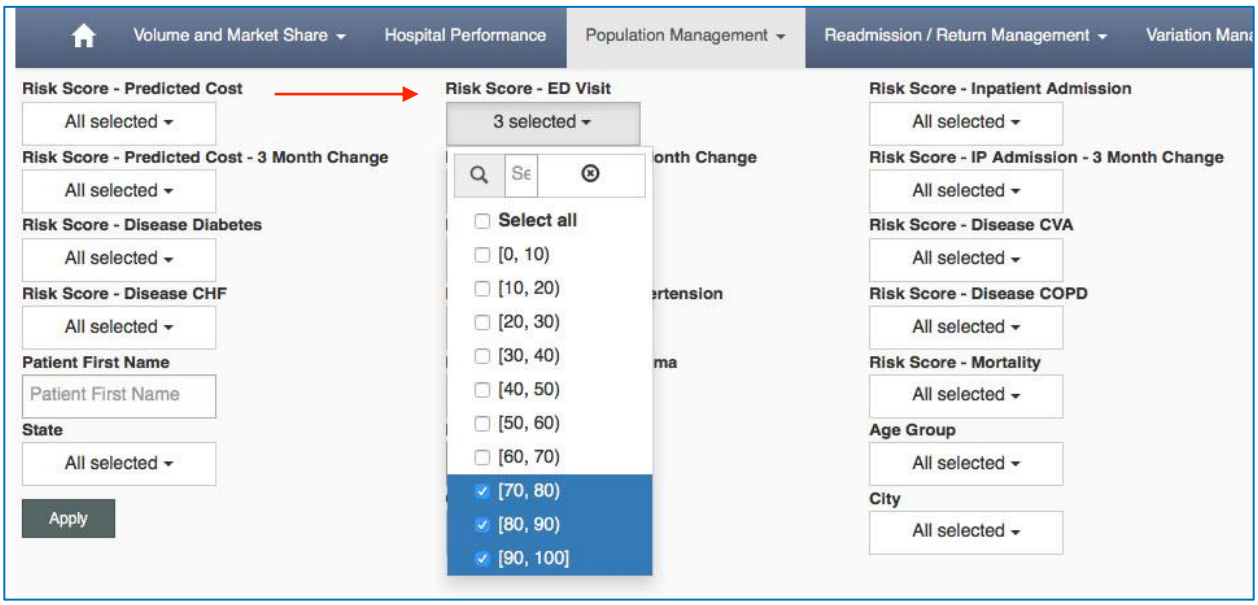
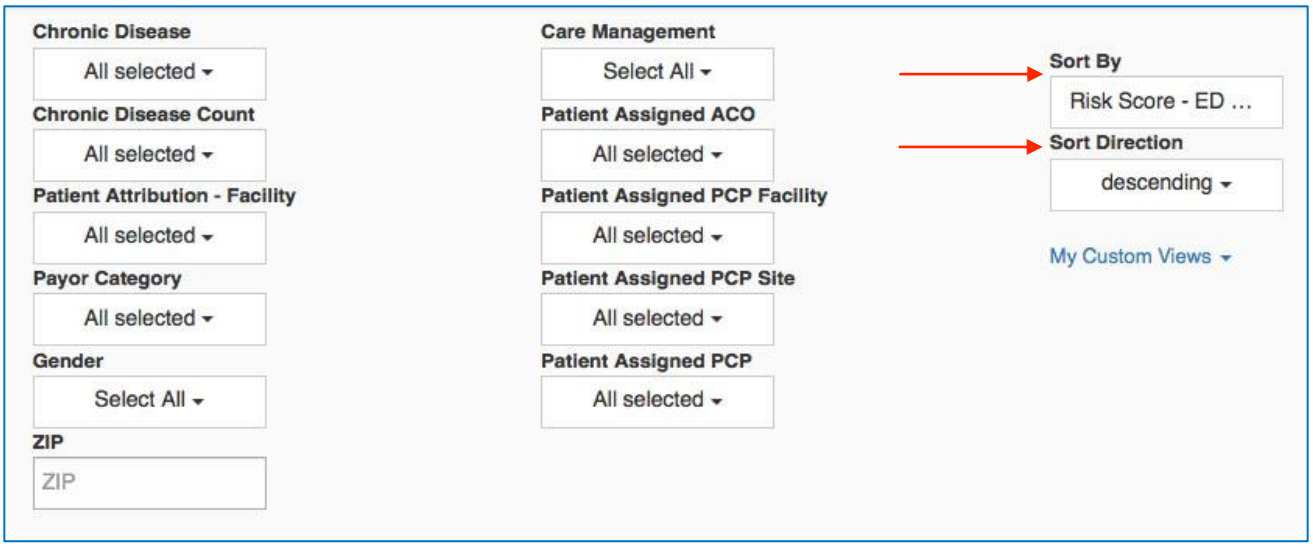


Next, you'll filter for the high risk of ED patients. Let's filter for those patients who are between 70 and 100 percent risk. This means that we are going to filter for patients who have a 70 to 100% probability to come into the Emergency Department within the next 12 months. Your organization can decide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

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



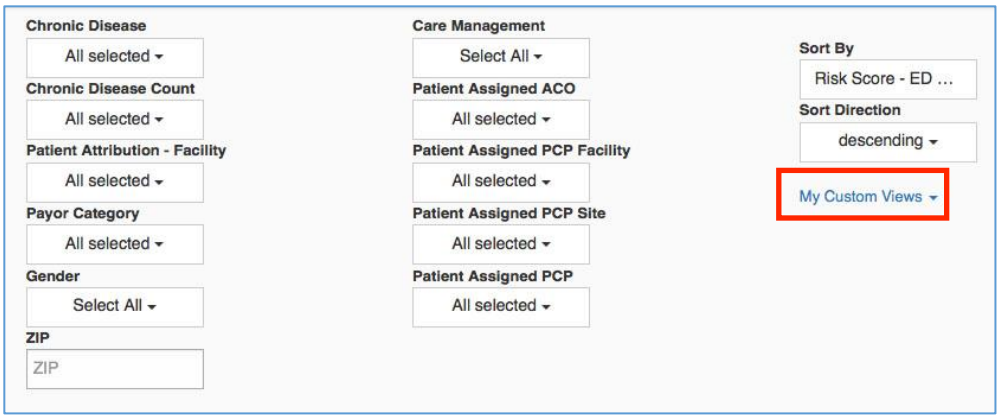
8. **Click on the Sort by Filter and select Risk Score – ED Visit**
9. **Click on the Sort Direction Filter and select descending**



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

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 #)*

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.



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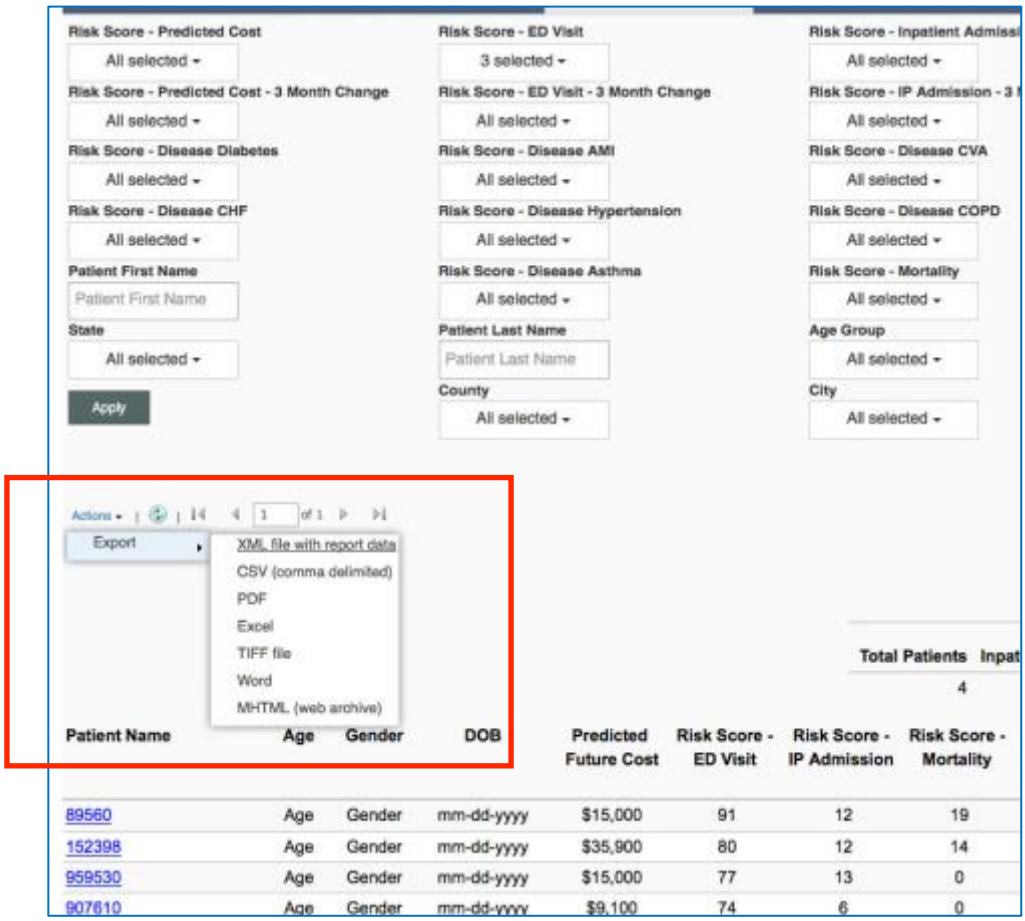


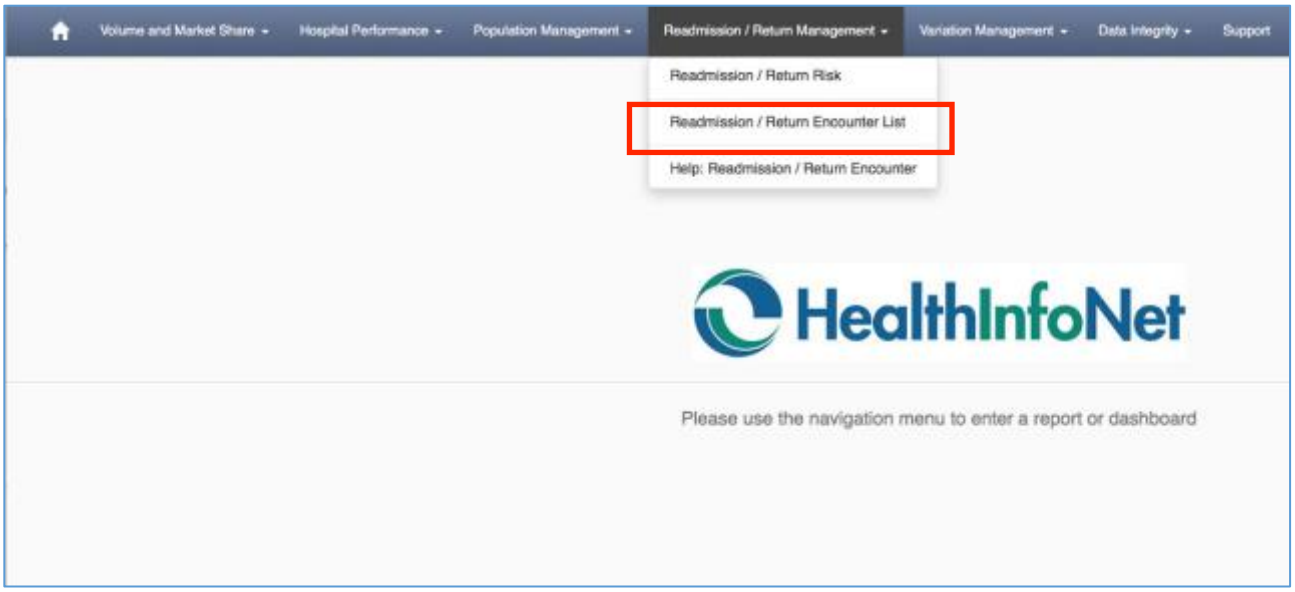
* This is only if you are managing patients at a provider level

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)

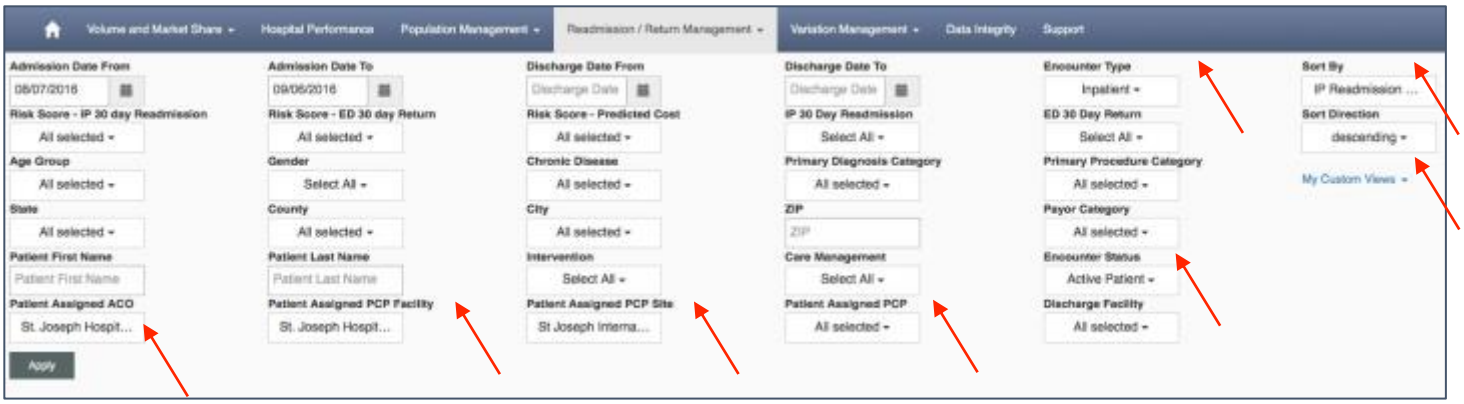
1. **Go to the Readmission/Return Management Tab**
2. **From the Drop Down, click on Readmission/Return Encounter List**



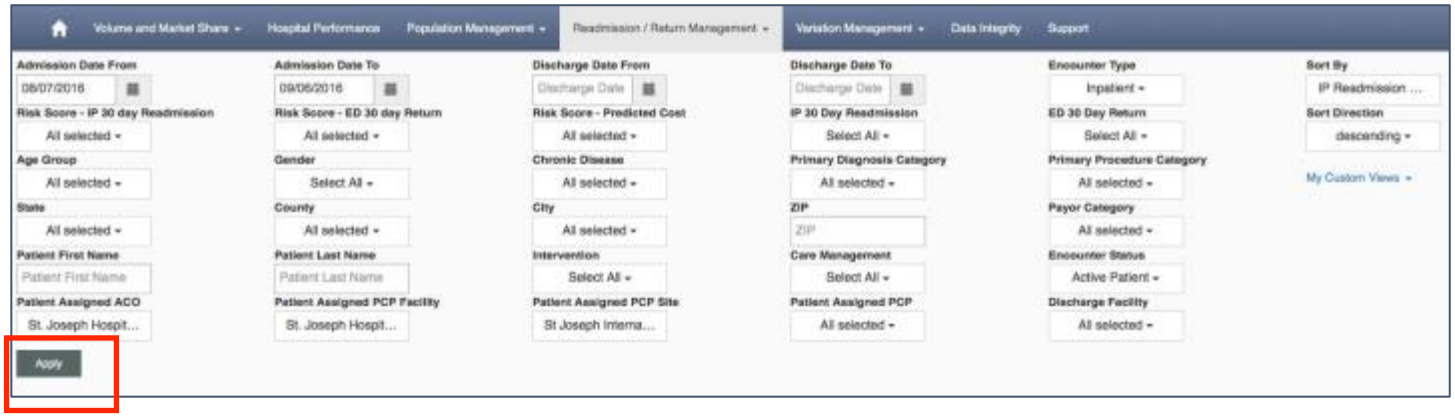
This will bring you to the Filters

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**



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 #)*



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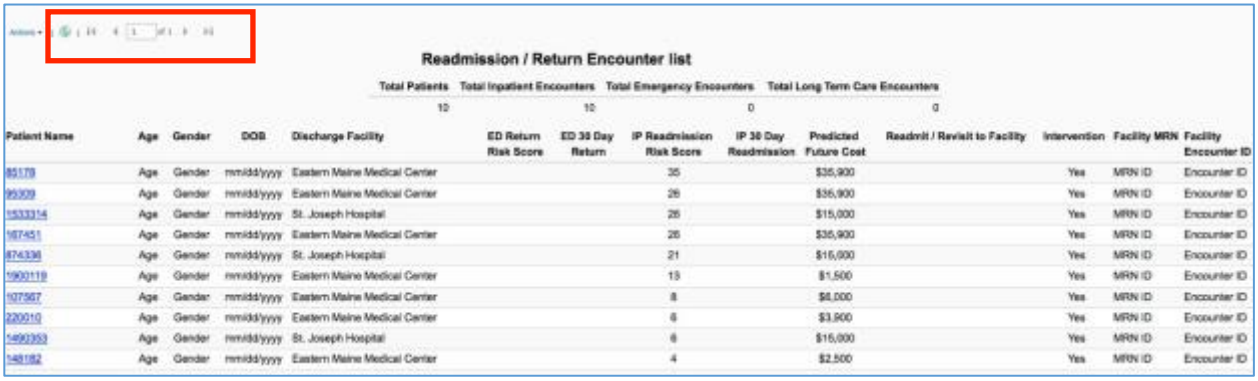

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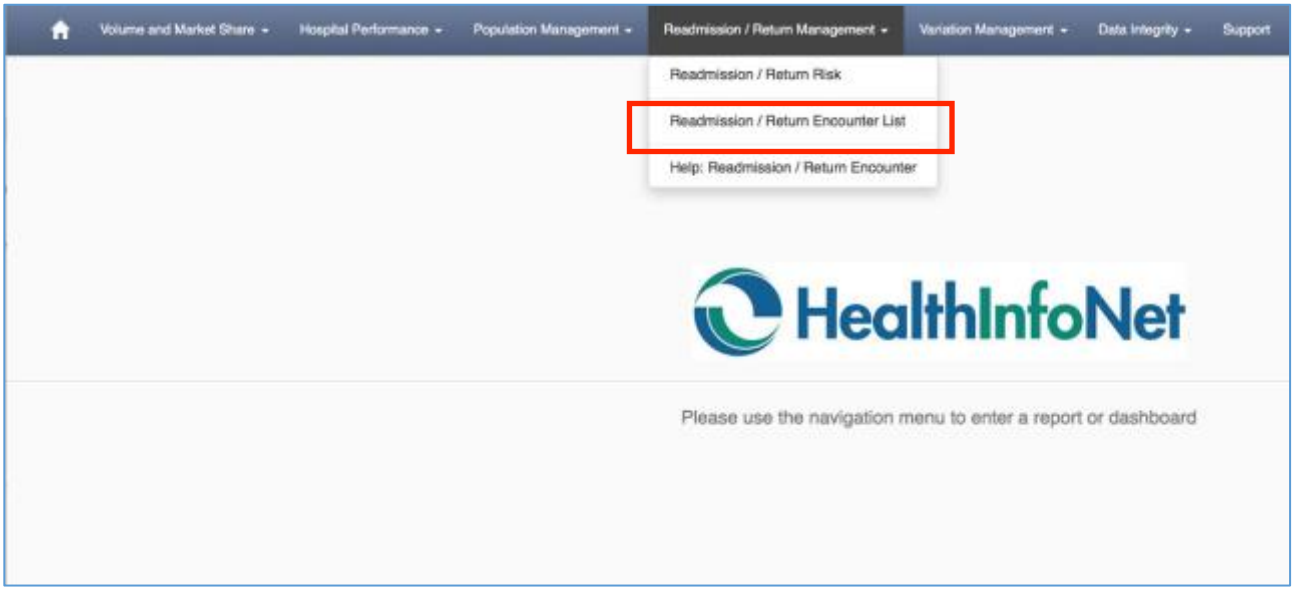
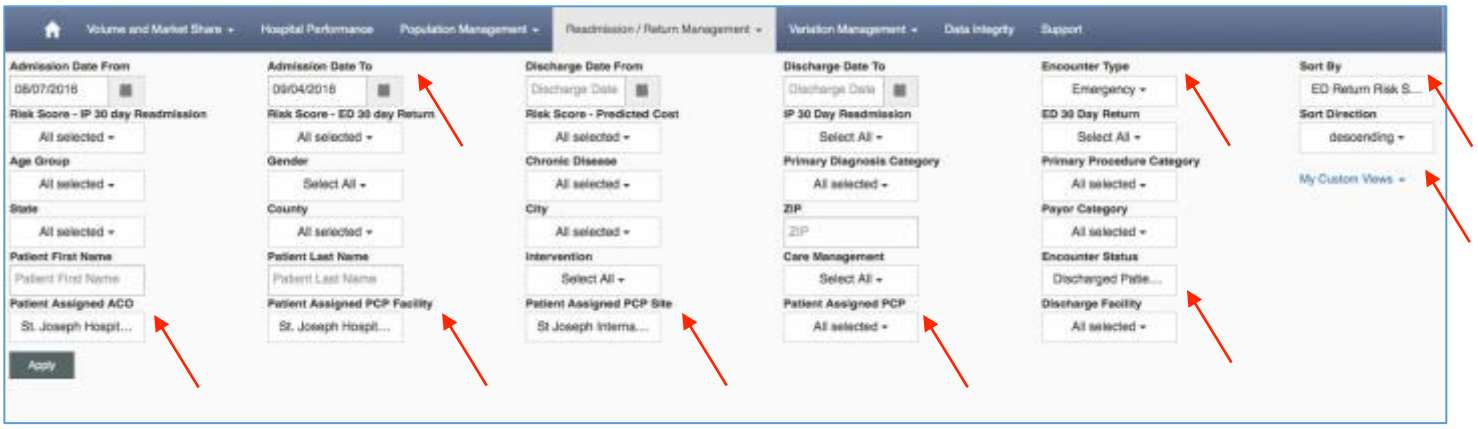
Identifying Patients At-Risk of 30 Day ED Return

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**



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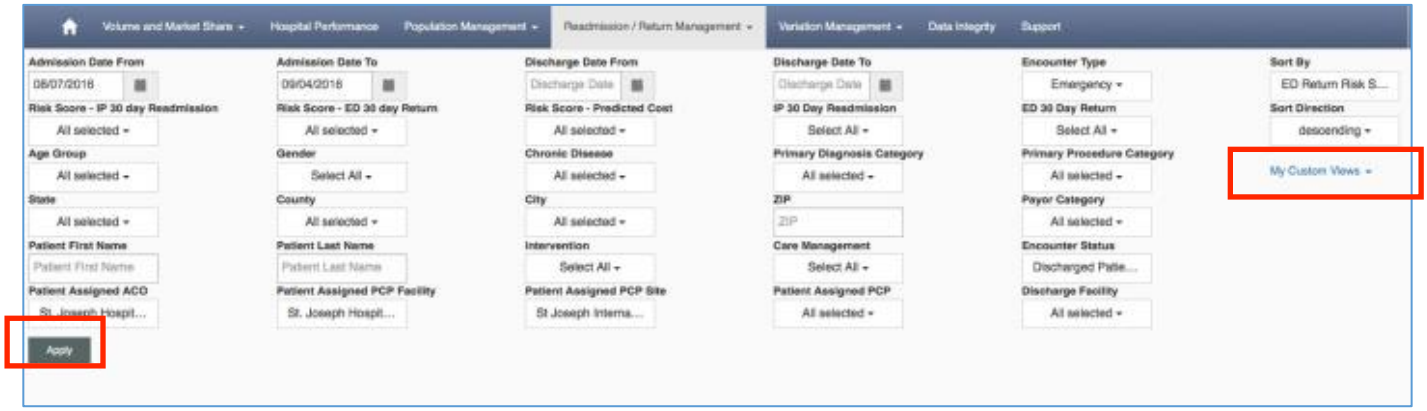

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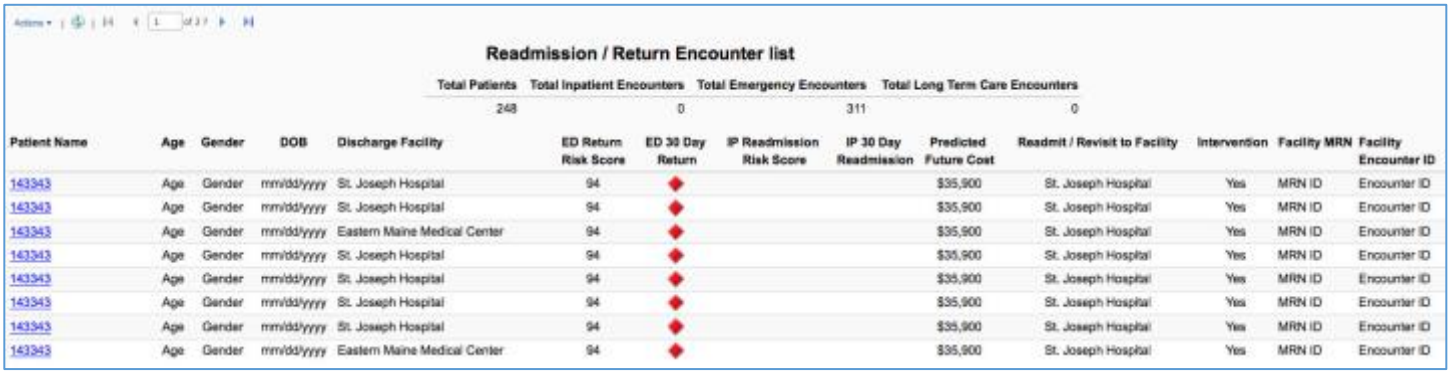

Readmission / Return Encounter list

Total Patients	Total Inpatient Encounters	Total Emergency Encounters	Total Long Term Care 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	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	St. Joseph Hospital	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID
143343	Age	Gender	mm/dd/yyyy	Eastern Maine Medical Center	94	◆			$35,900	St. Joseph Hospital	Yes	MRN ID	Encounter ID

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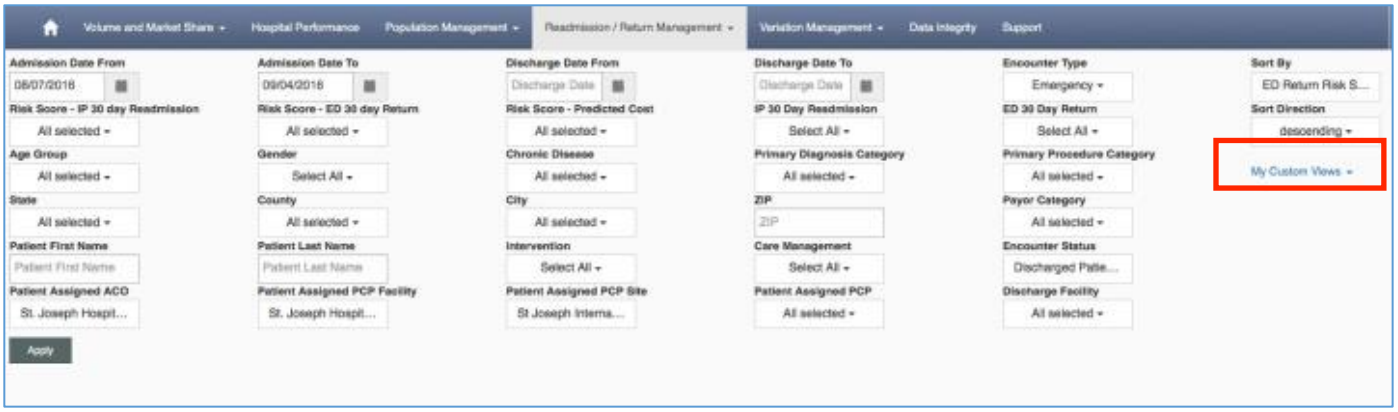

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Patient Clinical Summary

Hospital Performance

Volume and Market Share | Hospital Performance | Population Management | Readmission / Return Management | Variation Management | Data Integrity | Support

Data Updated Through 2016-07-10 18:09:39

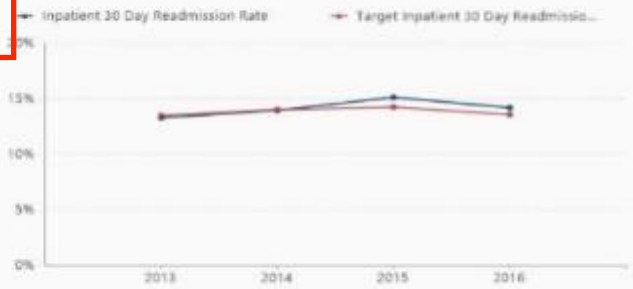
Discharge Facility St. Joseph Hospital | Patient Assigned ACO All | Age Group All | Payor Category All | Patient Assigned PCP Facility All

Hospital Key Performance Indicators (KPIs) Performance (Last 52 weeks)

	Total Analyzable Encounters	Total Excluded Encounters	Actual	Target	Variance	Performance
Inpatient KPIs						
Inpatient 30 Day Readmission Rate	3,469	905	14.6 %	14.3 %	2.2%	◆
Inpatient Mortality Rate	3,924	450	3.0 %	2.6 %	15.6%	◆
Inpatient C-Section Rate	0	0		32.30 %		●
Inpatient Average Length Of Stay	3,773	601	3.94	3.85	2.3%	◆
Emergency Department KPIs						
ED 30 Day Return Rate	18,343	4,673	20.9 %	22.8 %	-8.5%	●
ED Average Length Of Stay (Hours)	18,447	4,569	3.23	2.83	14.0%	◆

◆ = variance is > 1% above target (worse than expected)
● = variance is > 1% below target (better than expected)
● = variance is within 1% of target (no meaningful difference from target)

Annual Trend - Inpatient 30 Day Readmission Rate



Monthly Trend - Inpatient 30 Day Readmission Rate

Accessing Analytics

http://www.hinanalytics.org

To get an account or reset your password, contact HIN Customer Care at customercare@hinfonet.org 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 Health Information Exchange (HIE) education and trainings are led by Sharon Bearor, RN, BSN, Clinical Educator. Our online training site hinfonetacademy.org also provides courses to better understand and effectively use the HIE.

Training Materials:

Analytics & Reporting Videos

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

Analytics & Reporting Reference Guide

Clinical Portal Videos

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

Clinical Portal Reference Guides

- User Reference Guide
- Auditor Reference Guide
- HelpDesk Reference Guide

Contact Information

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CustomerCare@hinfonet.org
apr@hinfonet.org (Password Reset Requests)