



Enabling Accountable Care through Visual Analytics



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Accountable Care Analytics

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Data Analytics & Innovation

AGENDA



- NORTHWELL HEALTH OVERVIEW
- ACCOUNTABLE CARE ANALYTICS OVERVIEW
- ANALYTICS CHALLENGES
- TABLEAU IMPLEMENTATION
- USE CASES
- QUESTIONS



NORTHWELL HEALTH OVERVIEW

NORTHWELL HEALTH GOAL



"The goal of Northwell Health is a simple one that has been the same since its inception: be better tomorrow than we are today."



Michael Dowling



WHO WE ARE ?



We are Northwell Health

More than being a health care provider, we are about pioneering discoveries at the Feinstein Institute for Medical Research, visionary education at the Donald and Barbara Zucker School of Medicine at Hofstra/Northwell and School of Graduate Nursing and Physician Assistant Studies, while achieving breakthrough innovations through Northwell Ventures

WHAT WE DO ?



Raising the standard of healthcare

At Northwell Health, we define tomorrow's health care through clinical care, community health, education, research and entrepreneurship.

NORTHWELL HEALTH 2017 SNAPSHOT



66,000

Employees



23

Hospitals



6,675

Licensed Beds



550+

OP Facilities



\$1 billion

Contributed



2 million

Served



3,100+

Physicians



4.3 million

Patient Encounter





ACCOUNTABLE CARE ANALYTICS OVERVIEW



ACA VISION

“ Establish a movement for Northwell Health to be a Data-Driven Decision Organization for a better tomorrow than today ”



ACA MISSION

“ We are dedicated to improving provider operations and processes through developing, deploying, and maintaining comprehensive & reliable reporting environment, that provide healthcare providers with better insight enabling the provision of high-quality patient care ”



SCOPE OF WORK

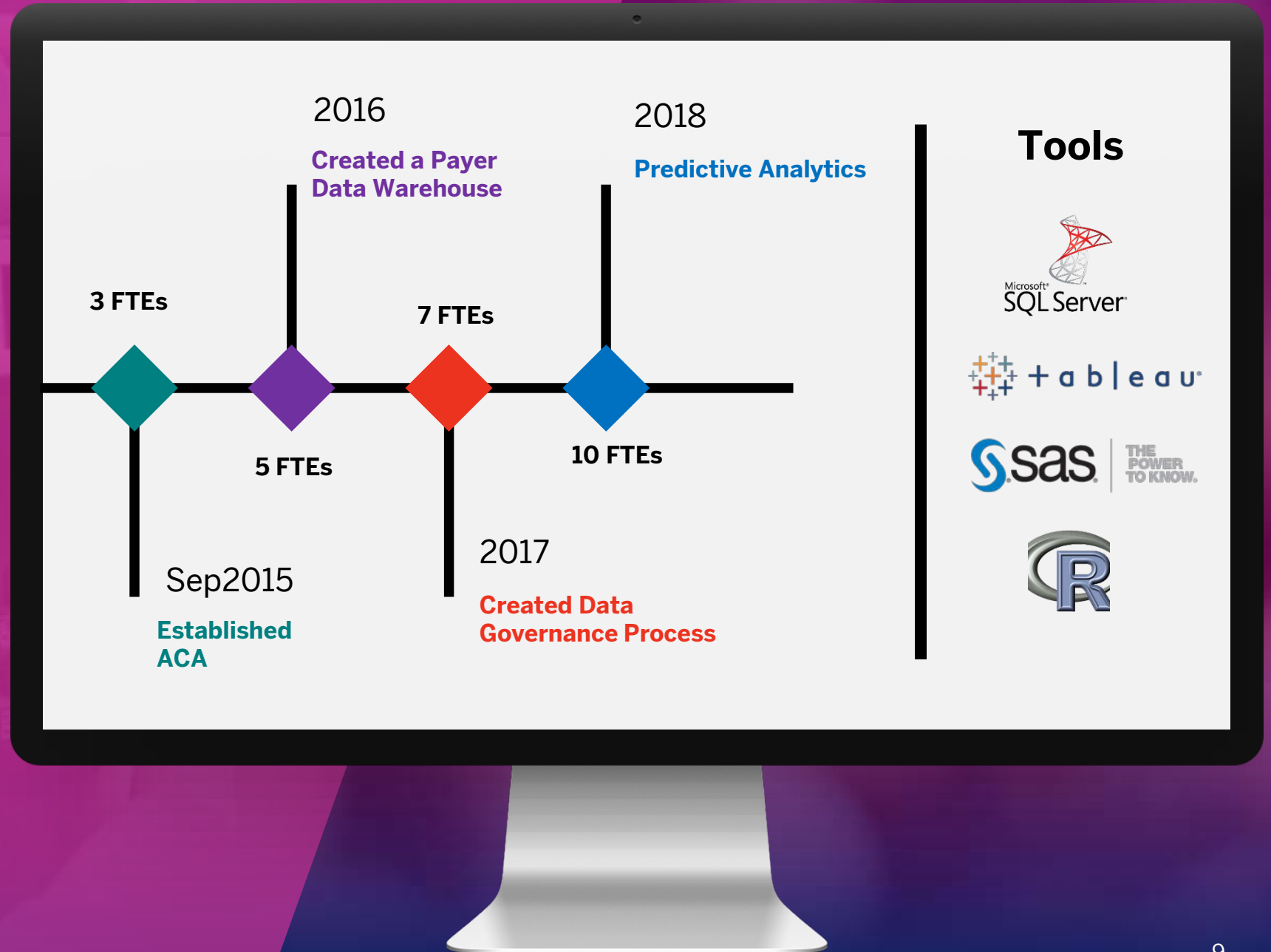
- Enable Provider Decision-Makers and Care Managers with better insights
- Improve Provider Operations & Processes
- Fulfill Government Healthcare Agency Missions

ACCOUNTABLE CARE ANALYTICS CULTURE

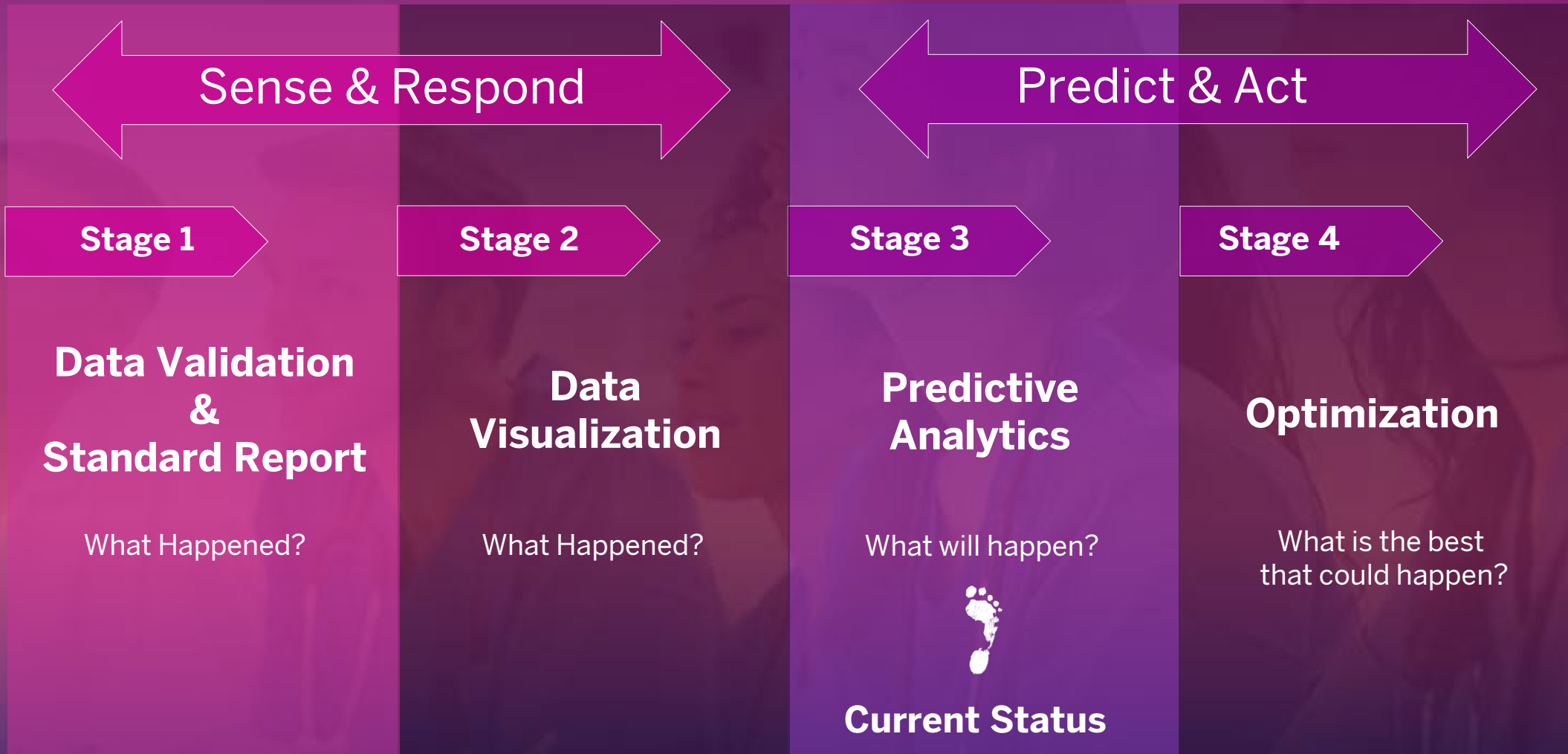
- Trusted Team
- Business knowledge
- Quality
- Execution
- Continuous Process Improvement
- Problem Solving
- Customer Focus

ACA TIMELINE

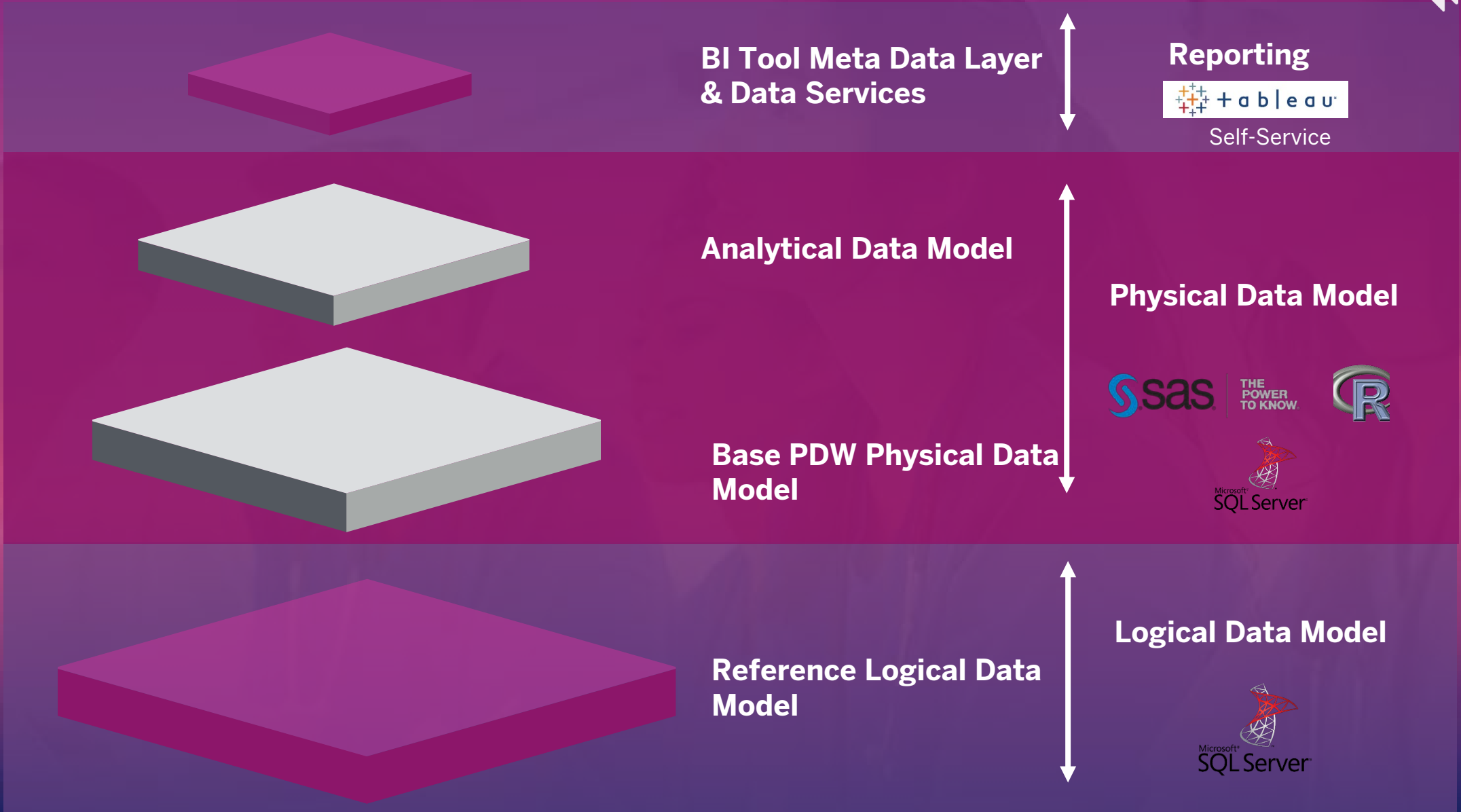
Empowering
Imagination
Pioneering
Discovery



WHERE WE ARE ?



DATA MANAGEMENT & DATA ANALYTICS





HEALTHCARE DATA ANALYTICS CHALLENGES

DATA CHALLENGES IN HEALTHCARE



- Healthcare business model is shifting from Fee-For-Service to Value Based Purchasing (VBP) Reimbursement

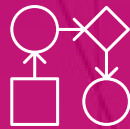
- Data in Silos makes it hard for Analysts to derive better insights with high efficiency

- Executive and Business Owners need data and Insights to make the right decisions

- Data Governance issues and conflicts
- Duplication of efforts



ANALYTICS STRATEGY & OBJECTIVES



Continuously
Improve
Our Processes



Improve Data
Management
& Data Governance



Support Population
Health
Analytics & Value
Based Purchasing
(VBP) Model

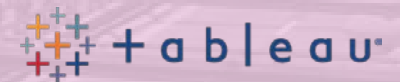


Improve Quality
Reporting
To support CMS
and State policies



Revenue Maximization
and Cost Containment

- Payment Integrity
- Stop Loss
- Risk documentation

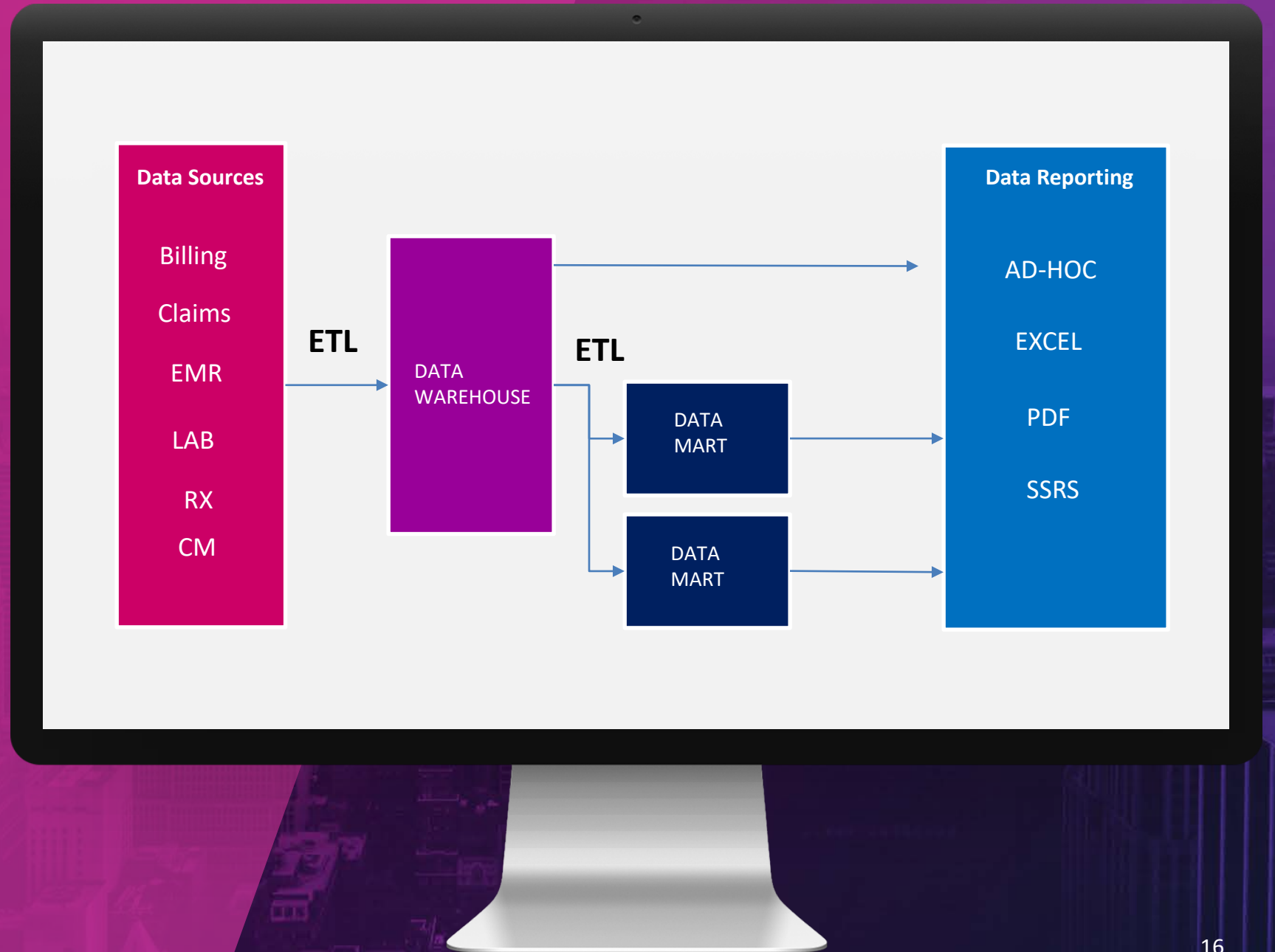


Scale Analytics
Platform across the
organization
& Promote Self-
service data
discovery

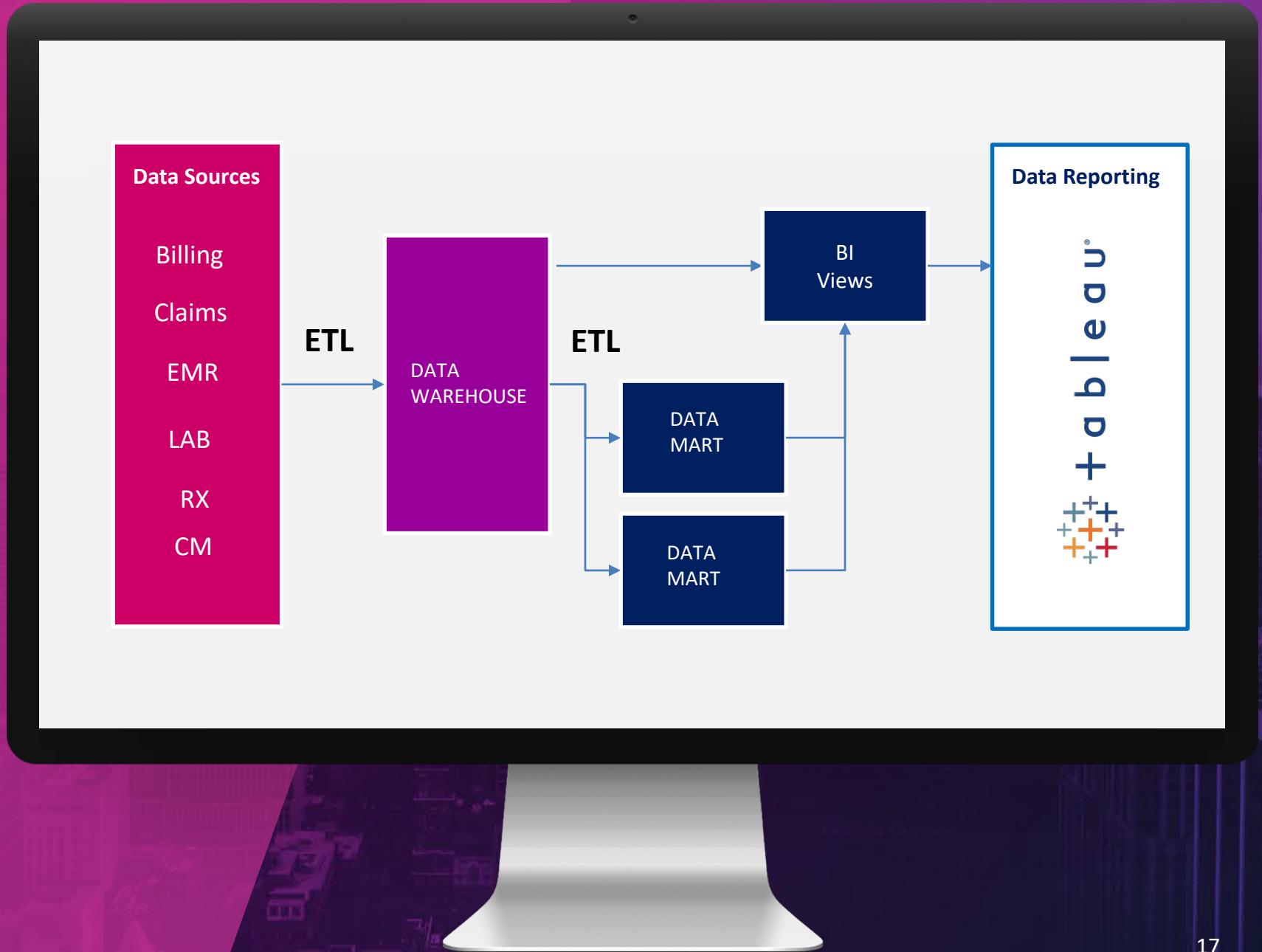


TABLEAU IMPLEMENTATION

BEFORE TABLEAU IMPLEMENTATION



WITH TABLEAU IMPLEMENTATION





USE CASES

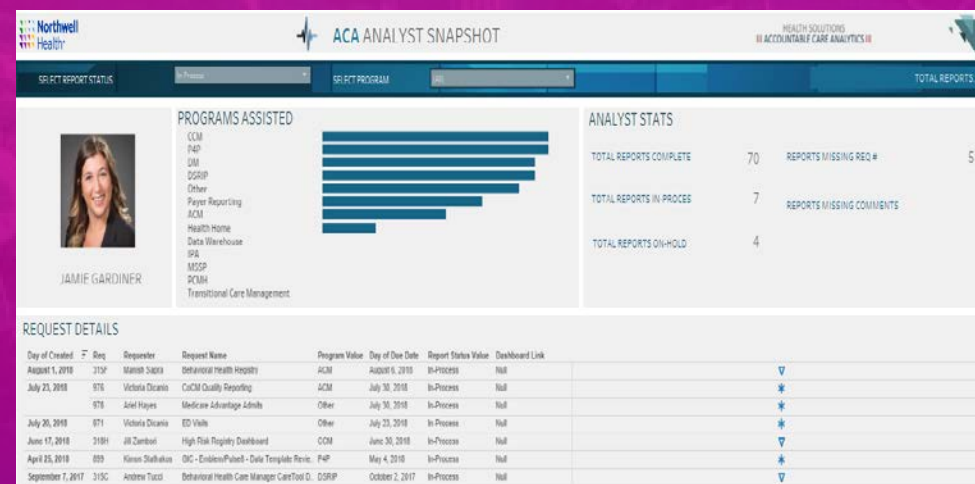
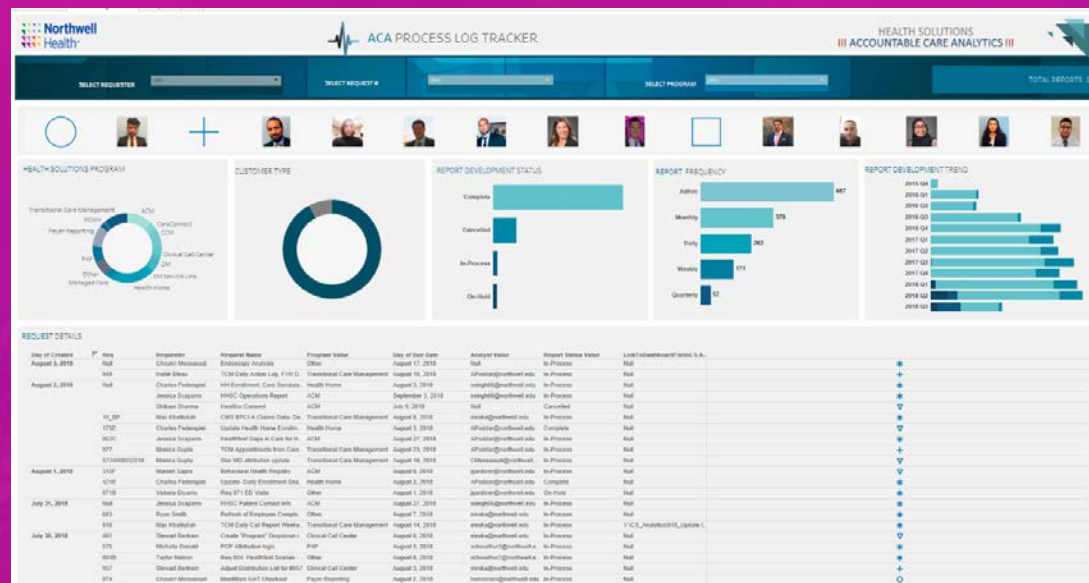
“LET’S TABLEAU OUR DATA”

ACCOUNTABLE CARE ANALYTICS : Request Tracker

USE CASE: Manage many requests and communicate effectively with business owners – Over 1,500 data requests

MEASURABLE IMPACT:

- Improved Communication with Business Owners and helped VP of Analytics to track workload and performance of each analyst.
- Reduces wasted time and redundancy by **100%**
- Assured Timely Delivery **95%** of the times
- **98%** customer satisfaction



HEALTH SOLUTIONS : Executive Dashboard

USE CASE: Executive Team in Health Solutions wanted an executive dashboard to track and monitor performance

MEASURABLE IMPACT:

- Identified Opportunities for Operational Improvement
- Increased CM Program Enrollments
- Increased Patient Satisfaction
- Improved overall Health Solutions performance

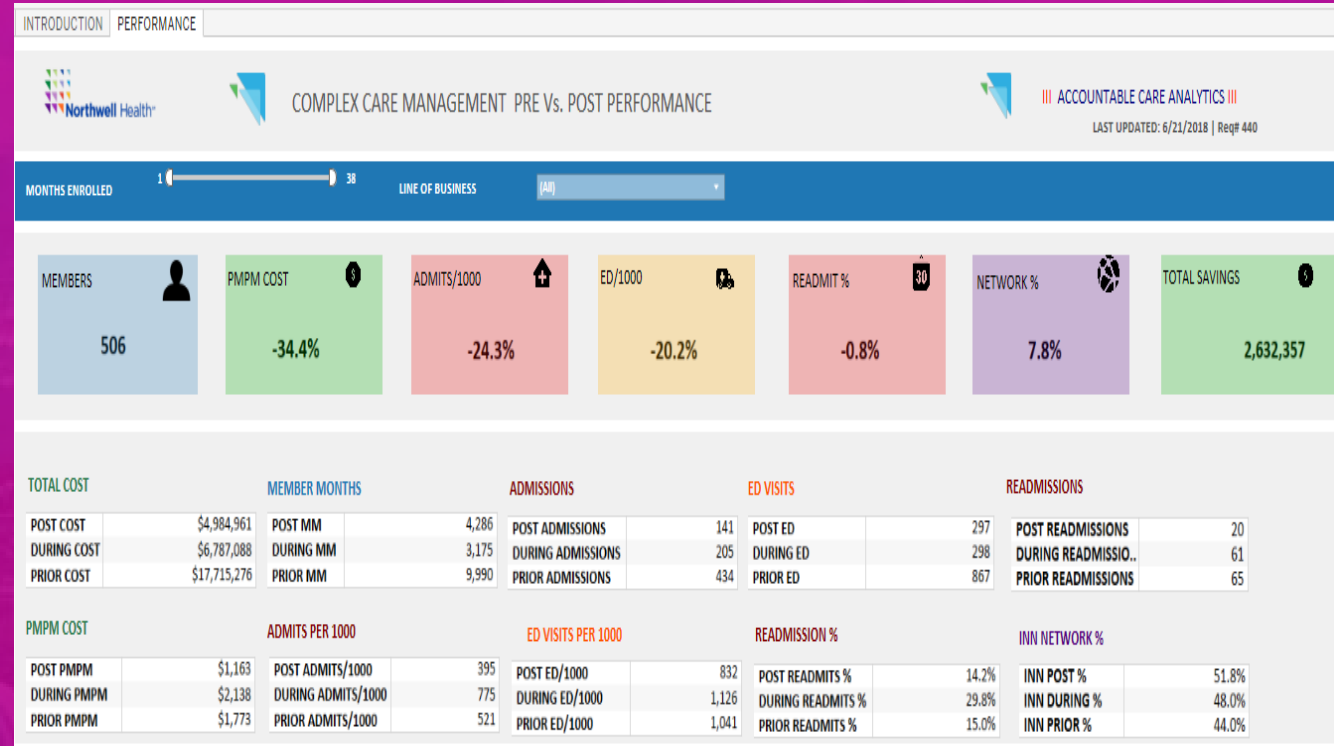


COMPLEX CARE MANAGEMENT : Pre Vs. Post Enrollment

USE CASE: Track Complex Care Management Program with Pre and Post Performance

MEASURABLE IMPACT:

- Reduced Admits/1000 by **24%**
- Reduced ED/1000 by **20%**
- Reduced Readmit Rate by **1%**
- Increased Network Utilization by **8%**
- Total Savings **\$2.6 million**

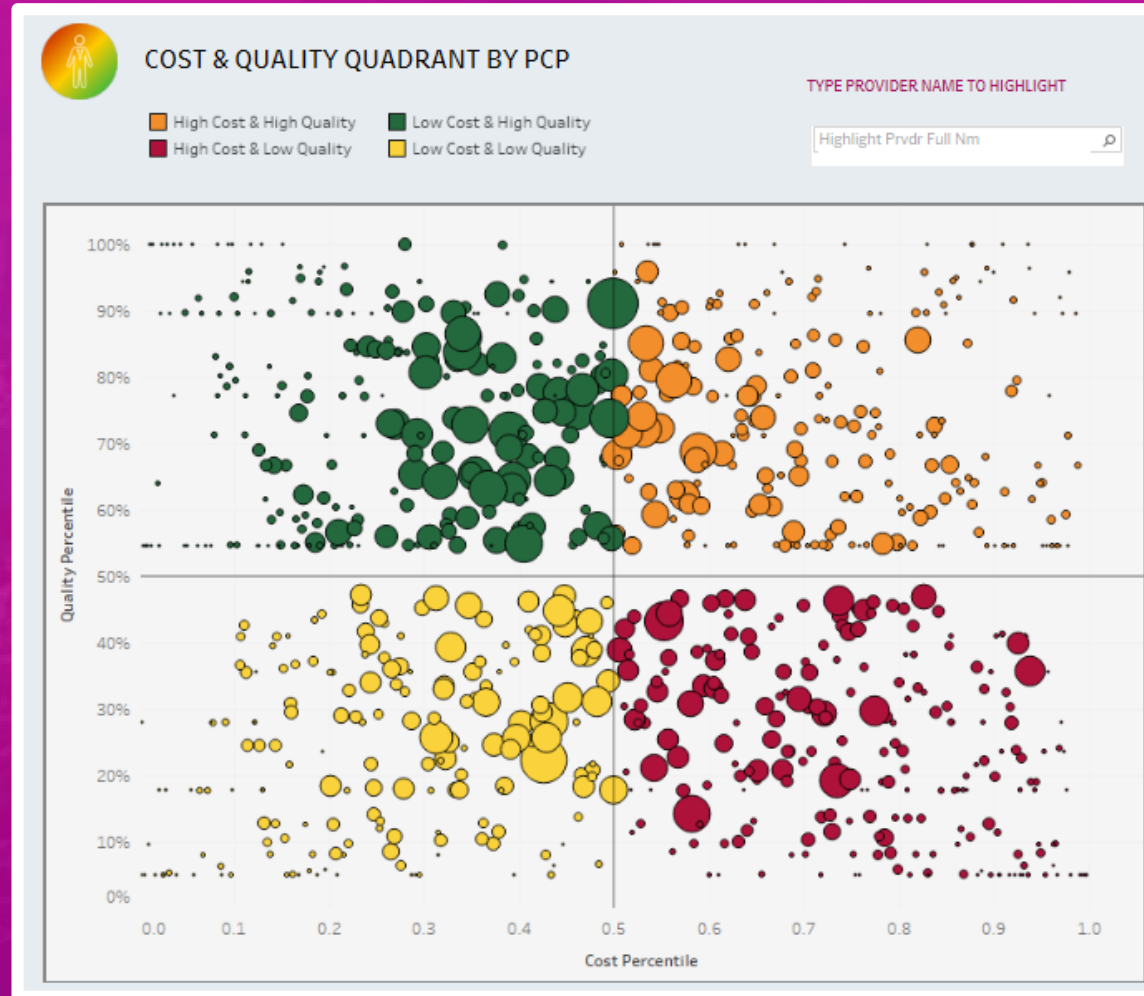


VBPM – NETWORK DEVELOPMENT

USE CASE: Rapid identification of High Value Provider Network (HVPN) for Senior Management

MEASURABLE IMPACT:

- Identified a High Value Provider Network for future Value Based Purchasing arrangements.
- Identified over **\$ 20 MM** in value opportunities.
- Increased Transparency

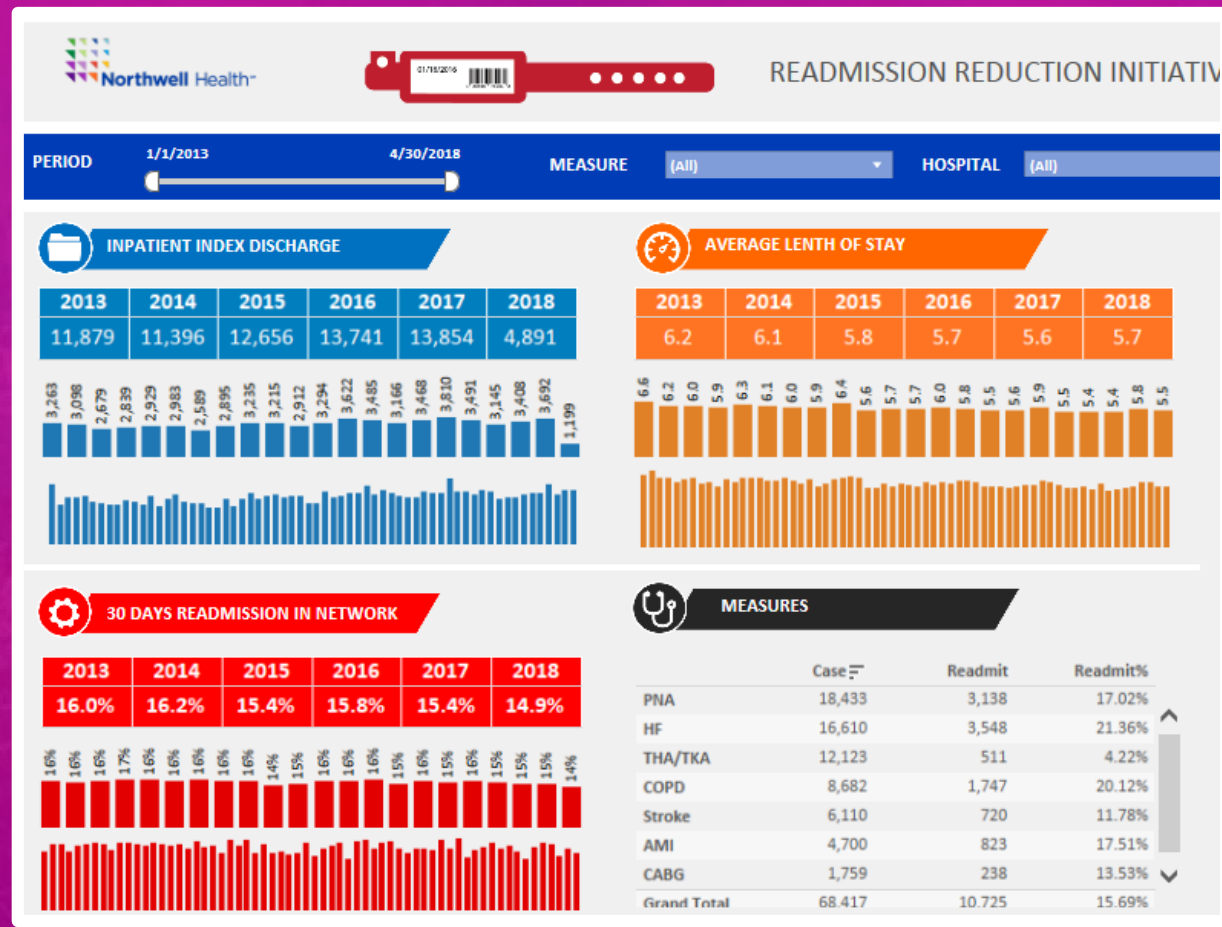


CMS READMISSION INITIATIVE PROGRAM (STAR)

USE CASE: Transitional Care Management (TCM) Team wanted a tool to track 30 days readmission for CMS STAR 7 measures to reduce Re-admissions

MEASURABLE IMPACT:

- Visual Analytics Dashboard created for the TCM Team to track performance
- Reduced **30 Days Readmissions** from **15.8%** in 2016 to **14.9%** in 2018

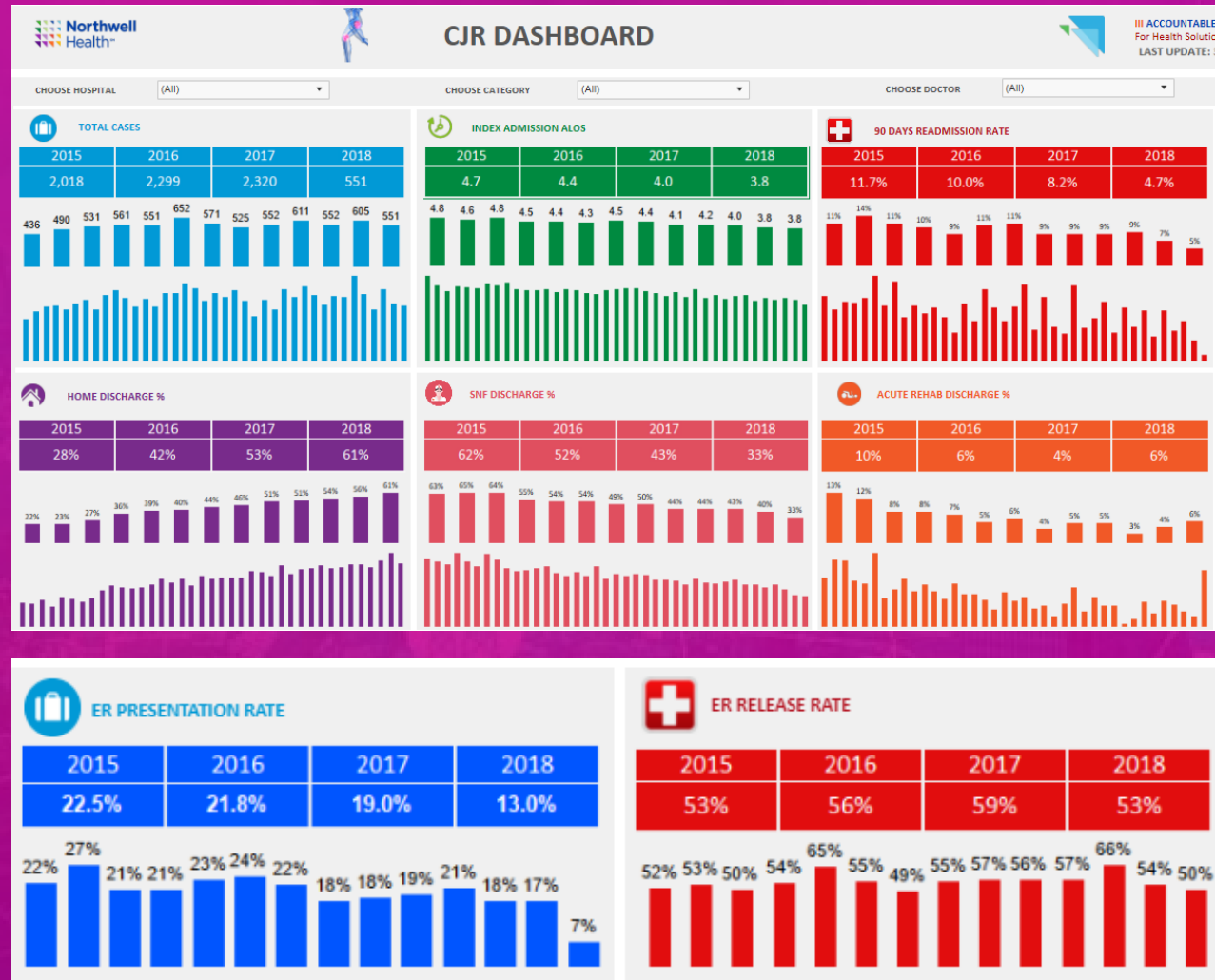


BUNDLE PAYMENT : Comprehensive Joint Replacement

USE CASE: Transitional Care Management (TCM) Team wanted a tool to track Comprehensive Joint Replacement (CJR) Bundle performance

MEASURABLE IMPACT:

- Reduced **90 Days Readmission Rate** from **10%** in 2016 to **4.7%** in 2018 and Improved Discharge to Home Rate from **42%** in 2016 to **61%** in 2018
- Increased ED T&R by **3%**

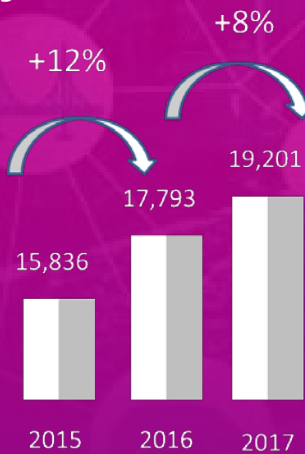


HEALTH HOME : Outreach & Clinical Operations

USE CASE: Health Home Outreach Operations

MEASURABLE IMPACT:

- Improved Outreach Performance by **15%** from 2015 to 2016 and by **8%** from 2016 and 2017



HEALTH HOME OPERATIONAL IMPROVEMENT

HEALTH HOME OUTREACH OPERATIONS

HEALTH HOME CLINICAL OPERATIONS

OUTREACH ATTEMPTS

Year	2015	2016	2017	2018
Total	15,836	17,793	19,201	13,409

SERVICES RENDERED

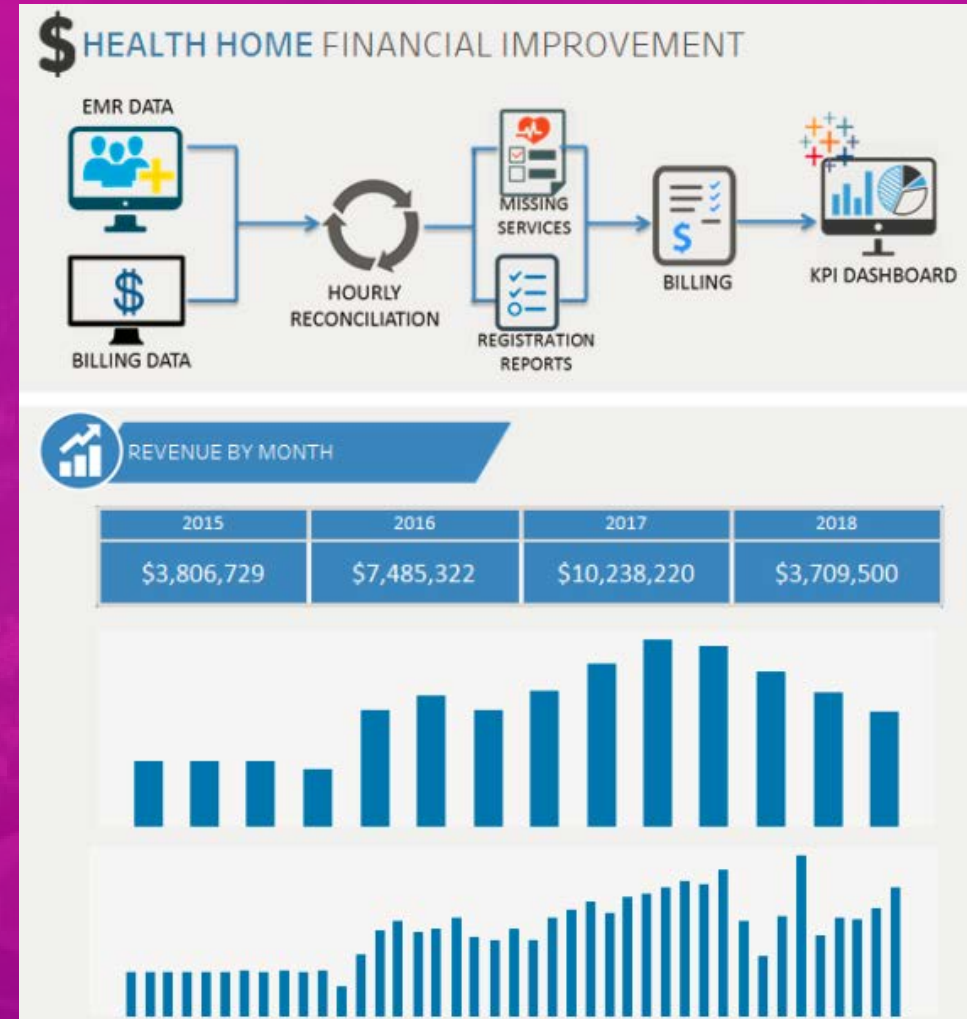
Year	2015	2016	2017	2018
Percentage	40%	67%	88%	75%

HEALTH HOME : Financial Operations

USE CASE: Health Home Outreach Operations

MEASURABLE IMPACT:

- Increased Revenue by **105%** from 2015 to 2016 and by **31%** from 2016 to 2017
- Decreased Time to Bill by **200%+**
- Reduced Resources by **2 FTEs**

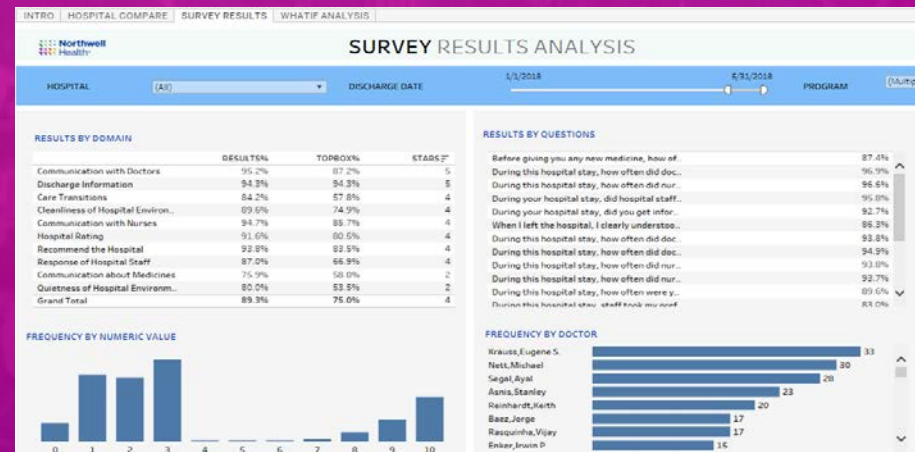
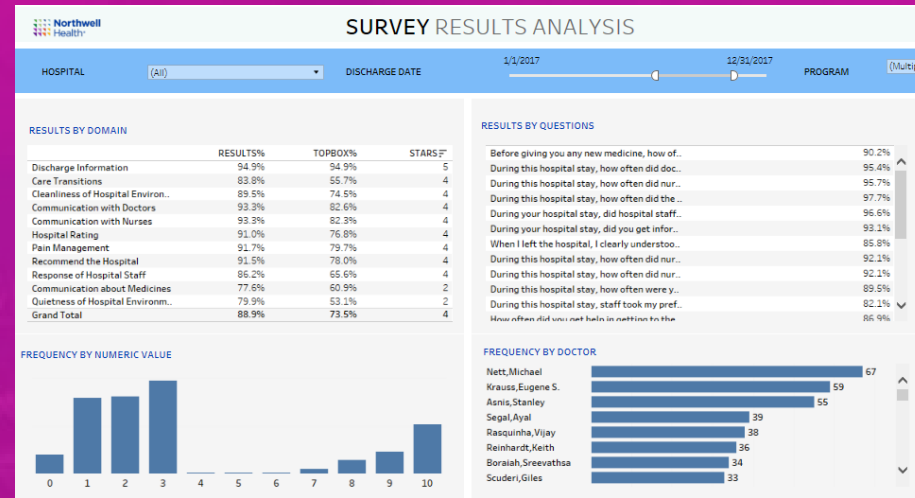


HCHAPS: TCM Patient Satisfaction

USE CASE: Transitional Care Management (TCM) Patient Satisfaction

MEASURABLE IMPACT:

- Increased TCM Patient Satisfaction for Recommend this Hospital from **78%** in 2017 to **83.5%** YTD 2018



VBCs – GAP IN CARE

USE CASE: Value Based Care (VBC) Quality Measures Targets

MEASURABLE IMPACT:

- Increased Provider Engagement & Transparency
- Improved gap in care closure
- Met our VBCs targets
- Received incentives from payers

Northwell Health | VALUE BASED CARE PERFORMANCE SCORECARD | HEALTH SOLUTIONS ACCOUNTABLE CARE ANALYTICS | REQ 776 | July 16, 2018 | Last Updated: [icon]

OVERALL	GAPS:	49,661	DENOMINATOR:	145,347	COMPLIANCE RATE:	66%	TARGET TO GOAL (70%):	6,057	PATIENTS:	79,343																																																																																																
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VISUAL ANALYTICS BENEFITS

45% reduction in manual hours through automation

Deeper customer insights and better business intelligence

Generated over \$20 million in savings and revenue maximization

Eliminated over \$600K in Third party Software and visualization consulting for only one program



Self-service reporting and Dashboards reduced reporting time from 3 weeks to 5 days

Simple Data Governance

At Northwell Health, we define tomorrow's healthcare through clinical care, community health, education, research and entrepreneurship.

Tableau helps us raise the standard of healthcare by delivering insight near real-time

QUESTIONS?

