

# **GNOHIE Hospital Utilization Report: User Guide**



**PARTNERSHIP FOR ACHIEVING TOTAL HEALTH**

*A supporting organization of the Louisiana Public Health Institute*

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# 1. Introduction to the Hospital Utilization Report

## 1.1. What is the Hospital Utilization Report?

The GNOHIE Hospital Utilization (HU) Report is a core product offering designed for members in an ambulatory care setting. It provides members with data on their patients' emergency department (ED) and inpatient (IP) encounters at participating hospitals in the past 6 months. The HU Report aims to:

- Improve care coordination
- Reduce readmissions
- Enable success in value-based care environments

Members can use the HU Report to:

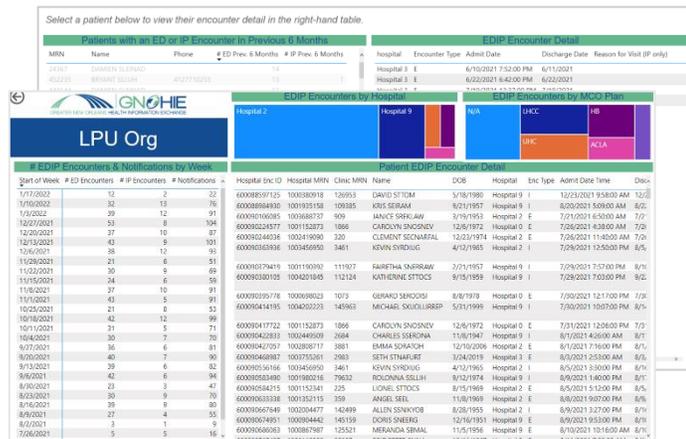
- Facilitate timely follow-up visits after a hospital encounter
- Identify high-need, high-risk patients for additional outreach & support
- Monitor & track utilization trends over time
- Inform population health strategy

## 1.2. "Standard" and "Large" Versions of the HU Report

There are two versions of the HU Report and each user can select one version that will best meet their needs.

The "Standard" HU Report (pictured below on the left) is optimal for organizations that have fewer than 5 EDIP encounters per week at participating hospitals. This may include organizations with relatively small patient panels or organizations located in a region where the GNOHIE does not yet have a connected hospital. The "Large" HU Report (pictured below on the right) is optimal for larger organizations that have greater than 5 EDIP encounters per week at participating hospitals.

The main advantage of the Standard version is that it has fewer pages and thus takes fewer "clicks" to navigate to the patient-level data. The main advantage of the Large version is that it includes more summary statistics and visualization to monitor trends over time.



### Standard HU Report

- Optimal for care coordinators & others focused on engaging patients and ensuring smooth transitions of care
- Key benefit: Fewer "clicks" to navigate to patient-level encounter details



### Large HU Report

- Optimal for leadership & others who monitor utilization trends & inform population health strategies
- Key benefit: Enhanced summary statistics & data visualization

Note: Designed for patient populations that are larger and/or have higher rates of utilization

### 1.3. Report Specifications

#### 1.3.1. Report Period

The HU Report displays data on hospital encounters from the previous 6 months.

#### 1.3.2. Data Sources

The data in the HU Report is based on EHR data contributed by hospitals participating in the GNOHIE. For an up-to-date list of participating hospitals and the data they are contributing, please visit: <https://gnohie.org/our-network/>.

Additionally, the HU Report includes information about patient enrollment in Medicaid Managed Care Organizations (MCOs), based on monthly data supplied by the Louisiana Department of Health.

Each member's HU Report displays hospital encounters for their own patients only. The GNOHIE uses the patient data provided by each member (i.e., EHR feed, patient list) to identify the patients associated with each member.

#### 1.3.3. Data Timeliness

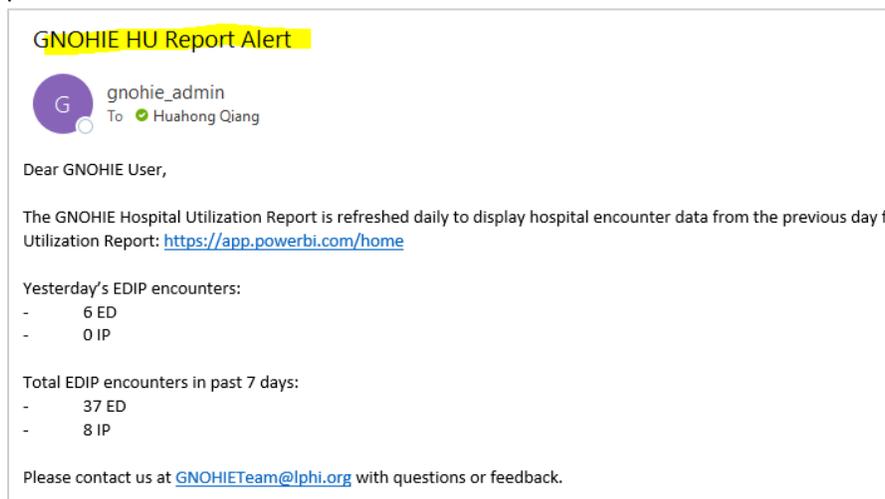
The HU Report data is automatically refreshed on a daily basis to include all data from the previous day up until the current day at 3am Central Time. The updated data will be displayed in the HU Report at around 7:30am Central Time each day. In the event of planned maintenance, there may be some delays. The GNOHIE team will notify users in advance of planned maintenance that will impact the HU Report.

### 1.4. Email Alerts Options

When new hospital encounter data has been added to the report, the GNOHIE can send an automated email alert to users to notify them to check the HU Report. Individuals can select email alert preferences in the User Account Request Form based on the organization's operational flow and data needs. Email alert options are described below.

Email Alert Option	Trigger Event for Email Alert
Alert me if there are any new encounters	1 or more encounters occurred on the previous day
Alert me if there are 3 or more new encounters	3 or more encounters occurred on the previous day
Alert me if there are 5 or more new encounters	5 or more encounters occurred on the previous day
No email alerts, but send me a weekly summary email with the # of ED and IP encounters in the previous 7 days	Weekly alert scheduled for every Wednesday morning
No email alerts at all	N/A

A sample email alert is pictured below:



## 2. Getting Started

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### 2.1. Requesting a User Account

The HU Report is built using Microsoft Power BI. To access the report, members will need a Power BI user account, which the GNOHIE team will create and manage. Each member organization is permitted up to 6 user accounts. Due to the cost of the Power BI license per user, the GNOHIE cannot accommodate more than 6 users per organization at this time. An annual licensing fee of \$132 per additional user is required for more than 6 users.

To request a new user account, please complete the [User Account Request Form](#). The form will ask you to provide the following information:

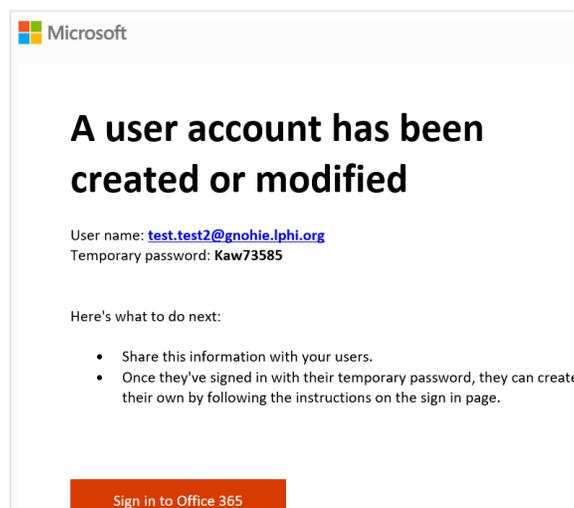
- Organization
- First and last name of each user
- Work email address of each user
- Phone number of each user, mobile or office (*required by Microsoft to create the account; will not be used by GNOHIE team*)
- Preferred version of HU Report (either Standard or Large)
- Preferred email alert setup

**Tip:** If you have more than one Microsoft account that you use regularly, we recommend making a separate browser profile [using this guide to make it simple to switch between multiple Microsoft accounts](#).

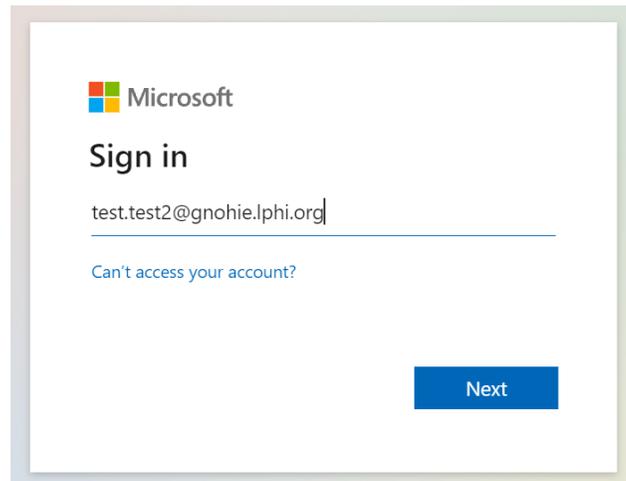
### 2.2. Logging in for the First Time & Setting Up Two-Factor Authentication

Once the GNOHIE team has created your user accounts, you will receive an automated email from Microsoft to your work email address. The email should come from [ms-noreply@microsoft.com](mailto:ms-noreply@microsoft.com) with a subject line that reads, "Account information for new or modified users." The Microsoft email includes your username, temporary password, and a link where you can login for the first time (see pictured below).

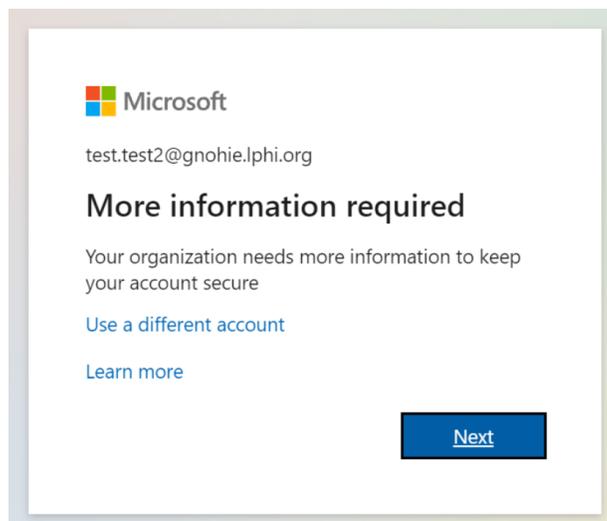
If you do not see the email, check your Spam folder and ensure the email has the correct sender address and subject line to confirm that it is a trusted email. If you do not receive an email, contact us at [GNOHIETeam@lphi.org](mailto:GNOHIETeam@lphi.org) and our IT team and re-send the email to you, if necessary.



Click the “Sign in” button in the Microsoft email. The sign in page will open in your web browser (as pictured below). Your username should be automatically populated. Click “Next.” Then you will be prompted to enter your temporary password, which was provided to you in the Microsoft email.



When logging in for the first time, users are required to set up Microsoft two-factor authentication. After you enter your username and temporary password, you will be asked to provide additional information to finish setting up the security preferences for your account (as pictured below). Click “Next.”



All users will be required to set up two-factor authentication, which prompts users to verify their identity before they can login to their account. Users can choose from 3 options for how Microsoft can contact you to confirm your identity for two-factor authentication (as pictured below). If you require additional assistance, [watch this brief Microsoft tutorial](#) on setting up two-factor authentication or contact us at [GNOHIETeam@lphi.org](mailto:GNOHIETeam@lphi.org).

The option you select here will remain as your preferred contact option moving forward so, please ensure that you pick the right option for you. Users will be prompted to complete two-factor authentication every 7 days.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Authentication phone
 

- Authentication phone
- Office phone
- Mobile app

4012611355

Method

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

If you select the “Authentication phone” or “Office phone” options:

- *Pros:* You will receive an automated phone call from Microsoft, and you will be instructed to press a certain button on the keypad to verify your identity.
- *Cons:* These options are very easy to setup initially, but some may find the phone call disruptive on an ongoing basis.

If you select the “Mobile app” option:

- *Pros:* You will receive an alert on your mobile phone prompting you to either click a button or enter a code to verify your identity.
- *Cons:* This option requires you to download the Microsoft Authenticator app, which may be more effort for the initial setup, but most users find this option to be the easiest on an ongoing basis.

If you select the Mobile app option, you will be given instructions to download the app and set up your account within the app (as pictured below). Once you complete the steps, click “Next.”

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose “Work or school account”.
3. Scan the image below.



Configure app without notifications

If you are unable to scan the image, enter the following information in your app.

Code: 857 634 999

Url: <https://co1pfpad16.phonfactor.net/pad/648069390>

If the app displays a six-digit code, you are done!

Next

cancel

There are two options for how to set up the mobile app verification process (as pictured below). We recommend selecting the first option, which permits you to receive push notifications through your mobile device and simply press a button on your device to verify your identity.

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Mobile app

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up** Please configure the mobile app.

After you complete the two-factor authentication process, Microsoft will allow you to defer the two-factor authentication for the next 7 days (as pictured below). We recommend checking this box to make it easier for you to access the HU Report on a regular basis.

Microsoft

test.test2@gnohie.lphi.org

**Approve sign in request**

We're calling your phone. Please answer it to continue.

Don't ask again for 7 days

[More information](#) **Cancel**

The last step is to create a personalized password for your Power BI account. You must enter the temporary password sent to you in the email from Microsoft and then enter a new personalized password.

Microsoft

tlastnm@gnohie.lphi.org

**Update your password**

You need to update your password because this is the first time you are signing in, or because your password has expired.

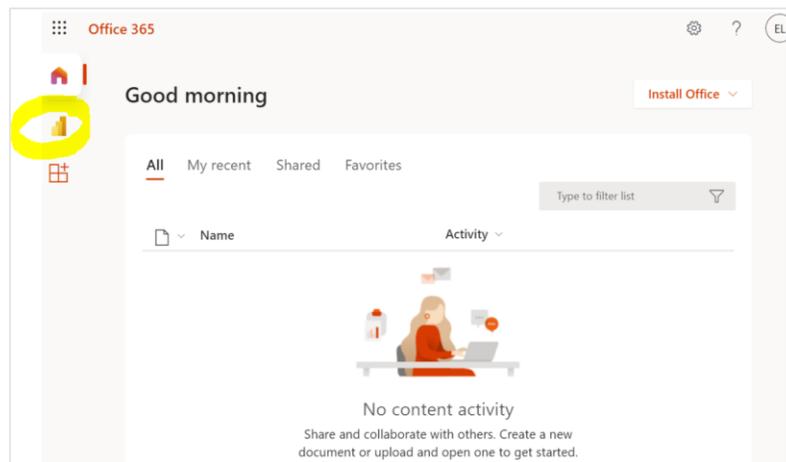
Current password

New password

Confirm password

**Sign in**

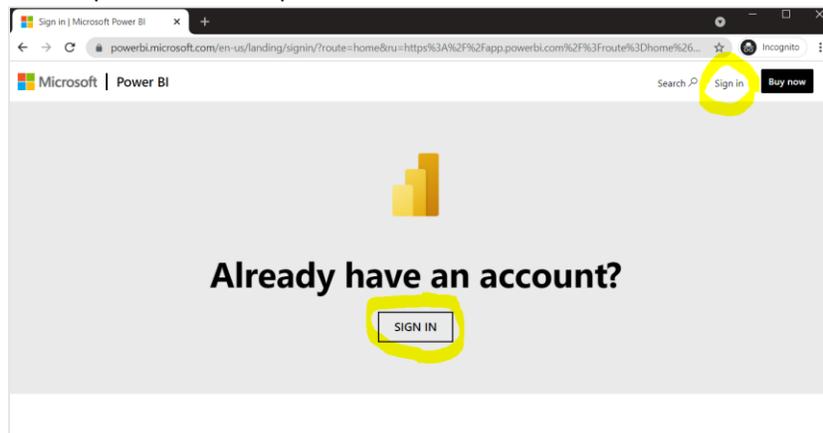
After logging in and setting up the two-factor authentication, you will be automatically directed to the Microsoft Office 365 homepage. You can click on the Power BI icon on the left-hand menu to open the Microsoft Power BI website (as pictured below and circled in yellow). After clicking the icon, you will be directed to the Power BI website. To find the HU Report, follow the instructions in section 2.3 below.



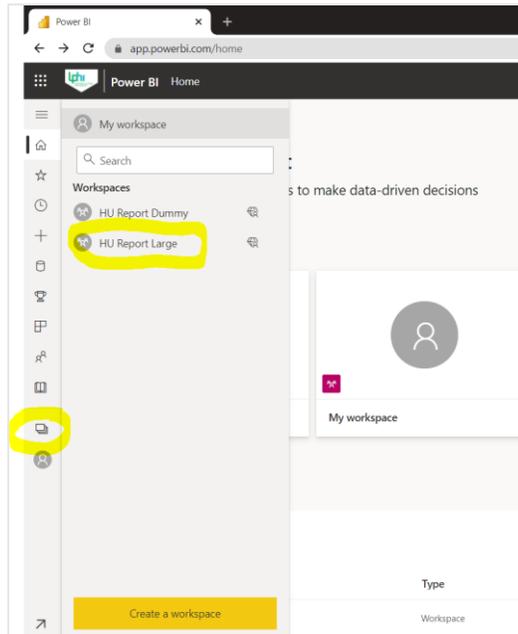
PLEASE NOTE: After logging in for the first time, there will be a slight delay before you users can access to the HU Report. If you do not have access to the report immediately, try logging out and logging back in a few hours later. That process will work for most users.

### 2.3. Navigating the Power BI Website

To visit the Power BI website, go to: <https://app.powerbi.com/home>. Please bookmark the site in your browser so you can easily access it later. If you have not yet logged in, click the sign in button (as pictured below and circled in yellow) and provide your username and password as requested.



To navigate to the HU Report, click on the “Workspaces” icon in the left-hand navigation bar (as pictured on the following page and circled in yellow). A menu will appear with a list of Workspaces (which are like folders) that you have access to. Depending on which version of the HU Report your organization has selected, you will have access to a Workspace called either “HU Report Standard” or “HU Report Large.” Click on the Workspace name to view the contents of the Workspace. Then click of the HU Report file name to open the Report.



While users can download the Power BI desktop app for free, daily updates to the HU Report data will not occur through the desktop app. Users must access the HU Report through the Power BI website to view the most up-to-date data.

#### 2.4. Ongoing Security Requirements

The GNOHIE team has several ongoing security measures and requirements, described below, to ensure the privacy and security of protected health information contained in the HU Report.

- **Two-Factor Authentication:** All users will be required to set up two-factor authentication upon logging in for the first time. This will prompt users to verify their identity every 7 days or whenever logging in on a new device. Detailed instructions and user tips are provided in section 2.2 of this user guide.
- **Password Update Every 90 Days:** All users will be required to update their password every 90 days. When your password is about to expire, you will receive an email from Microsoft informing you of the expiration date and prompting you to update your password.
- **Notify GNOHIE within 7 Days of User Transitions:** Member organizations should promptly inform the GNOHIE team if a user is leaving your organization or transitioning to a different role that does not require access to the HU Report. In accordance with the GNOHIE user access control policy, members must notify the GNOHIE team within 7 business days of a user's employment or contract ending. The GNOHIE team will promptly deactivate the user account to prevent unnecessary or unauthorized access to the HU Report.

### 3. Review of the HU Report Contents

#### 3.1. Overview of the Standard HU Report Contents

The Standard HU Report contains two pages: 1) Summary & Encounter Detail and 2) High Utilization Detail. The sections below provide an overview of each page. The blue comment boxes describe the charts and other contents on each page of the Report. The numbers above each comment box represent the recommended order for reviewing the information to help you get oriented to the Report contents.

##### 3.1.1. Standard HU Report: Summary & Encounter Detail

**#1** Your organization's name

**#2** Tree charts display the distribution of encounters across hospital facilities and by MCO Plan

**#3** Table summarizes the # encounters & notifications by calendar week for the previous 6 months  
\*Click on a specific week to view encounter details from that week in the right-hand table\*

**#4** Table provides patient-level encounter details for the selected week

# EDIP Encounters & Notifications by Week				Patient EDIP Encounter Detail									
Start of Week	# ED Encounters	# IP Encounters	# Notifications	Hospital Enc ID	Hospital MRN	Clinic MRN	Name	DOB	Hospital	Enc Type	Admit Date Time	Discharge Date	
1/17/2022	12	2	22	600088597125	1000380918	126953	DAVID STTOM	5/18/1980	Hospital 9	I	12/23/2021 9:58:00 AM	12/23/2021 5:09:00 AM	
1/10/2022	32	13	76	600088984930	1001935158	109385	KRIS SEIRAM	9/21/1957	Hospital 9	I	8/20/2021 5:09:00 AM	8/20/2021 5:09:00 AM	
1/3/2022	39	12	91	600090106085	1003688737	909	JANICE SREKLA	3/19/1953	Hospital 2	E	7/21/2021 6:50:00 AM	7/21/2021 6:50:00 AM	
12/27/2021	53	8	104	600090244577	1001152873	1866	CAROLYN SNOSNEV	12/6/1972	Hospital 0	E	7/26/2021 4:38:00 AM	7/26/2021 4:38:00 AM	
12/20/2021	37	10	87	600090244036	1002419090	320	CLEMENT SECNARFAL	12/23/1974	Hospital 2	E	7/26/2021 11:40:00 AM	7/26/2021 11:40:00 AM	
12/6/2021	38	12	93	600090363936	1003456950	3461	KEVIN SYRDIUG	4/12/1965	Hospital 2	I	7/29/2021 12:50:00 PM	8/5/2021 12:50:00 PM	
11/29/2021	21	6	51	600090379419	1001190392	111927	FAIRETHA SNERRAW	2/21/1957	Hospital 9	I	7/29/2021 7:57:00 PM	8/11/2021 7:57:00 PM	
11/22/2021	30	9	69	600090380105	1004201845	112124	KATHERINE STTOCS	9/15/1959	Hospital 9	I	7/29/2021 7:03:00 PM	9/2/2021 7:03:00 PM	
11/15/2021	24	6	59	600090395778	1000698023	1073	GERARD SERODISI	8/8/1978	Hospital 0	E	7/30/2021 12:17:00 PM	7/31/2021 12:17:00 PM	
10/25/2021	43	5	91	600090414195	1004202223	145963	MICHAEL SXUOLLUREP	5/31/1999	Hospital 9	I	7/30/2021 10:07:00 PM	8/11/2021 10:07:00 PM	
10/18/2021	42	12	99	600090417722	1001152873	1866	CAROLYN SNOSNEV	12/6/1972	Hospital 0	E	7/31/2021 12:06:00 PM	7/31/2021 12:06:00 PM	
10/11/2021	31	5	71	600090422833	1002449509	2684	CHARLES SSERDNA	11/8/1947	Hospital 9	I	8/1/2021 4:26:00 AM	8/1/2021 4:26:00 AM	
10/4/2021	30	7	70	600090427057	1002808717	3881	EMMA SDRATOH	12/10/2006	Hospital 2	E	8/1/2021 7:16:00 PM	8/1/2021 7:16:00 PM	
9/27/2021	36	6	81	600090468987	1003755261	2983	SETH STNAFURT	3/24/2019	Hospital 3	E	8/3/2021 2:53:00 AM	8/3/2021 2:53:00 AM	
9/20/2021	40	7	90	600090556166	1003456950	3461	KEVIN SYRDIUG	4/12/1965	Hospital 2	I	8/5/2021 3:30:00 PM	8/11/2021 3:30:00 PM	
9/13/2021	39	6	82	600090583490	1001980216	79632	ROLONNA SLLIH	9/12/1974	Hospital 9	I	8/9/2021 1:40:00 PM	8/11/2021 1:40:00 PM	
9/6/2021	42	6	94	600090584215	1001152341	225	LIONEL STTOCS	8/15/1969	Hospital 2	E	8/5/2021 5:12:00 PM	8/5/2021 5:12:00 PM	
8/30/2021	23	3	47	600090633338	1001352115	359	ANGEL SEEL	11/8/1969	Hospital 2	E	8/8/2021 9:07:00 PM	8/9/2021 9:07:00 PM	
8/23/2021	30	9	70	600090667649	1002004477	142499	ALLEN SSNIKVOB	8/28/1955	Hospital 2	I	8/9/2021 3:27:00 PM	8/11/2021 3:27:00 PM	
8/16/2021	39	9	80	600090674951	1000904442	145159	DORIS SNEERG	12/16/1951	Hospital 9	E	8/9/2021 9:53:00 AM	8/11/2021 9:53:00 AM	
8/9/2021	27	4	55	600090686063	1000867987	125521	MERANDA SBMAL	11/5/1956	Hospital 9	E	8/10/2021 10:16:00 AM	8/11/2021 10:16:00 AM	
8/2/2021	3	1	9	600090717427	1002118598	92707	BRIDGETTE SNNA	12/11/1967	Hospital 2	F	8/11/2021 7:20:00 AM	8/11/2021 7:20:00 AM	
7/26/2021	5	5	184										
<b>Total</b>	<b>818</b>	<b>190</b>	<b>1854</b>										

##### 3.1.2. Standard HU Report: High Utilization Detail

**#1** Table displays all patients with at least 1 encounter in previous 6 months  
\*Click on a specific patient to view their encounter history in the right-hand table\*

**#2** Table displays patient-level encounter details for the selected patient

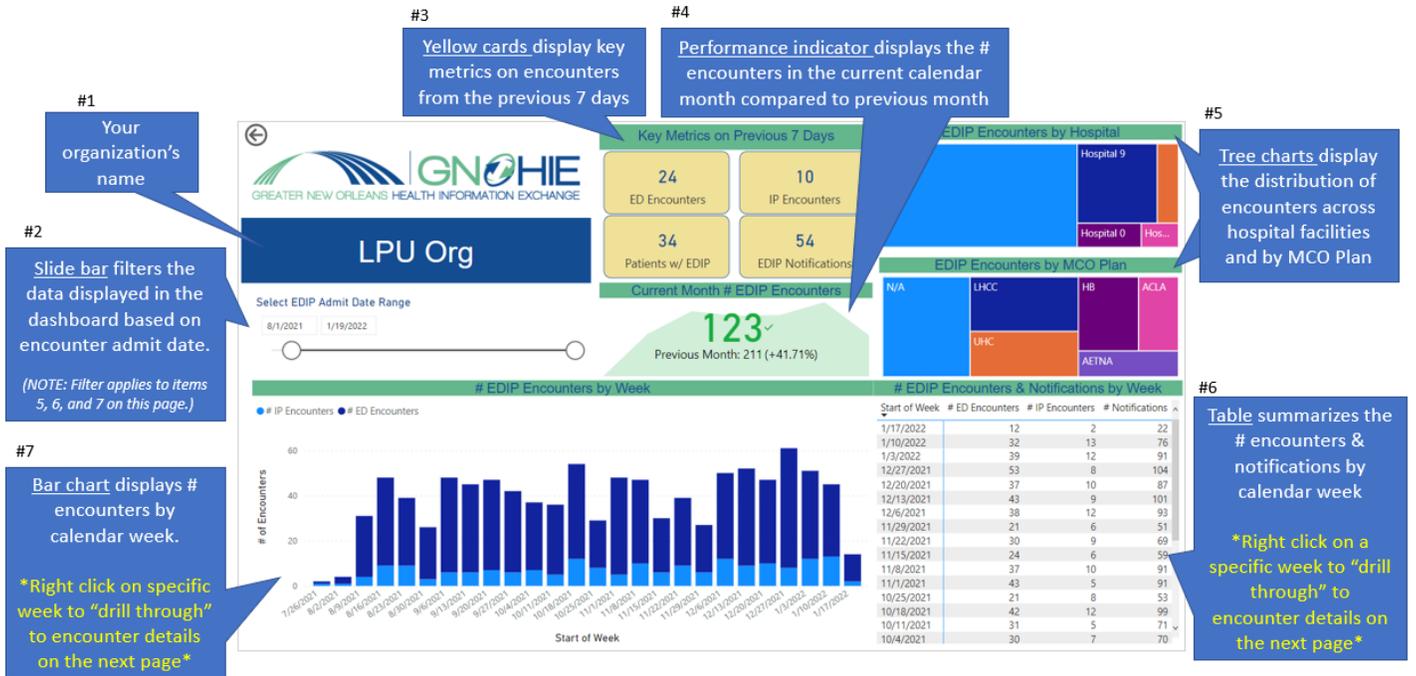
Patients with an ED or IP Encounter in Previous 6 Months				
MRN	Name	Phone	# ED Prev. 6 Months	# IP Prev. 6 Months
133577	CECIL SYAR	5040003207		31
92207	BRIDGETTE SNNA	5048378913		17
143072	DEVIN SRELYT	5042035033		11
145997	JAMES SETHIW	5042600025		8
71897	HERBERT SNOSBIG	5044342579		8
83948	THERESA SGIARC	5044100609		7
139925	NANCY SSNIGGOCS	5041220775	6	2
144667	ALBERT SNOSKCAJ	5041671342		6
145159	DORIS SNEERG	5045576194		6
119891	CONISS SAVODROC	5048086775		5
137248	SHELLY SSMADA	5046978494		5
86155	ERIC SNOSRETTAP	5047979975		5
119811	KAYWINETTE SEIRAHS	5040931725		4
123683	CRYSTAL SSMEIH	5048170064		4
143325	EGYPT SMAHAB	5044487874		4
144067	KERRY SENOOF	5046772713		4
144087	JADEN SNILKNARF	5049089364		4
144541	QUINSTON SNIVLAC	5041319513		4
79055	CRYSTAL SNNA	5040005039		4
94924	KEYANNA SECIRP	5040735825		4
102676	NAKIA SSELITS	5042378394		3
103637	CHAD SNWORB	5042111609		3
113041	DORIS SSREDNAZ	5042945849		3
128037	RODNEY STNAFURT	5045033063		3
131876	REINA SNOTELPMET	5048581579		3
132245	DEONDRA STNEGRES	5048802592		3
<b>Total</b>			<b>818</b>	<b>190</b>

EDIP Encounter Detail				
Hospital	Encounter Type	Admit Date Time	Discharge Date	Reason for Visit (IP only)
Hospital 2	E	10/5/2021 2:08:00 AM	10/5/2021	
Hospital 2	E	10/4/2021 1:38:00 PM	10/4/2021	
Hospital 1	E	9/27/2021 10:57:00 PM	9/27/2021	
Hospital 9	I	9/17/2021 6:23:00 PM	9/21/2021	
Hospital 9	I	9/14/2021 4:15:00 PM	9/17/2021	Acute and chronic respiratory I (CMS/HCC)
Hospital 9	E	9/14/2021 12:00:00 AM	9/14/2021	
Hospital 2	E	9/13/2021 9:37:00 PM	9/13/2021	
Hospital 2	E	9/12/2021 10:09:00 PM	9/12/2021	

### 3.2. Overview of the Large HU Report Contents

The Large HU Report contains three pages: 1) Summary Dashboard, 2) Encounter Detail, and 3) High Utilization Detail. The sections below provide an overview of each page. The blue comment boxes describe the charts and other contents on each page of the Report. The numbers above each comment box represent the recommended order for reviewing the information to help you get oriented to the Report contents.

#### 3.2.1. Large HU Report: Summary Dashboard



#### 3.2.2. Large HU Report: Encounter Detail

Patient EDIP Encounter Detail										
Hospital Enc ID	Hospital MRN	Clinic MRN	Name	DOB	Hospital	Enc Type	Admit Date Time	Discharge Date	MCO Plan	Reason for Visit (IP only)
600092509176	1002442535	96097	MICHAELA SENNOBERRET	4/28/1997	Hospital 1	I	12/1/2021 11:43:00 AM	12/1/2021	UHC	
600092611149	1002724261	86608	JALEESA SREIZARF	4/18/1992	Hospital 2	I	11/30/2021 5:33:00 AM	12/2/2021	N/A	Encounter for supervision pregnancy, unspecified, un...
600093224530	1002294602	118592	KATHY SROLYAT	1/28/1959	Hospital 2	I	11/30/2021 9:11:00 AM	12/1/2021	AETNA	
600093537349	1001162662	133577	CECIL SYAR	10/24/1956	Hospital 9	E	11/29/2021 8:46:00 AM	11/29/2021	N/A	
600093567953	1001559416	143286	JUSTIN SSENIAH	4/9/1978	Hospital 9	E	11/29/2021 11:03:00 PM	11/29/2021	UHC	
600093568035	1001118464	128072	ELIZABETH SYESSAM	8/8/1957	Hospital 2	E	11/29/2021 6:16:00 PM	11/29/2021	N/A	
600093584235	1001162662	133577	CECIL SYAR	10/24/1956	Hospital 9	E	11/30/2021 1:09:00 AM	11/30/2021	N/A	
600093584618	1001964240	142405	JULIETTE SSIUOL	4/12/2010	Hospital 3	E	11/30/2021 12:55:00 AM	11/30/2021	LHCC	
600093585338	1000602840	76812	GLENDA SSOICRUT	11/15/1963	Hospital 2	I	11/29/2021 10:08:00 PM	12/2/2021	UHC	Other cerebral infarction c...
600093587474	1002118598	92207	BRIDGETTE SNNA	12/11/1967	Hospital 2	E	11/30/2021 7:32:00 AM	11/30/2021	HB	
600093593816	1003791398	103707	RAUL SLEDAROM	6/15/1957	Hospital 9	I	11/30/2021 9:26:00 AM	12/1/2021	LHCC	
600093605175	1002215579	94924	KEYANNA SECIRP	1/19/1992	Hospital 1	E	11/30/2021 11:04:00 AM	11/30/2021	UHC	
600093609265	1001330380	143281	SHAUN SDRAEHT	4/9/1986	Hospital 9	E	11/30/2021 12:04:00 PM	11/30/2021	N/A	
600093631716	1001967277	123683	CRYSTAL SSMIEH	12/11/1986	Hospital 2	E	11/30/2021 9:28:00 PM	12/1/2021	HB	
600093641704	1003161125	139611	JASMINE SYELHSA	6/14/1995	Hospital 2	E	12/1/2021 9:51:00 AM	12/1/2021	N/A	
600093747715	1003818498	141555	GULLERMINA SSERECAC	2/4/1961	Hospital 9	I	12/2/2021 6:38:00 AM	12/2/2021	N/A	
600093755602	1000309079	114717	DOLLY SYDENNEK	12/26/1962	Hospital 2	E	12/2/2021 9:45:00 AM	12/2/2021	ACLA	
600093763836	1002490333	142778	CASEY SSNILLOC	11/15/2013	Hospital 3	E	12/2/2021 7:31:00 PM	12/2/2021	LHCC	
600093769193	1001511719	136332	DURELL SENYAP	5/7/1992	Hospital 2	E	12/2/2021 12:55:00 PM	12/2/2021	HB	
600093818254	1001409727	77218	ALVIN SSEBROF	7/22/1957	Hospital 2	E	12/3/2021 5:14:00 PM	12/3/2021	ACLA	
600093819848	1003495361	127068	ARAVEN SSENJOJ	5/25/1990	Hospital 2	E	12/3/2021 10:48:00 PM	12/4/2021	UHC	
600093819965	1002438318	126254	RICKY SKCOLLUB	9/2/1969	Hospital 2	E	12/3/2021 11:44:00 PM	12/4/2021	LHCC	
600093821567	1003440979	145512	CONSTANCE SNOSIRRAG	3/2/1966	Hospital 2	E	12/4/2021 7:37:00 AM	12/4/2021	LHCC	
600093825655	1003755374	141335	DANA SLEWITA	8/0/2000	Hospital 2	E	12/5/2021 12:12:00 AM	12/5/2021	ACLA	

**Table provides patient-level encounter details.**

**\*If using "drill through" function on Summary Dashboard, this table will only display encounters that started during the selected week\***

### 3.2.3. Large HU Report: High Utilization Detail

Note: The High Utilization Detail page in the Large HU Report is identical to the one in the Standard HU Report.

**#1**  
Table displays all patients with at least 1 encounter in previous 6 months  
\*Click on a specific patient to view their encounter history in the right-hand table\*

MRN	Name	Phone	# ED Prev. 6 Months	# IP Prev. 6 Months
133577	CECIL SYAR	5040003207	31	
92207	BRIDGETTE SNNA	5048378913	17	
143072	DEVIN SRELYT	5042035033	11	
145997	JAMES SETHHW	5042600025	8	
71897	HERBERT SNOB BIG	5044342579	8	
83948	THERESA SGIARC	5044100609	7	
139925	NANCY SSNIGGOC S	5041220775	6	2
144667	ALBERT SNO SKCAJ	5041671342	6	
145159	DORIS SNEERG	5045576194	6	
119891	CONISS SAWODROC	5048086775	5	
137248	SHELLY SSMADA	5046978494	5	
86155	ERIC SNOSRETTAP	5047979975	5	
119811	KAYTWINETTE SEIRAH S	5040931725	4	
123683	CRYSTAL SSMIEH	5048170064	4	
143325	EGYPT SMAHAB	5044487874	4	
144067	KERRY SENO OB	5046772713	4	1
144087	JADEN SNILKNARF	5049089364	4	
144541	QUINSTON SNIVLAC	5041319513	4	
79055	CRYSTAL SNNA	5040005039	4	1
94924	KEYANNA SECIRP	5040735825	4	
102676	NAKIA SSELITS	5042378394	3	
103637	CHAD SNWORB	5042111609	3	2
113041	DORIS SSREDNAZ	5042945849	3	
128037	RODNEY STNARFURT	5045033063	3	2
131876	REINA SNOTELPMET	5048581579	3	
132245	DEONDRA STNEGRES	5048802592	3	
Total			818	190

**#2**  
Table displays patient-level encounter details for the selected patient

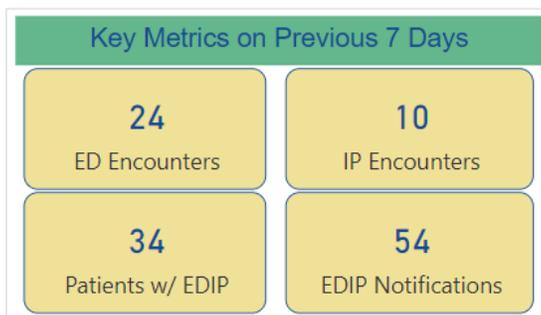
Hospital	Encounter Type	Admit Date Time	Discharge Date	Reason for Visit (IP only)
Hospital 0	E	9/15/2021 5:09:00 PM	9/15/2021	
Hospital 9	I	10/1/2021 10:25:00 PM	10/2/2021	Other chest pain
Hospital 9	E	11/19/2021 8:18:00 AM	11/19/2021	
Hospital 9	E	12/9/2021 8:50:00 AM	12/9/2021	
Hospital 9	E	12/9/2021 8:21:00 PM	12/10/2021	

### 3.3. Detailed Review of HU Report Summary Data Visualizations

The sections below provide a deeper dive into the summary data visualization contents of the HU Report. Some of the visualizations appear in both versions of the report while others appear in the Large version only.

#### 3.3.1. Key Metrics Cards

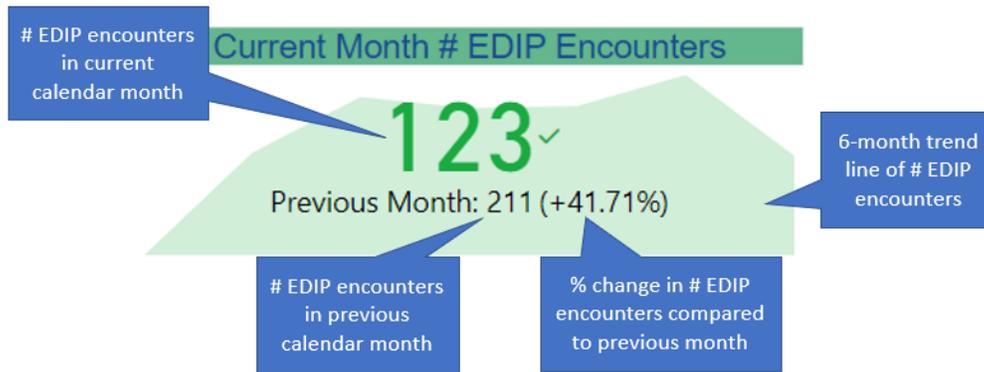
The key metrics cards are featured in the Large version only. It is designed to help users quickly view the most important metrics from the previous 7 days, including number of ED and IP encounters, number of unique patients who had an ED or IP encounter and may require a follow-up call or visit, and number of GNOHIE Hospital Notifications received.



#### 3.3.2. Current Month Performance Indicator

The performance indicator is featured in the Large version only. It displays the number of EDIP encounters that have occurred so far in the current calendar month (or 58 in the example shown below). The tool is designed to compare the current month performance to the total number of EDIP encounters in the previous calendar month (or 156 in the example below).

Since the goal is to have lower utilization, when the number of EDIP encounters in the current month is lower than the previous month, the chart will appear in **green**. When the number of EDIP encounters in the current month is greater than the previous month, the chart will appear in **red**.



### 3.3.3. Slide Bar for Filtering the Date Range

The slide bar is available in the Large version only. It allows users to adjust the report period and focus on hospital encounters during a specific date range of interest, based on the encounter admit date. The default report period is 6 months. When users adjust the slide bar, the contents of the page will be filtered to display encounters from the selected date range. Users can adjust the slide bar or manually enter the start and end dates of interest.

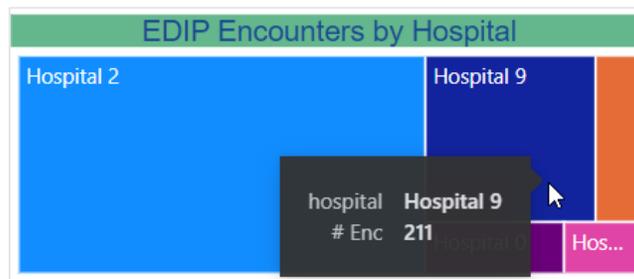


Note that the slide bar will modify the date range of all contents on the Summary Dashboard page *except* the Key Metrics Cards and the Current Month Performance Indicator.

### 3.3.4. Hospital & MCO Plan Distribution Tree Charts

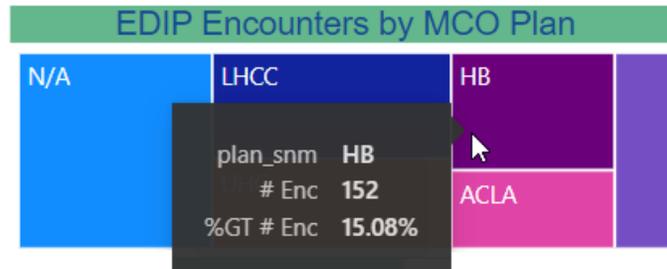
These charts are featured in both the Standard and Large versions of the HU Report. The hospital tree chart illustrates the distribution of EDIP encounters across multiple hospital facilities, based on where the encounters occurred. The MCO Plan tree chart illustrates the distribution of EDIP encounters across Medicaid Managed Care Organizations (MCOs), based on patient enrollment in each MCO plan. The charts are designed to provide a quick visual indication of where most of the encounters are occurring.

Users can hover over each segment of the hospital tree chart to see the exact number of EDIP encounters that occurred at each hospital during the report period, as shown in the black box below. Users can also click on a specific hospital in the chart to filter the contents of the page to display hospital encounters from the selected hospital only.



Likewise, users can hover over segments of the MCO Plan Distribution chart to see number of EDIP encounters of patients attributed to the respective MCO plan during the report period, as shown in the black box below. Additionally, users can see the percent of total encounters that are associated to the selected MCO plan. Clicking on the specific MCO plan will filter the contents of the page to display hospital encounters for patients enrolled in the selected MCO plan only.

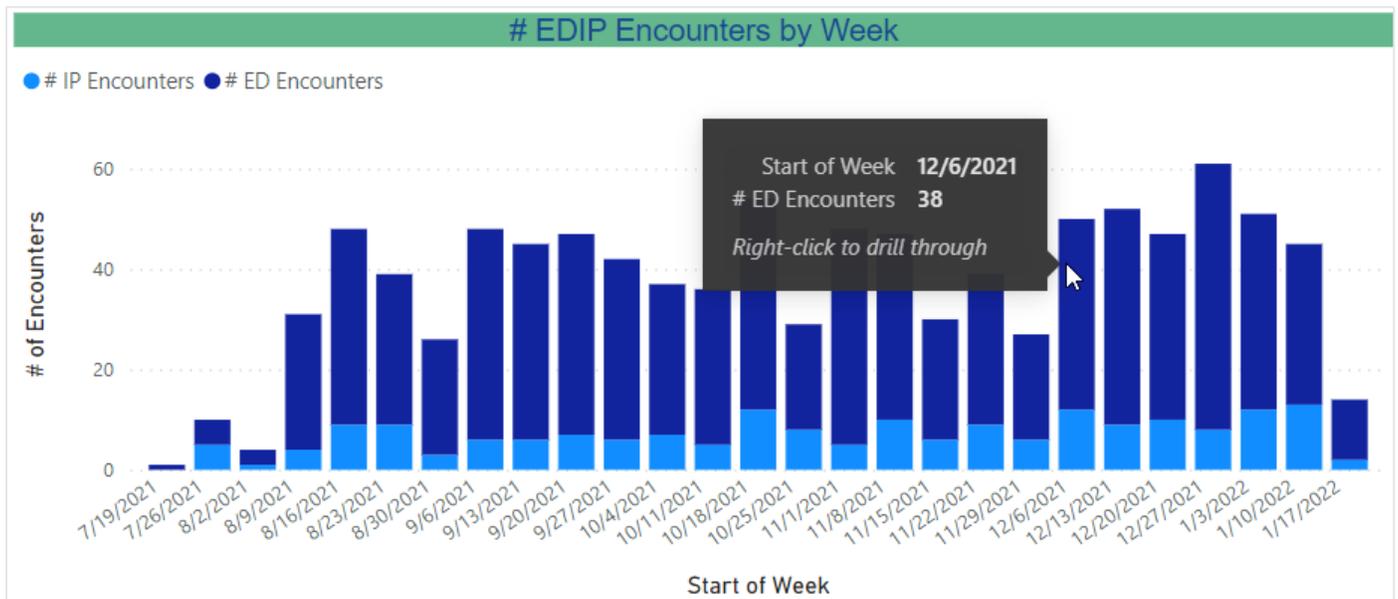
Patients who are not enrolled in a Medicaid plan are categorized under the “N/A” segment (i.e., not applicable).



### 3.3.5. Bar Chart of EDIP Encounters by Week

The bar chart is featured in the Large version only. It displays the number of hospital encounters by week (based on the Monday start date of each week) and by encounter type (ED or IP). Users can hover over each segment of a bar to view the exact number of ED or IP encounters that occurred in a given week, as shown in the black box below.

The bar chart is an important tool for the Large HU Report because it includes “drill through” functionality. This allows users to select a specific week represented in this chart and then right-click to navigate to the Encounter Detail page, which will automatically open to display the patient-level details on encounters that occurred during the selected week.



### 3.3.6. Table of EDIP Encounters and Notifications by Week

This table displays the number of ED encounters, IP encounters, and all associated GNOHIE Notifications sent by week (based on the Monday start of week). Similar to the bar chart described above, this table is an important tool for the Large HU Report because it includes “drill through” functionality. This allows users to select a specific week represented in this table and then right-click to navigate to the Encounter Detail page, which will automatically open to display the patient-level details on encounters that occurred during the selected week.

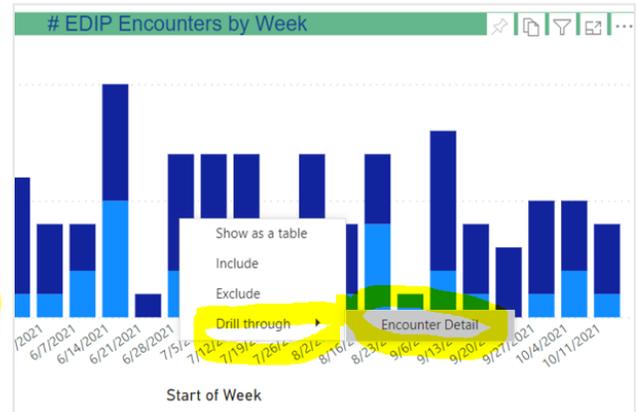
Start of Week	# ED Encounters	# IP Encounters	# Notifications
1/17/2022	12	2	22
1/10/2022	32	13	76
1/3/2022	39	12	91
12/27/2021	53	8	104
12/20/2021	37	10	87
12/13/2021	43	9	101
12/6/2021	21	12	93
11/29/2021	30	6	51
11/22/2021	30	9	69
11/15/2021	24	6	59
11/8/2021	37	10	91
11/1/2021	43	5	91
10/25/2021	21	8	53
10/18/2021	42	12	99
10/11/2021	31	5	71

## 4. Useful Features & Tips

### 4.1. How to “Drill Through” from Summary Data to Encounter Details

The “drill through” function is a critical tool within the Large version of the HU Report. This tool allows users to filter and focus on EDIP encounters that started during a specific week. In the Large HU Report, the drill through function is available in the table and the bar chart in the lower portion of the Summary Dashboard page (as pictured below on the left).

To drill through, right click on a specific week within the bar chart or table. A menu will appear. Hover over the “Drill through” option and then click on “Encounter Detail” (as pictured below on the right). This will direct you to the Encounter Detail page, which will be filtered to only display encounters with an admit date during the selected week.



The drill through function is not available in the Standard HU Report. However, the Standard version has a similar function on the Summary & Encounter Detail page. Users can click on a specific week within the left-hand table, which causes the left-hand table to only display encounters with an admit date during the selected week (as pictured below).

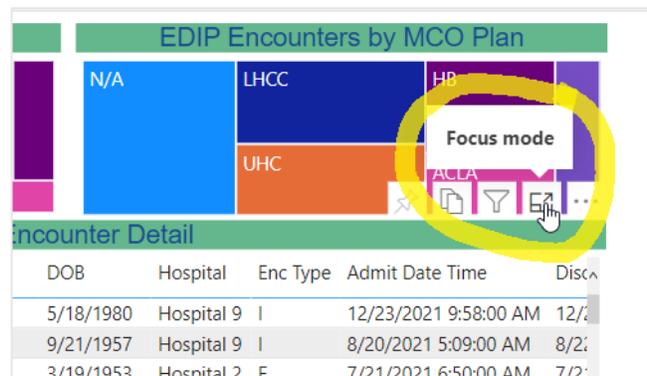
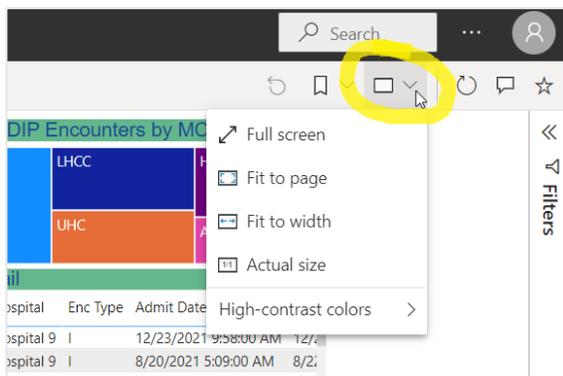
Start of Week	# ED Encounters	# IP Encounters	# Notifications
1/17/2022	12	2	22
1/10/2022	32	13	76
1/3/2022	39	12	91
12/27/2021	53	8	104
12/20/2021	37	10	87
12/13/2021	43	9	101
12/6/2021	38	12	93
11/29/2021	21	6	51
11/22/2021	30	9	69
11/15/2021	24	6	59
11/8/2021	37	10	91
11/1/2021	43	5	91
10/25/2021	21	8	53
10/18/2021	42	12	99
10/11/2021	31	5	71
10/4/2021	30	7	70
9/27/2021	36	6	81
9/20/2021	40	7	90
9/13/2021	39	6	82
9/6/2021	42	6	94
8/30/2021	23	3	47
8/23/2021	30	9	70
8/16/2021	39	9	80
8/9/2021	27	4	55
8/2/2021	3	1	9
Total	818	190	1854

Hospital Enc ID	Hospital MRN	Clinic MRN	Name	DOB	Hospital	Enc Type	Admit Date Time	Disc
600093642934	1003623767	1460	GLORIA SHGUORRUBESOR	6/22/1946	Hospital 2	I	12/28/2021 6:30:00 AM	1/
600093738946	1001953429	95069	TIARA SSIOCNARF	5/30/1987	Hospital 2	I	12/27/2021 9:38:00 AM	12/
600094462819	1001543664	91397	NEISSIA SNVLNEVE	5/10/1987	Hospital 2	I	1/2/2022 9:24:00 PM	1/
600094470236	1002430510	131214	DELBIN SSARERTNOC	7/13/1976	Hospital 9	E	12/27/2021 12:00:00 AM	12/
600094477028	1001122067	105591	LISHA SREPSAG	1/8/1962	Hospital 2	E	12/27/2021 12:07:00 PM	12/
600094487287	1002347193	86865	AMERICA SSKOORB	11/27/1961	Hospital 2	E	12/27/2021 11:11:00 AM	12/
600094497586	1003645582	145009	ALFRED SHTIMS	4/14/1954	Hospital 9	E	12/27/2021 9:52:00 PM	12/
600094499688	1001973951	92917	ELODIE SYRDNAL	7/17/1969	Hospital 2	E	12/27/2021 4:55:00 PM	12/
600094505786	1001120455	143305	SHARLEY STRUOCLAD	9/24/1947	Hospital 0	E	12/27/2021 5:15:00 PM	12/
600094507222	1002989102	85386	HEATHER STEYUT	4/25/2001	Hospital 2	E	12/27/2021 7:02:00 PM	12/
600094507382	1002555432	141144	RYAN SXUARUOUB	6/27/1989	Hospital 2	E	12/27/2021 7:26:00 PM	12/
600094508330	1003295570	145732	JENA SREHCABPURB	6/29/1986	Hospital 2	E	12/28/2021 1:14:00 AM	12/
600094508746	1000424087	144239	DARRYL SSMALLIW	10/31/1954	Hospital 9	E	12/28/2021 6:35:00 AM	12/
600094509422	1000002987	77694	CINDY SREERG	5/26/1959	Hospital 2	I	12/28/2021 5:49:00 AM	1/
600094511099	1003452729	119023	RODNEY SNEERG	6/25/1962	Hospital 2	E	12/28/2021 11:43:00 AM	12/
600094519733	1001533871	108083	DAVID SYKSFOSOK	3/16/1963	Hospital 9	E	12/28/2021 12:30:00 PM	12/
600094521357	1000748778	144079	MELVIN SMUCOLS	7/23/1959	Hospital 9	I	12/28/2021 10:31:00 AM	1/
600094525543	1003461554	131965	TASHICA SELLEINAD	2/22/1993	Hospital 2	E	12/28/2021 11:12:00 AM	12/
600094540999	1000665719	95416	SHIRLENE SNEVRIF	6/18/1962	Hospital 2	E	12/28/2021 5:28:00 PM	12/
600094545235	1001669221	141461	JARREN SERREIP	12/15/1985	Hospital 0	E	12/28/2021 7:20:00 PM	12/
600094545436	1002255142	84243	SHABRELL SEUQINOM	10/6/1992	Hospital 2	E	12/28/2021 7:25:00 PM	12/
600094545500	1001929301	1903	ERICA SDROF	9/20/1986	Hospital 1	E	12/29/2021 12:01:00 AM	12/

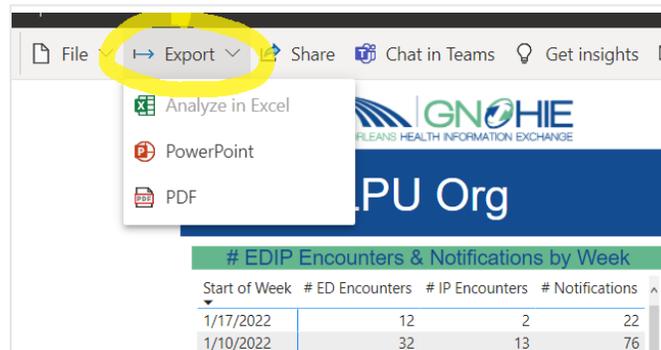
#### 4.2. Changing the Page View or Size

To modify the size of the HU Report, click on the “View” icon in the top right corner of the webpage and choose from a range of view options (as pictured below on the left). Users can also enlarge a specific chart within the HU Report by hovering over the chart and clicking on the “Focus mode” icon (as pictured below on the right).

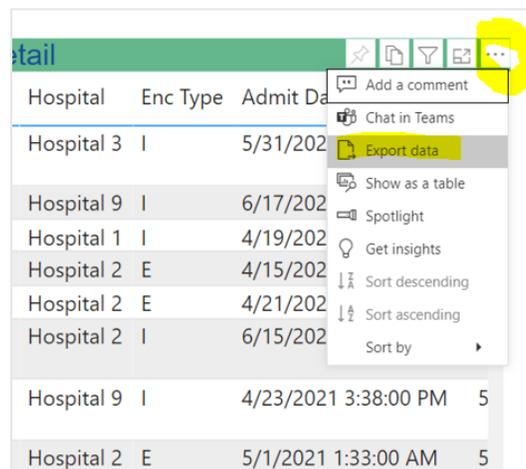


### 4.3. Exporting to Excel, PDF, or PowerPoint

Users can export the HU Report to Excel, PDF, or PowerPoint. The full contents of the Report can be exported to PDF or PowerPoint by clicking on the “Export” icon in the top left corner of the webpage (as pictured below).



Individual charts can be exported to Excel. Hover above a chart, click on the icon with the three dots, and then click “Export data” (as pictured below). The data displayed in the chart can be exported in .xls or .csv format.



## 5. Contact Us

The GNOHIE team is available to answer your questions and troubleshoot any issues that may arise. Please contact [GNOHIETeam@lphi.org](mailto:GNOHIETeam@lphi.org) with any questions or issues.

We want to hear from you! If you have feedback or suggestions on how we can improve the HU Report, please reach out to Kyla Mor at [kmor@lphi.org](mailto:kmor@lphi.org)