

Using Dashboards to transform Primary Care



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CHC's Model of Care

- Care Teams working together in a Pod
- Each member working at the top of their ability
- MA's play key role in ensuring the team is ready to do today's work today



In the Past:

MA's huddled for an hour at the end of each day

- Provider schedules for the following day
- Patient status on several quality and outcome measures

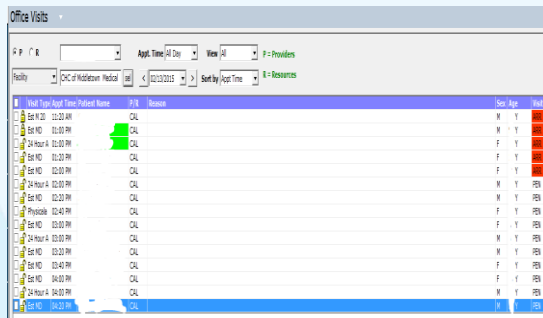
Problems:

- Cancellations/No Shows = Time Wasted
- Not as well prepared for same day visits/walk-in patients
- Not enough time to cover all needed areas

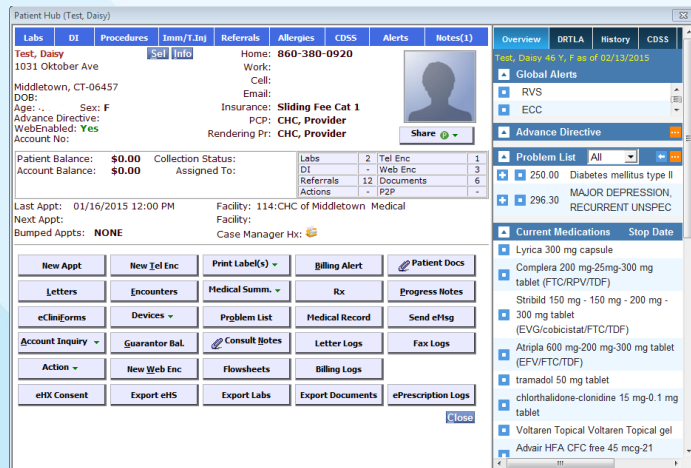


In the Past (cont.)

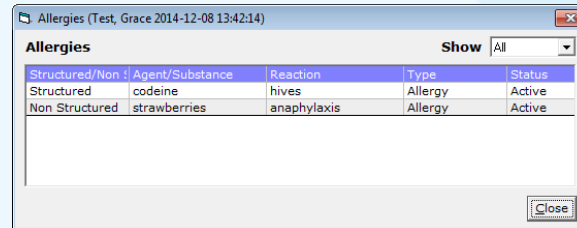
Provider Schedule



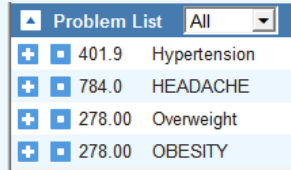
Patient Hub



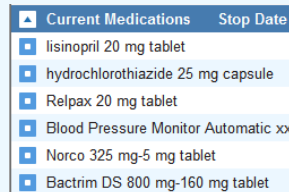
Allergies



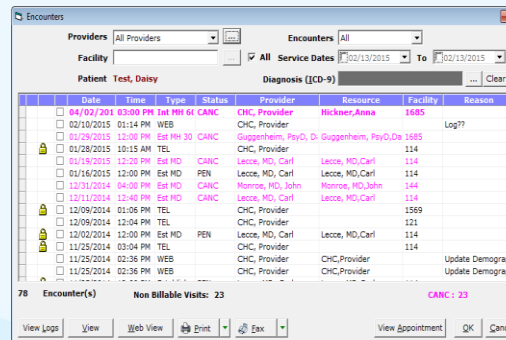
Diagnosis



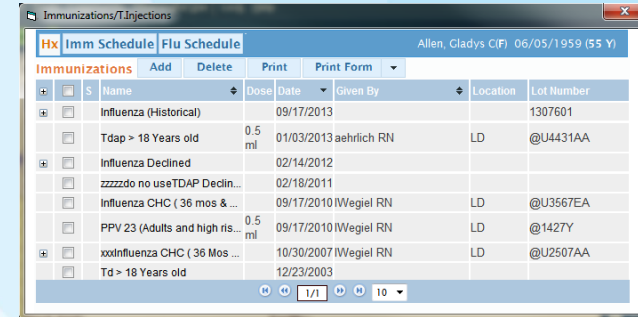
Medications



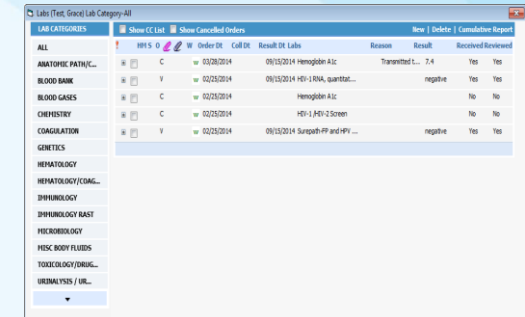
Previous Encounters



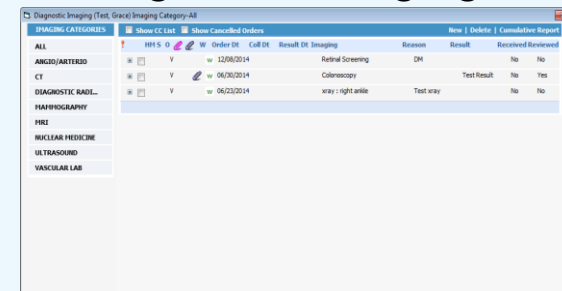
Immunizations



Labs



Diagnostic Imaging



Missed Opportunity Report



Huddle Alert Summary

[Show Graphs](#)

Data as of: 11/14/2014 3:16:25 PM

PCP	Total of Missed Oppt	A1C testing	Breast cancer screening	Colorectal cancer screening	Cervical cancer screening Beta
Paris APRN, Diana FP	15	0	3	5	7
Gitman DO, Marat IM - Adults Only	13	0	1	6	6
Kothary APRN, Krishna FP	11	0	2	5	4
Piekarz Dyjak MD, Elzbieta FP	10	0	0	3	7
Duroseau MD, Yvel FP	9	1	1	2	5
Patel DO, Dipak--FP	8	2	1	2	3
Salas MD, Mariana FP	8	0	1	4	3
Francis PA, Raphaela FP	7	0	1	2	4
Swim APRN, Patricia FP	7	0	1	2	4
Braden APRN, Charity McClure APRN Resident FP	7	0	0	3	4
Brysacz APRN, Jacqueline RESIDENT FP	7	0	1	1	5
Ruiz MD, Alan FP	7	0	0	1	6
Smith MD, Stephen FP	6	0	0	3	3
Baleswaren MD, Anandhi FP	6	0	2	3	1
Tzellas MD, Andrew IM ADULT ONLY	6	1	0	3	2
Grajales APRN, Grace	6	0	1	2	3
Miklosz APRN, Paulina RESIDENT FP	5	0	0	3	2
Oggenfuss APRN, Jurg ADULTS ONLY	5	0	0	4	1
Czel APRN, Diana FP	4	0	0	1	3

- Not Actionable
- Only 4 measures
- Data provided after the fact



Planned Care Dashboard

- Saves MA's an hour per day by automating a process which should be automatic
- Only Actionable / Necessary Alerts Display
- Automatic Nightly updates for:
 - 11 UDS Clinical Quality Measures
 - 20+ Patients Alerts
 - Adding additional Alerts weekly

Goals:

- Increase productivity
- Improve patient health and satisfaction
- Research effect of the dashboard on patient outcomes
- Publish a research paper with our findings (Weitzman Institute)



Planned Care Dashboard



Lecce, Carl

Data as of 2/12/2015



Appointment Range

Display only patients with an upcoming appointment within the selected range.

Data Legend

In Compliance	3/15/2015
Out of Compliance	A date indicates that a Due Date is upcoming or has past.
Not in Denominator	

Patient	PCP Name	Child Weight Education	Smoker Intervention	Breast Cancer Screen	Cervical Cancer Screen	Colon Cancer Screen	Child Immun	DM A1c Control	Asthma Control Med	CAD Lipid Med	IVD Aspirin	HTN Control	Bubbles			
													TE	Rx	Doc	Lab
Sex: Age:	Lecce MD, Carl-FP												1		3	
		ALERTS			Last Date	Due Date	Value	Notes								
	Next Medical Appointment: 2/13/2015 11:20:00 AM	Needs Flu Vaccine 2014-2015														
		BMI Percentile			12/29/2014		19.28									
	Last Dental Visit: 10/15/2013	Depression Screening			3/27/2013	3/27/2014										

Patient	PCP Name	Adult Weight Screen and Edu	Smoker Intervention	Breast Cancer Screen	Cervical Cancer Screen	Colon Cancer Screen	Child Immun	DM A1c Control	Asthma Control Med	CAD Lipid Med	IVD Aspirin	HTN Control	Bubbles			
													TE	Rx	Doc	Lab
Sex: Age:	Lecce MD, Carl-FP												2			
		ALERTS			Last Date	Due Date	Value	Notes								
	Next Medical Appointment: 2/13/2015 1:00:00 PM	Needs Flu Vaccine 2014-2015														
		Blood Pressure			11/11/2014		121 / 80									
	Last Dental Visit: 12/16/2010	Body Mass Index			11/11/2014		34.54									

Patient	PCP Name	Adult Weight Screen and Edu	Smoker Intervention	Breast Cancer Screen	Cervical Cancer Screen	Colon Cancer Screen	Child Immun	DM A1c Control	Asthma Control Med	CAD Lipid Med	IVD Aspirin	HTN Control	Bubbles			
													TE	Rx	Doc	Lab
Sex: Age:	Lecce MD, Carl-FP															
		ALERTS			Last Date	Due Date	Value	Notes								
		DM Retinopathy			Never Done	Never Done										
	Next Medical Appointment: 2/13/2015 1:00:00 PM	DM Foot Exam			4/2/2013	4/2/2014										
		Blood Pressure			1/16/2015		143 / 92									
	Last Dental Visit: 5/9/2006	LDL Cholesterol			7/25/2014		102									
		Body Mass Index			1/16/2015		31.44	Needs Education								



Measuring Effectiveness

- Which measures improve from ‘out of compliance’ to ‘in compliance’ after a visit?
- Comparing “red” to “green” conversion rate for a 6 month time frame prior to using the dashboard against conversion rates after implementing the dashboard.



Care Coordination

- Using data to identify our most complex patients
 - Medicaid Inpatient Claims data – Recent Hospitalizations
 - ER Discharge documents
 - Uncontrolled Diabetes, Hypertension, or Asthma
 - Multiple chronic conditions
- Nurses reach out to identified patients and enroll them in Care Coordination
 - Transition Care
 - Setting and monitoring Self Management Goals



Care Coordination Dashboard



Care Coordination


Kamat MD, Leena FP

Patient ID ↕	2 ER Visits in Last 12 Mths. ↕	Hosp. in Last 12 Mths. ↕	Uncontrolled DM ↕	Uncontrolled HTN ↕	Uncontrolled Asthma ↕	4 Chronic Cond. ↕	Smoking Status	A1C ↕	Blood Pressure ↕	LDL ↕	Gender	Age
1		2/6/2015					current every day smoker		166/96	129	F	67
		11/1/2014					former smoker	5.5	130/82	112	F	56
2		1/29/2015					never smoker		116/70	107	F	67
		2/4/2015					never smoker	11.6	152/79	96	F	66
3		1/29/2015					never smoker		141/75	74	F	78
		10/29/2014					current every day smoker		109/72		F	54
4							never smoker	10.5	127/79	144	F	45
		1/23/2015					never smoker	7.4	110/68	64	M	69
5							smoker, current status unknown		147/96	91	F	35
6		7/28/2014					current every day smoker		127/69	200	F	59
							former smoker		133/87	61	M	53
7							current some day smoker		141/84	99	F	49
		10/9/2014					smoker, current status unknown		117/74	109	F	51
8							never smoker		114/79	108	F	33
							current every day smoker	7.3	128/80	61	M	54



What about Behavioral Health?

- Behavioral Health leadership saw the value of the Planned Care Dashboard
- Worked with BI team to adapt the same concepts to a Behavioral Health Dashboard



Report Run Date 2/14/2015 9:45:43 PM

BH Dashboard

Patients seen in last 18 Months: 230

ID	Total Therapy Visits	Intake	Last Therapist	Last Psychiatry Provider	Initial Care Plan	Last Review	Last Discharge	Last PHQ	Controlled Substance	Authorization Required
	21	1/11/2011	Guggenheim, David	Horowitz, Jonathan	N/A	N/A	N/A	12/19/2013	N/A	
	25	7/19/2011	Guggenheim, David	Horowitz, Jonathan	N/A	N/A	N/A	3/27/2012	N/A	
	3	1/25/2013	Guggenheim, David	Armah, Tichianaa	1/29/2013	10/22/2013	N/A	11/29/2012	N/A	
	60	9/27/2011	Guggenheim, David	Horowitz, Jonathan	1/8/2013	12/1/2014	1/6/2015	6/27/2012	7/17/2014	
	28	11/5/2014	Hickner, Anna	Armah, Tichianaa	12/1/2014	12/1/2014	11/6/2014	12/10/2014	N/A	
	34	7/7/2011	Guggenheim, David	Armah, Tichianaa	N/A	N/A	N/A	10/2/2013	9/30/2014	
	46	10/28/2010	Guggenheim, David	Armah, Tichianaa	1/8/2013	12/1/2014	N/A	8/1/2013	1/28/2014	
	75	1/6/2011	Guggenheim, David	Horowitz, Jonathan	N/A	12/13/2014	N/A	11/7/2014	7/19/2013	
	35	11/27/2012	Guggenheim, David	Armah, Tichianaa	12/30/2014	12/30/2014	N/A	5/22/2012	7/30/2013	
	37	3/11/2013	Guggenheim, David	Armah, Tichianaa	3/26/2013	1/16/2015	N/A	2/2/2015	N/A	



Behavioral Health Dashboard

BH Dashboard												
Report Run Date 2/13/2015 2:12:08 PM												
Patients seen in last 18 Months: 378												
ID	Intake	Last Therapist	Last Psychiatry Provider	Last PHQ	Last BP	Controlled Substance	Mood Stabilizer	AntiPsychotic	Authorization Required	Ohio Scores	PSDCRS	Alerts
	7/23/2013	Faria, Debora	Armah, Tichianaa	7/23/2013	164/94	9/29/2014	11/28/2014	N/A	Yes			
	6/25/2012	Faria, Debora	Kostas, Antigone	10/7/2014	141/78	N/A	1/20/2014	2/7/2013				
	9/17/2014	Sweeney, Elke	Armah, Tichianaa	9/6/2013	128/84	N/A	12/5/2014	N/A				
	2/11/2014	Sweeney, Elke	Armah, Tichianaa	N/A	100/64	7/2/2014	12/5/2014	N/A				
	2/23/2011	Faria, Debora	Armah, Tichianaa	5/21/2014	116/67	11/5/2014	10/17/2014	N/A				
	8/3/2012	Fitzgerald, Brennan	Grant, Robert	8/2/2011	102/69	9/24/2014	6/13/2014	N/A				
	1/21/2014	Cordovano, Tammy	Grant, Robert	9/23/2014	136/85	N/A	1/14/2015	N/A				

- Track Care Plan Status
- PHQ scores
- Alert when Insurance Authorization required
- Medication compliance for Prescribers (Controlled substance contracts, appropriate lab tests, etc.)



Questions?

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