

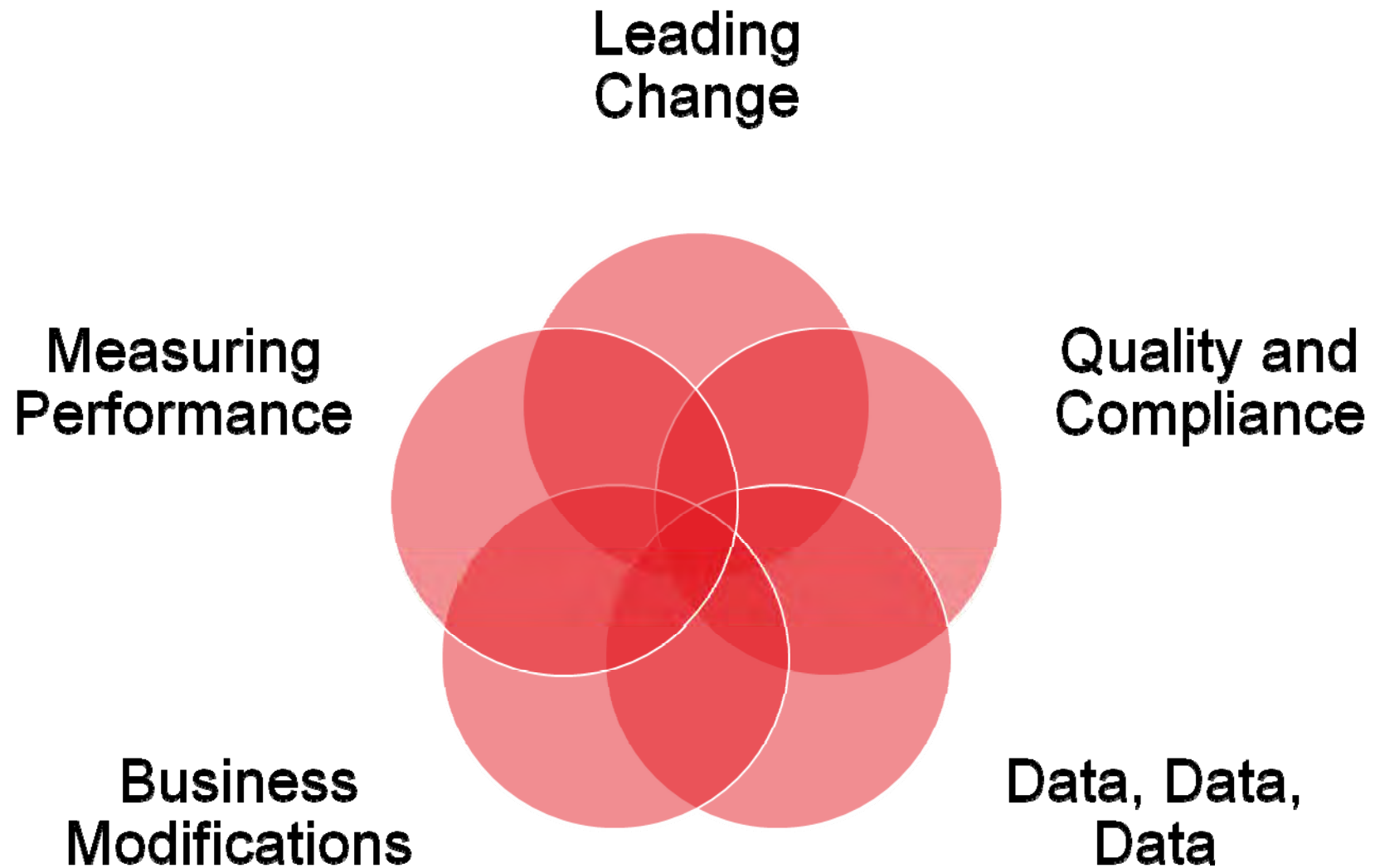
Metric and Data Analytics: Measuring Success...Lessons Learned

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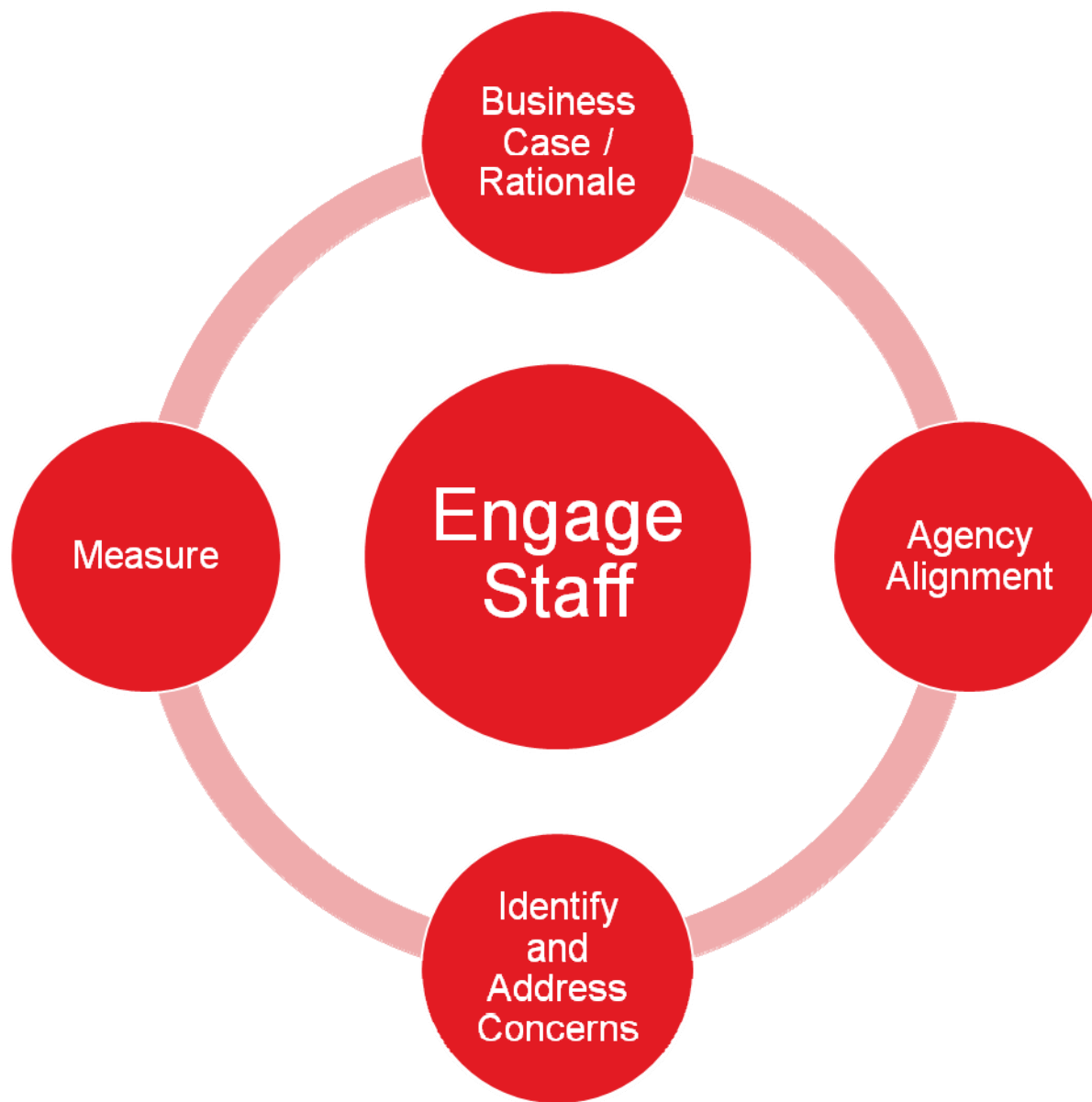
Streamline Healthcare Solutions



Value Based Payments...Are you Ready?



Leading the Change



Quality and Compliance



PDSA

Celebrate
Success

Learn from
Challenges

Accountability
and Oversight

Data, Data, Data

WHO...is responsible?

WHAT...are the measures?

WHERE...have we been (baseline)?

WHEN...are we collecting the data?

WHY...do we need this?

HOW...will this impact me?

Business Modifications

Community Collaboration

- Schools
- Police/Judicial System
- Primary Care Practices
- Hospitals
- Other Service Providers

Staff Roles/Responsibilities

- Documentation
- Expanded Scope – Care Plan
- Care Coordination
- Hospital Liaison
- Daily Schedule/Work

Organizational Adjustments

- Policy/Procedure Changes
- Staff Training
- Reimbursement Structure
- Medical Record Management

Electronic Health Record (EHR)

- Reports/Monitoring Measures
- Health Alerts
- CCD/Transition of Care
- ADT
- Patient Portal

Measuring Performance Throughout Organization



Performance Scorecard Sample

Weight Value	Performance Criteria	4	5	6	7	8	9	10	11	12	13	Baseline Value	QTR Raw Scores	QTR A Score
		Significantly Below Target			Below Target			Target	Above Target					
5%	Living Arrangement Status	55%	60%	65%	70%	75%	80%	85%	90%	93%	97%	80%	11	0.55
12%	7 Day Follow Up from Inpatient Discharge	82-84%	85-87%	88-90%	91%	92%	93-94%	95%	96-97%	98%	99%	85%	9	1.00
10%	ER Visits/1000	625	600	550	500	450	425	400	375	350	300	630	10	1
7%	Re-Admission Rates	40%	33%	30%	24%	21%	18%	15%	13%	10%	6%	42%	5	0.35
10%	Employment Status	30%	35%	40%	45%	50%	55%	60%	65%	70%	75%	50%	10	1
5%	Social Connectedness	55%	60%	65%	70%	75%	80%	85%	90%	93%	97%	40%	7	0.35
13%	Annual Wellness Visits	55%	60%	65%	70%	75%	80%	85%	90%	93%	97%	65%	6	0.70
15%	Member Satisfaction	-----	-----	65%	70%	75%	80%	85%	92%	95%	98%	75%	9	1.35
8%	Care Coordination: Outgoing Summary of Care	65%	70%	75%	78%	82%	87%	90%	91%	93%	95%	85%	13	1.04
15%	Cost of Service	\$16,500	\$16,000	\$15,500	\$15,000	\$14,500	\$14,000	\$13,500	\$12,500	\$12,000	\$11,000	\$15,695	8	1.2
100%	Totals												88	8.7