

DASHBOARDS (DBs)

General

All our dashboarding environments have now been equipped with a new configuration screen (complete with instructions on its use). Please keep in mind that you must provide an initial configuration to any dashboard you intend to view. This is generally termed your “default stratification”. Once configured, you will always see this same listing and arrangement of KPIs in the dashboard – until such time as you re-set it. If you do not have a default stratification set up (and the system does not know what dashboard arrangement to show you) you will be sent to the Configuration screen to set up your dashboard.

NEW FEATURE – Most dashboards are now enabled to allow multiple configurations. You can set up a different dashboard for Family Practice vs. Pediatrics, large vs. small employers, and establish multiple, special-purpose views in the member dashboard (asthma, mental health, stop-loss, etc.).

We are steadily expanding our use of “dashboards” as an option for presenting data in a more elegant, summarized fashion – especially to users whose range of interest may be limited to a particular or specialized area. Each dashboard environment consists of a “bulletin board” that is then populated with individual panels called “KPIs” (Key Performance Indicators). A KPI is a nothing more than a specialized, often graphical summary of some aspect of the data.

The dashboards have the benefit of being both user-defined and user-specific (meaning that each user can have a different layout in the dashboard). Our approach in each area of dashboarding has tended to involve the development of an initial inventory of core KPIs, followed by a continuous flow of new KPIs flowing from subsequent client demand.

Organizational DBs

All clients should now have an Organizational Dashboard option on their menu nodes (under the Org Performance tab – soon to be re-named “Executive Dashboard”). You will also find an initial inventory of KPIs to populate the dashboard. Please note that you will have the option to load KPIs that may rely on data that you do not present us (e.g. pharmacy KPIs will be blank if you do not provide us pharmacy data). This environment is particularly useful for developing custom presentations around key initiatives that you’re pursuing in the year ahead.

The range of data objects will be expanding steadily, but please contact us if you’ve got a particular idea for a KPI or to obtain instructions on using the Organizational Dashboard.

Employer DBs

We made reference to this project in our 2006 announcements. Employer dashboarding functionality for self-funded/ASO and fully-insured is now a reality. Much like the physician dashboards (“report cards”), the employer version features an inventory of nearly 50 standard KPIs (Key Performance Indicators) plus customized panels as required. Individual employers can log in and view a wide array of data pertaining to their premium outlays, cost and utilization structure, quality metrics, etc. The data is updated at each reporting cycle, and you can create separate views for small vs. large employers, self-funded vs. fully-insured.

Member DBs

We now also have a dashboard at the patient level (under the CM/DM Tools tab). You can either cue the dashboard when you’re viewing another patient-specific report or you can use the member lookup feature. Current KPIs profile demographics, eligibility, ER visits, drugs, hospital stays, a diagnosis summary, and a spending summary. For members in the PMT, we’re also

introducing an increasing number of disease-specific summaries and key indicators/program status KPIs. Some of the recent introductions include:

- ❑ KPIM00009 (Claims Level Detail) – provides chronological detail for all a member's claims for the past several years (which is easily exportable into Excel)
- ❑ KPIM7000(HEDIS Measures) – summarizes all the relevant HEDIS measures for a patient,
- ❑ KPIM00010 (Member Diagnosis History) – profiles the number of claims submitted for each diagnosis code over the past year.

PCP DBs

We've added over 100 KPIs to the PCP inventory over the past year. A number of them can now help to prioritize clinical care by identifying high-risk patients and patients missing critical services (such as HEDIS-negative patients). If you're not giving PCPs on-line access to this information today, considering working with us to configure a program tailored to meet your needs.

NEW FEATURE – Specialist DBs

We have set up specialist dashboards (and an initial set of KPIs to populate them) for several clients now. As our 2008 development queue includes programming of the 74 PQR1 measures recommended for physician (primarily specialist) quality profiling, this environment will become increasingly robust throughout the year.