

# PATH Hospital Utilization Report: User Guide



PARTNERSHIP FOR ACHIEVING TOTAL HEALTH  
A supporting organization of the Louisiana Public Health Institute

Last Updated: June 2022

## Table of Contents

1.1.	What is the Hospital Utilization Report? .....	3
1.2.	What is included in the HU Report?.....	3
1.3.	Report Specifications .....	4
1.3.1.	<i>Report Period</i> .....	4
1.3.2.	<i>Data Sources</i> .....	4
1.3.3.	<i>Data Timeliness</i> .....	4
1.4.	Email Alerts Options.....	4
<b>2.</b>	<b>Getting Started.....</b>	<b>5</b>
2.1.	Requesting a User Account .....	5
2.2.	Logging in for the First Time & Setting Up Two-Factor Authentication.....	5
2.3.	Navigating the Power BI Website .....	9
2.4.	Ongoing Security Requirements .....	10
<b>3.</b>	<b>Review of the HU Report Contents .....</b>	<b>11</b>
3.1.	Overview of the HU Report Contents .....	11
3.1.1.	<i>HU Report: Summary Dashboard</i> .....	11
3.1.2.	<i>HU Report: Encounter Details</i> .....	11
3.1.3.	<i>HU Report: High Utilization Detail</i> .....	12
3.2.	Detailed Review of HU Report Summary Data Visualizations .....	12
3.2.1.	<i>Key Metrics Cards</i> .....	12
3.2.2.	<i>Slide Bar for Filtering the Date Range</i> .....	12
3.2.3.	<i>Hospital &amp; MCO Plan Distribution Tree Charts</i> .....	13
3.2.4.	<i>Bar Chart of EDIP Encounters by Week</i> .....	14
3.2.5.	<i>Table of EDIP Encounters and Notifications by Week</i> .....	14
<b>4.</b>	<b>Useful Features &amp; Tips .....</b>	<b>15</b>
4.1.	Interactive Summary Dashboard .....	15
4.2.	Using the Filters Toolbar .....	15
4.3.	Changing the Page View or Size .....	16
4.4.	Exporting to Excel, PDF, or PowerPoint .....	16
<b>5.</b>	<b>Troubleshooting .....</b>	<b>17</b>
<b>6.</b>	<b>Contact Us.....</b>	<b>17</b>

# 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

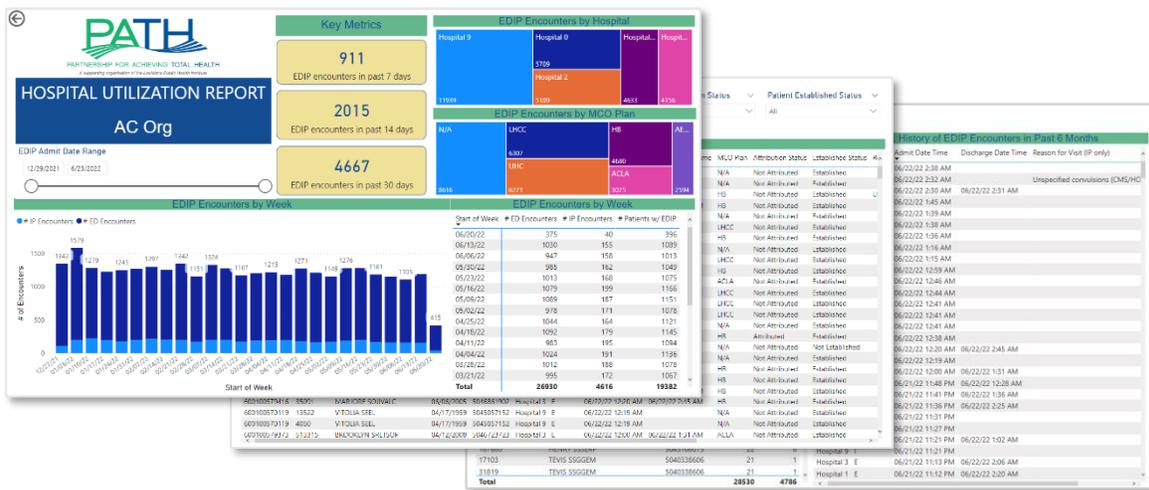
**Note:** As of June 2022, the HU Report will no longer be offering a “Standard” and “Large” version. Moving forward, PATH will only use the updated “Large” version as the default version. All existing accounts with access to a “Standard” version will see the new updated version of the report. For a full list of updates, visit our Updates section.

## 1.2. What is included in the HU Report?

The HU Report has been optimized to streamline data presentation for all use cases and clinical capacities. The report includes three pages: (1) Summary Dashboard, (2) Encounter Detail, and (3) High Utilization Detail.

The Summary Dashboard includes a data overview of patients from the past 6 months within a user specified date range. The Encounter Detail shows patient-level data, including demographics, encounter data, and attribution data. The High Utilization Detail shows patients by number of encounters and summarizes a historical account of encounters for the individual patient.

For additional details on the report pages, see Page 11.



## 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) and attribution to primary care providers, based on weekly data supplied by the Louisiana Department of Health.

Each member's HU Report displays hospital encounters for their "patient panel." The GNOHIE uses the patient data source provided by each member (i.e., EHR feed, patient list) to identify their patient panel.

### 1.3.3. Data Timeliness

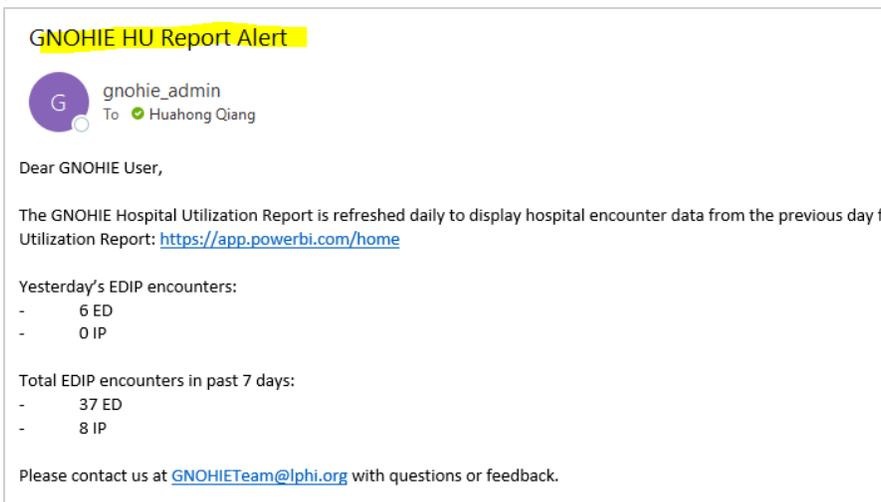
The HU Report data is automatically refreshed on a daily basis to include all data from the previous day up until the current day at 3am Central Time. The updated data will be displayed in the HU Report at around 8am Central Time each day. In the event of planned maintenance, there may be some delays. 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
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

---

### 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 \$96 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:

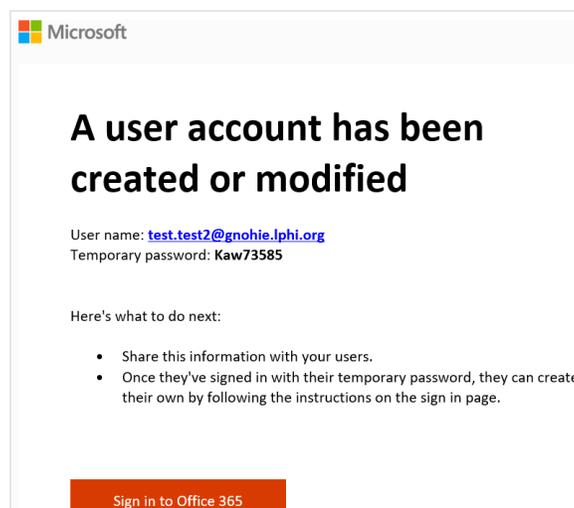
- Organization
- First and last name of each user
- Work email address of each user
- Phone number of each user, mobile or office (*required by Microsoft to create the account; will not be used by GNOHIE team*)
- Preferred email alert setup

**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](#).

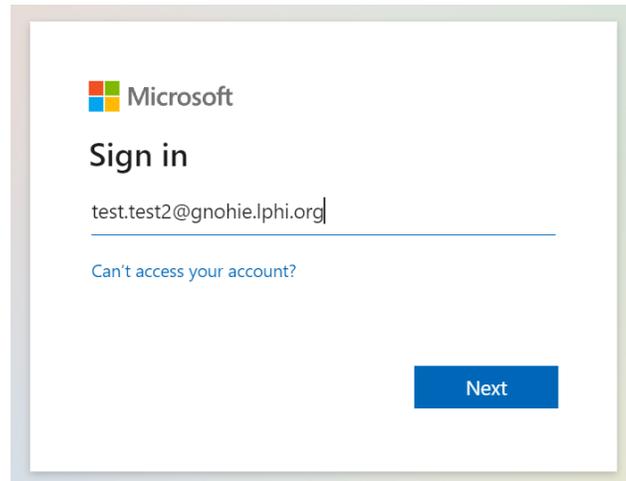
### 2.2. Logging in for the First Time & Setting Up Two-Factor Authentication

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).

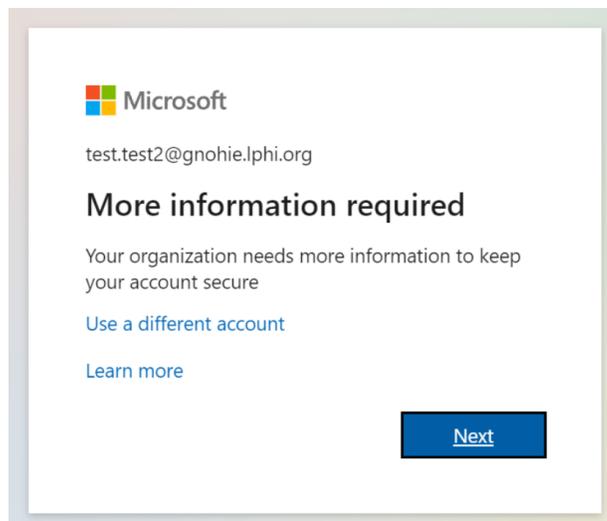
If you do not see the email, check your Spam folder and ensure the email has the correct sender address and subject line to confirm that it is a trusted email. If you do not receive an email, contact us at [GNOHIETeam@lphi.org](mailto:GNOHIETeam@lphi.org) and our IT team and re-send the email to you,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

Office phone

Mobile app

Method

Call me

Text me

Email me

Mobile app

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!

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.

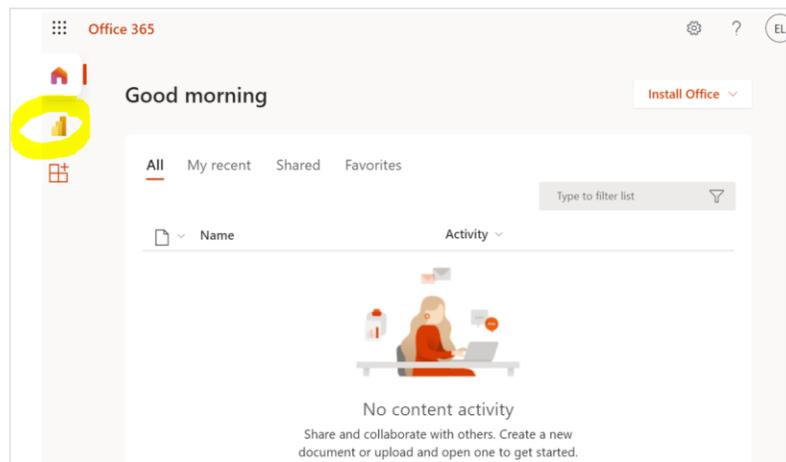
Current password

New password

Confirm password

**Sign in**

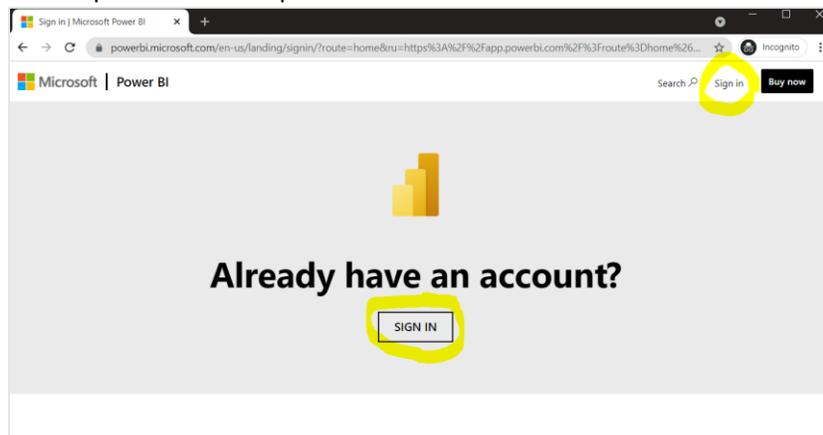
After logging in and setting up the two-factor authentication, you will be automatically directed to the Microsoft Office 365 homepage. You can click on the Power BI icon on the left-hand menu to open the Microsoft Power BI website (as pictured below and circled in yellow). After clicking the icon, you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



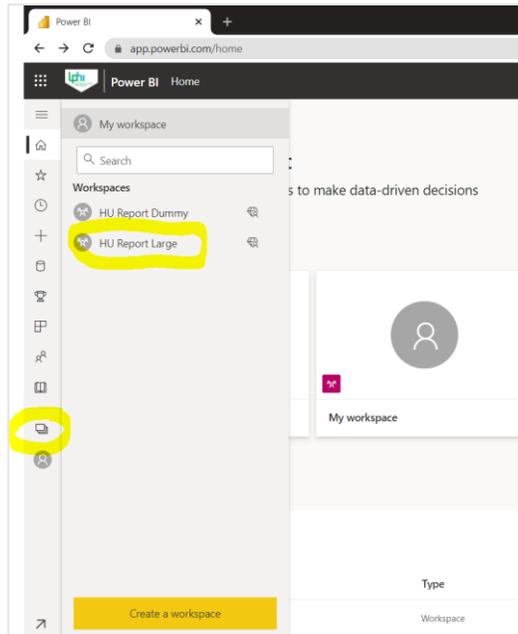
PLEASE NOTE: After logging in for the first time, there will be a slight delay before you users can access to the HU Report. If you do not have access to the report immediately, try logging out and logging back in a few hours later. That process will work for most users.

### 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 HU Report Contents

The 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.

##### 3.1.1. Summary Dashboard

**#1** Your organization's name

**#2** Slide bar filters the data displayed in the dashboard based on encounter admit date. (NOTE: Filter applies to items 5, 6, and 7 on this page.)

**#3** Yellow cards display key metrics on encounters from the previous 7-30 days

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

**#4** Bar chart displays # encounters by calendar week and is color coded by IP/ED encounters.

**#5** Table summarizes the # encounters & # patients by calendar week

##### 3.1.2. Encounter Details

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

**#2** Multiple filters allow for data manipulation for commonly sorted categories.

Enc ID	Clinic MRN	Name	DOB	Phone	Hospital	Enc Type	Admit Date Time	Discharge Date Time	MCO Plan	Attribution Status	Established Status	Rea
600094545500	1903	ERICA SDROF	09/20/1986	5040156218	Hospital 1	E	12/29/21 12:01 AM	12/29/21 12:29 AM	AETNA	Not Attributed	Established	
600094545500	338320	ERICA SDROF	09/20/1986	5040156218	Hospital 1	E	12/29/21 12:01 AM	12/29/21 12:29 AM	AETNA	Not Attributed	Established	
600094546519	9451	ANGEL STREBLA	12/13/2012	5045859315	Hospital 3	E	12/29/21 12:07 AM	12/29/21 1:01 AM	UHC	Attributed	Established	
600094545412	8944	DONALD SEEGAM	10/08/2005	2143602134	Hospital 0	E	12/29/21 12:14 AM	12/29/21 1:19 AM	LHCC	Attributed	Established	
600094545974	175988	LA'KAYLA SSEGHU	08/21/2005	5042118706	Hospital 3	E	12/29/21 12:22 AM	12/29/21 1:30 AM	HB	Not Attributed	Established	
600094545974	64527	LA'KAYLA SSEGHU	08/21/2005	5042118706	Hospital 3	E	12/29/21 12:22 AM	12/29/21 1:30 AM	HB	Not Attributed	Established	
600094546800	128091	DEIDRI SSMALLIW	01/03/1964	5044028314	Hospital 2	E	12/29/21 12:39 AM	12/29/21 4:59 AM	ACLA	Not Attributed	Established	
600094546800	18431	DEIDRI SSMALLIW	01/03/1964	5044028314	Hospital 2	E	12/29/21 12:39 AM	12/29/21 4:59 AM	ACLA	Not Attributed	Established	
600094546800	36992	DEIDRI SSMALLIW	01/03/1964	5044028314	Hospital 2	E	12/29/21 12:39 AM	12/29/21 4:59 AM	ACLA	Not Attributed	Established	
600094546830	153803	ROBERT SNOSPMOHT	12/28/1967	5045878615	Hospital 1	I	12/29/21 12:40 AM	12/29/21 5:14 PM	UHC	Not Attributed	Established	
600094545614	10340	LINDA SEEL	03/28/1959	5040800615	Hospital 1	E	12/29/21 12:44 AM	12/29/21 4:41 AM	UHC	Not Attributed	Established	
600094545614	33454	LINDA SEEL	03/28/1959	5040800615	Hospital 1	E	12/29/21 12:44 AM	12/29/21 4:41 AM	UHC	Not Attributed	Established	
600094545614	489749	LINDA SEEL	03/28/1959	5040800615	Hospital 1	E	12/29/21 12:44 AM	12/29/21 4:41 AM	UHC	Not Attributed	Established	
600094546763	136998	EDDIE SNAMLLIT	12/04/1985	3524367362	Hospital 2	E	12/29/21 12:48 AM	12/29/21 12:54 AM	UHC	Not Attributed	Established	
600094546763	81802	EDDIE SNAMLLIT	12/04/1985	3524367362	Hospital 2	E	12/29/21 12:48 AM	12/29/21 12:54 AM	UHC	Not Attributed	Established	
600094546573	505043	PAIGE SNESRAL	02/28/2004	5047779327	Hospital 3	E	12/29/21 12:49 AM	12/29/21 1:33 AM	UHC	Not Attributed	Established	
600094546531	142458	MAKALAH SEEGAM	08/18/2017	5043387846	Hospital 2	E	12/29/21 12:50 AM	12/29/21 3:09 AM	UHC	Not Attributed	Established	
600094546582	84444	VICTORIA SSREWOLF	12/05/2011	5042589032	Hospital 3	E	12/29/21 12:50 AM	12/29/21 1:33 AM	UHC	Not Attributed	Established	
600094545812	123984	VANTIFFANY SNOTGNIHSAW	06/27/1984	5042909315	Hospital 1	E	12/29/21 12:51 AM	12/29/21 5:29 AM	HB	Not Attributed	Established	
600094545812	200961	VANTIFFANY SNOTGNIHSAW	06/27/1984	5042909315	Hospital 1	E	12/29/21 12:51 AM	12/29/21 5:29 AM	HB	Not Attributed	Established	
600094545403	10748	LYNEISHA SEESSENNET	08/15/1992	5048920775	Hospital 9	E	12/29/21 1:03 AM	12/29/21 1:19 AM	LHCC	Not Attributed	Established	
600094545403	35968	LYNEISHA SEESSENNET	08/15/1992	5048920775	Hospital 9	E	12/29/21 1:03 AM	12/29/21 1:19 AM	LHCC	Not Attributed	Established	
600094545403	8000	LYNEISHA SEESSENNET	08/15/1992	5048920775	Hospital 9	E	12/29/21 1:03 AM	12/29/21 1:19 AM	LHCC	Not Attributed	Established	
600094546948	139502	MARIA SSOMAR	04/09/1956	5042469315	Hospital 9	E	12/29/21 1:17 AM	12/29/21 5:11 PM	N/A	Not Attributed	Established	
600094546948	243825	MARIA SSOMAR	04/09/1956	5042469315	Hospital 9	E	12/29/21 1:17 AM	12/29/21 5:11 PM	N/A	Not Attributed	Established	

### 3.1.3. High Utilization Detail

Instructions: Select a patient in Table 1 to view their encounter history in Table 2.

Table 1. Patients by EDIP Encounter Volume					Table 2. History of EDIP Encounters in Past 6 Months				
Clinic MRN	Name	Phone	# ED Past 6 Months	# IP Past 6 Months	Hospital	Enc Type	Admit Date Time	Discharge Date Time	Reason for Visit (IP only)
129714	CHESTER SEGDELTUR	5040003207	97		Hospital 9	I	06/10/22 8:57 AM		
118737	DONNIE SNAGOIH	5040513644	83		Hospital 9	E	03/10/22 11:42 PM	03/11/22 8:28 AM	
126784	GREGORY ENOSHMOJ	5045525093	54		Hospital 9	E	03/09/22 2:09 AM	03/09/22 3:00 AM	
8060	MARVIN SNOISTAW	5040902915	54		Hospital 9	E	03/07/22 4:57 PM	03/08/22 5:00 AM	
42748	CARL SYDENNEK	5047078128	50	1	Hospital 9	E	03/01/22 2:20 AM	03/01/22 2:28 AM	
	FELTON SREBRAH	5046615525	43		Hospital 9	E	02/28/22 1:09 PM	02/28/22 6:00 PM	
	CHRISTOPHER SYELRIAF	5044643773	40		Hospital 0	E	02/28/22 5:08 AM	02/28/22 5:31 AM	
	CARL SYDENNEK	5047078128	39	1	Hospital 0	E	02/26/22 1:31 AM	02/26/22 2:03 AM	
	MARK SLESUOR	5043977552	38	5	Hospital 0	E	02/23/22 10:45 PM	02/23/22 10:47 PM	
99043	GLEN SSWEL	5040810988	30	1	Hospital 0	E	02/22/22 11:30 PM	02/22/22 11:41 PM	
16350	PHILIP SDRAEB	5046214836	29		Hospital 0	E	02/22/22 2:03 AM	02/22/22 2:22 AM	
18187	PHILIP SDRAEB	5046214836	29		Hospital 0	E	02/19/22 1:06 AM	02/19/22 3:30 AM	
21930	IRIS SNWORB	5047581203	29	1	Hospital 0	E	02/17/22 10:19 PM	02/18/22 12:10 AM	
54761	IRIS SNWORB	5047581203	29		Hospital 0	E	02/17/22 2:40 AM	02/17/22 3:09 AM	
73089	PHILIP SDRAEB	5046214836	29		Hospital 0	E	02/14/22 6:19 PM	02/14/22 8:29 PM	
81559	PHILIP SDRAEB	5046214836	29		Hospital 0	E	02/13/22 8:09 PM	02/13/22 8:29 PM	
89404	KYLE SLESUR	3184526057	28	1	Hospital 0	E	02/10/22 10:08 PM	02/10/22 10:27 PM	
213942	SHANE SRETRAC	5040003207	26	2	Hospital 0	E	02/07/22 10:43 PM	02/07/22 11:13 PM	
146777	ARCHIE SREBOLG	5041167804	23	1	Hospital 0	E	02/06/22 8:14 AM	02/06/22 10:13 AM	
16401	ARCHIE SREBOLG	5041167804	23	1	Hospital 9	E	01/31/22 8:39 AM	01/31/22 9:29 AM	
19463	JOSEPH SDWERDNA	5046671886	23	1	Hospital 9	E	01/30/22 10:57 AM	01/30/22 11:29 AM	
74182	ARCHIE SREBOLG	5041167804	23	1	Hospital 9	E	01/28/22 8:07 PM	01/28/22 10:54 PM	
83073	JOHNNY SECHERWAL	5041248713	23		Hospital 0	E	01/28/22 1:25 AM	01/28/22 1:46 AM	
101581	HENRY SSSERP	5043108075	22	6	Hospital 9	E	01/22/22 4:18 AM	01/22/22 3:09 PM	
167680	HENRY SSSERP	5043108075	22	6	Hospital 9	E	01/21/22 11:42 PM	01/21/22 11:59 PM	
17103	TEVIS SSGGEM	5040338606	21	1	Hospital 9	E	01/20/22 6:40 PM	01/20/22 7:26 PM	
31819	TEVIS SSGGEM	5040338606	21	1	Hospital 9	E	01/19/22 11:33 PM	01/19/22 11:47 PM	
Total			28530	4786					

#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\*

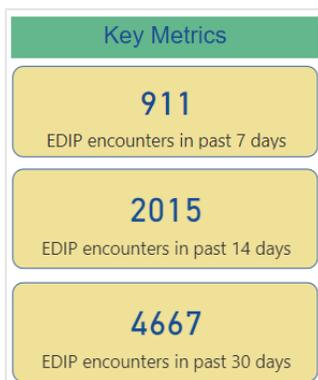
#2 Table displays patient-level encounter details for the selected patient

## 3.2. 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.

### 3.2.1. Key Metrics Cards

It is designed to help users quickly view the number of ED and IP encounters from the previous 7, 14, and 30 days. User may understand the scale and volume of encounters occurring at different lookback periods.



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

The slide bar is available on both the Summary Dashboard and Encounter Detail. 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.

Select EDIP Admit Date Range

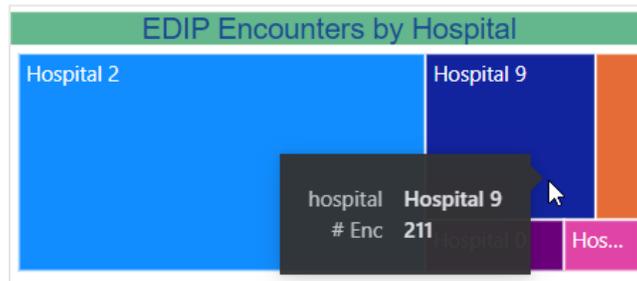
8/1/2021 1/19/2022

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

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

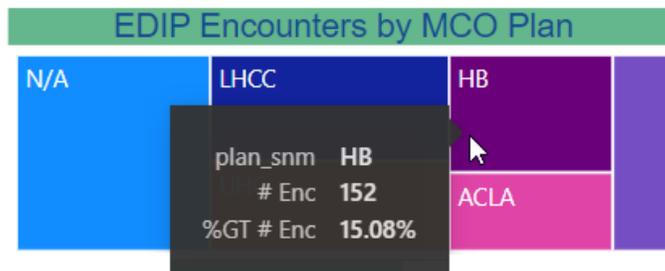
The hospital tree chart illustrates the distribution of EDIP encounters across multiple hospital facilities, based on where the encounters occurred. The MCO Plan tree chart illustrates the distribution of EDIP encounters across Medicaid Managed Care Organizations (MCOs), based on patient enrollment in 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.



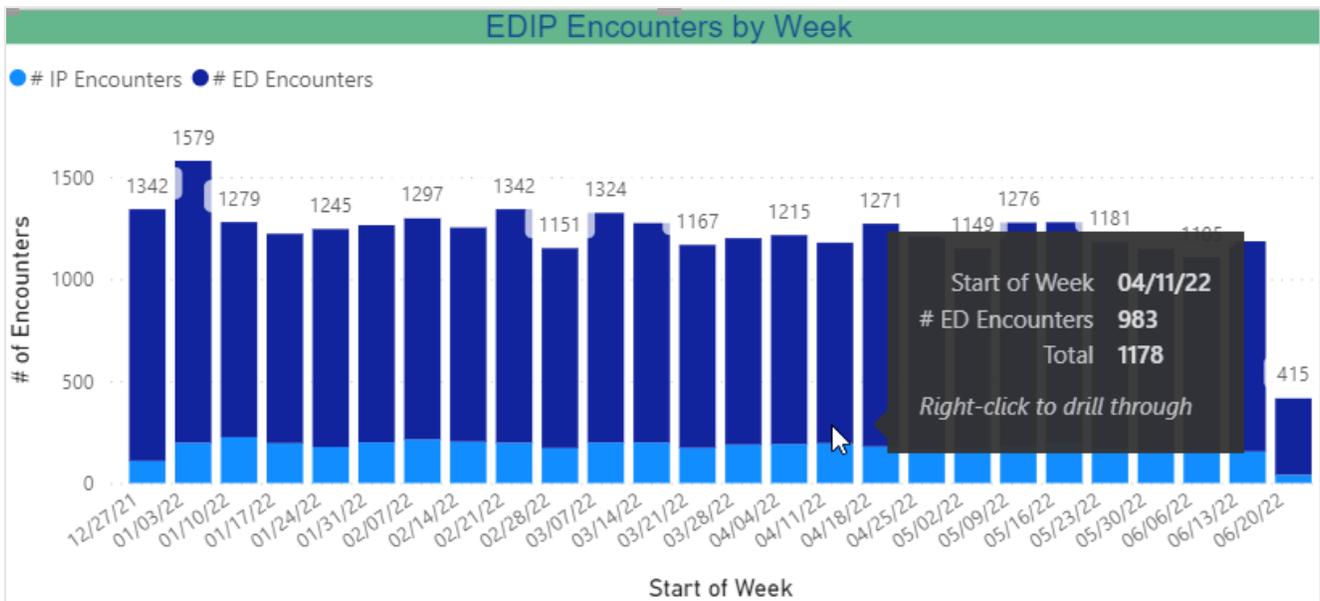
Likewise, users can hover over segments of the MCO Plan Distribution chart to see number of EDIP encounters of patients attributed to the respective MCO plan during the report period, as shown in the black box below. Additionally, users can see the percent of total encounters that are associated to the 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).



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

It displays the number of hospital encounters by week (based on the Monday start date of each week) and color-coded by encounter type (ED or IP). Users can hover over each colored 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 total number of encounters is displayed at the top of each bar.



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

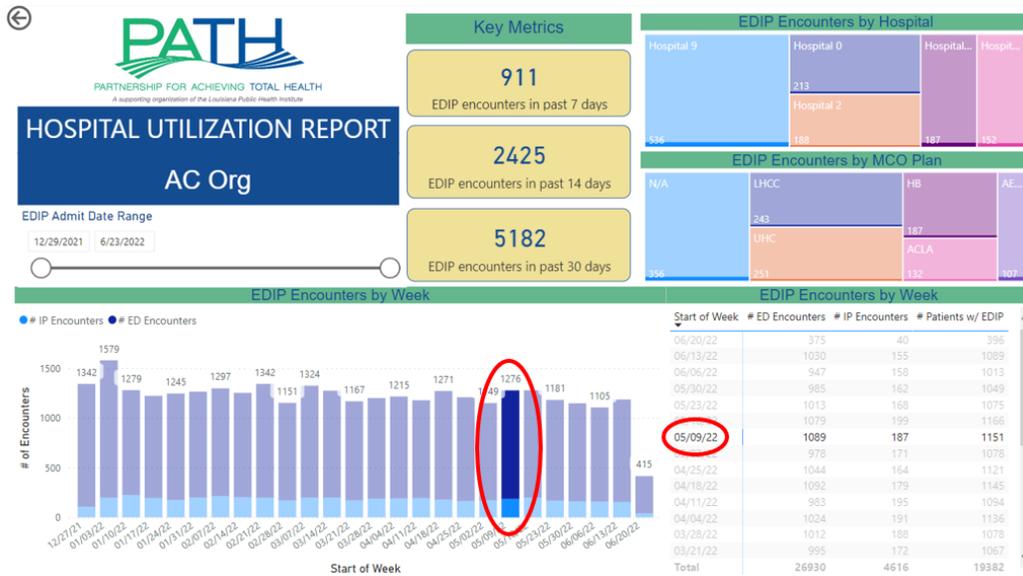
This table displays the number of ED encounters, IP encounters, and unique patients with an ED or IP encounter by calendar week (based on the Monday start of week).

EDIP Encounters by Week			
Start of Week	# ED Encounters	# IP Encounters	# Patients w/ EDIP
06/20/22	375	40	396
06/13/22	1030	155	1089
06/06/22	947	158	1013
05/30/22	985	162	1049
05/23/22	1013	168	1075
05/16/22	1079	199	1166
05/09/22	1089	187	1151
05/02/22	978	171	1078
04/25/22	1044	164	1121
04/18/22	1092	179	1145
04/11/22	983	195	1094
04/04/22	1024	191	1136
03/28/22	1012	188	1078
03/21/22	995	172	1067
<b>Total</b>	<b>26930</b>	<b>4616</b>	<b>19382</b>

## 4. Useful Features & Tips

### 4.1. Interactive Summary Dashboard

The Summary Dashboard is a highly interactive dashboard that can allow you to click on various pieces of the dashboard to highlight and manipulate data displayed on this page. Users can select a data visual on the bar chart, encounter table, or either tree chart to highlight and manipulate data based on that selection.



### 4.2. Using the Filters Toolbar

The filters toolbar is only available on the Encounter Detail page. This toolbar features five common filters used for sorting, identifying, and narrowing the encounter list to a pertinent set of patients. Users have multiple options for filtering the data, from left to right:

EDIP Admit Date Range: 12/29/2021 6/23/2022

Encounter Type: All

MCO Plan: All

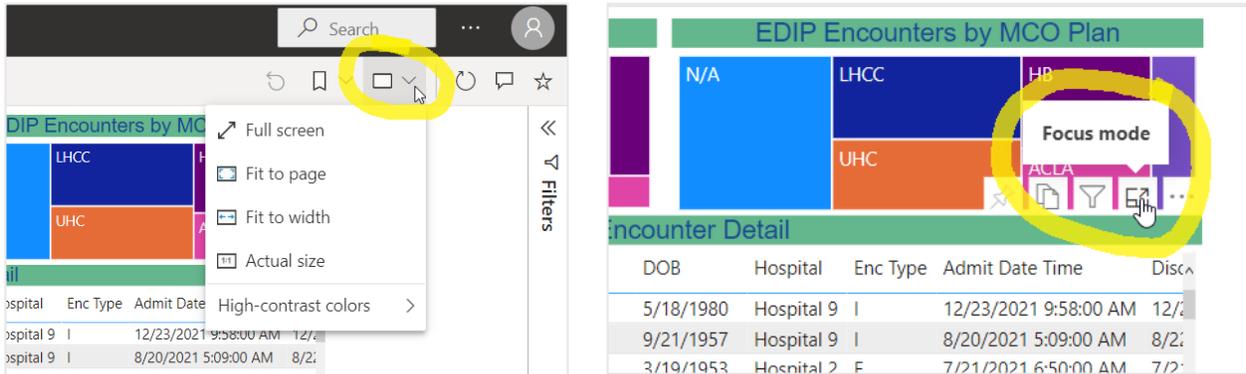
Patient Attribution Status: All

Patient Established Status: All

1. “EDIP Admit Date Range” uses a slide bar filter to select a date range by dragging the circular indicators or manually entering the Start and End for Admit dates.
2. “Encounter Type” dropdown to select either Inpatient (IP) or Emergency Department (ED)
3. “MCO Plan” dropdown to select one of the Managed Care Organizations that patients are attributed to
4. “Patient Attribution Status” dropdown to select patients who are either Attributed or Not Attributed to your organization.
5. “Patient Established Status” dropdown to select patients who have previously established care with your organization.

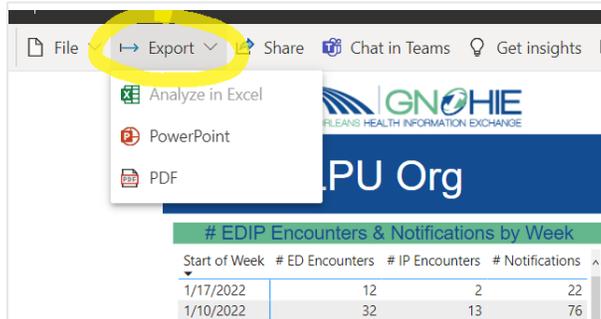
### 4.3. Changing the Page View or Size

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).

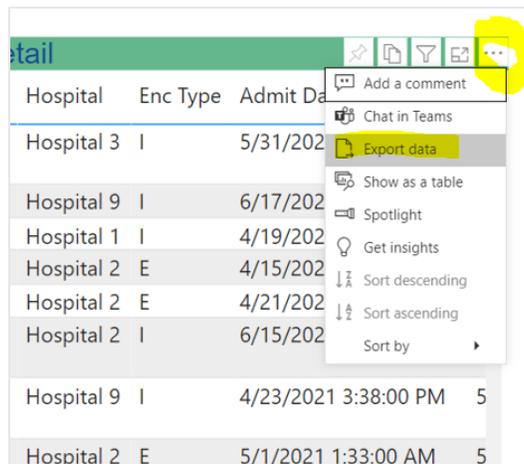


### 4.4. Exporting to Excel, PDF, or PowerPoint

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. Troubleshooting

---

### 5.1 My report is not updated/does not show updated information

There may be instances where data entries are not updated on your report. Please try these steps to resolve the issue.

1. Refresh the page and data cache by pressing F5 to reload the report
2. Terminate the application by pressing “Ctrl+Alt+Delete” together and it will close the browser. Reopen the report and try again.
3. If neither solution works, please contact [GNOHIETeam@lphi.org](mailto:GNOHIETeam@lphi.org).

## 6. 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).