PATH Hospital Utilization Report:

User Guide

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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

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.

<table>
<thead>
<tr>
<th>Email Alert Option</th>
<th>Trigger Event for Email Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert me if there are any new encounters</td>
<td>1 or more encounters occurred on the previous day</td>
</tr>
<tr>
<td>Send me a weekly summary email with the # of ED and IP encounters in the previous 7 days</td>
<td>Weekly alert scheduled for every Wednesday morning</td>
</tr>
<tr>
<td>No email alerts at all</td>
<td>N/A</td>
</tr>
</tbody>
</table>

A sample email alert is pictured below:

![Image of sample email alert]

Dear GNOHIE User,

The GNOHIE Hospital Utilization Report is refreshed daily to display hospital encounter data from the previous day. Utilization Report: https://app.govorbi.com/home

Yesterday’s ED/IP encounters:
- 6 ED
- 0 IP

Total ED/IP encounters in past 7 days:
- 37 ED
- 8 IP

Please contact us at GNOHIETeam@gobi.org with questions or feedback.
2. Getting Started

2.1. Requesting a User Account
The MCO Attribution 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 user account, please complete the PATH User Request Form by following the hyperlink. Depending on user permissions determined by your organization, users can access other PATH report products through their Power BI user account in addition to the MCO Attribution Report.

2.2. Logging into Power BI
A user guide to get you started on the login process can be found through our Power BI Quick User Guide (with accompanying video).

2.3. 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

3.1.2. Encounter Details
3.1.3. High Utilization Detail

The sections below provide a deeper dive into the summary data visualization contents of the HU Report.

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.

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).
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:

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.

6. Contact Us

The GNOHIE team is available to answer your questions and troubleshoot any issues that may arise. Please contact 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.