Reactive Metrics, Actionable Analytics

At a glance

Community
- Post-Acute

Organization
- All Care

Location
- Northeastern United States

Challenges
- Usability
- Clear data sets
- Revenue identification

Solutions
- KPI Dashboards

Results
- Improved quality of care
- Accessibility to documentation
- Ability to identify revenue streams
- Increased staff use
- Real-time access to data with auto sync

Netsmart

All Care finds data-driven results with KPI Dashboards

About All Care

For over a century, All Care has provided a full continuum of in-home services through its Visiting Nurse Association (VNA), hospice and private care services to clients in the northeast. The organization earned the Pinnacle Award for Patient Satisfaction and holds a three-year accreditation for its Adult Foster Care Program by the Commission on Accreditation of Rehabilitation Facilities.

The challenges

For All Care CFO Dan Meyler, "data is everything when it comes to information systems." With this tenet in mind, All Care sought an accessible, user-friendly metrics tracker that would allow staff ease of use, as well as providing in-depth, actionable analytics on key performance indicators.

KPI Dashboards tracks key performance indicators (KPIs) and provides at-a-glance metrics to clinical, financial and operational decision-makers. The data analysis tool gives organizations necessary data instantaneously in a visually appealing and easy-to-read fashion. Organization leaders are able to log in daily and see charges and services for the data levels, helping the executive team maintain an accurate pulse on the organization.

Before transitioning to KPI Dashboards, All Care relied on tools which staff resisted due to unnecessary technical complexity, as well as surface-level exploration of OASIS (Outcome and Assessment Information Set) metrics, making implementation redundant from both a cost and metrics perspective.

> " With KPI Dashboards, you're able to identity patients and target them immediately with their specific need—that's the essence of data analytics and the Netsmart tool."
>
> Dan Meyler
> All Care CFO

All Care sees abundant value in analytics tool

For a state-spanning organization like All Care, data analytics is vital for delivering targeted care to individual patients, as well as establishing and mapping revenue-generation streams. Customizable KPI Dashboards provides data visualization for clinical, financial and operational data, as well as the ability to create user-defined views and filter aggregated data by program, service type, client access and more.

"This tool stratifies patients for the clinicians who can then formulate care plans. They don't have to look at all 200 patients and figure out who needs more therapy," stated Meyler. "The tools stratify the patients for them."

For All Care, these dashboards provide invaluable data sets that allow the organization to set direct goals that parallel with those of clinicians. These cohesive aims provide value on both sides of the care spectrum, yielding revenue and care-boosting goals that are able to be enacted and tracked.

In addition, All Care found KPI Dashboards to be inherently user-friendly. Flexibility and ease of use means performance can be viewed regularly by staff members who can affect these key data points through performance and clinical outcomes. Providing clinicians with tangible, usable tools creates empowerment. For Meyler, "empowering the user is what it's all about. You could have the best analytics tool in the world, but if your team doesn't feel empowered to use it, it's a waste."

With All Care's previous analytics tools, clinicians were reluctant to use the interface, as complex mechanisms hampered user experience. With KPI Dashboards, clinicians are able to export data with ease. Meyler noted that, for the first time, clinicians are taking the initiative to interact with the data, to combine analytics with clinical practice.

In an industry dictated by OASIS, KPI Dashboards provides All Care the ability to pinpoint opportunities for profit. By using KPI Dashboards, All Care can focus on revenue strategies using data analytics

> "Empowering the user is what it's all about. You could have the best analytics tool in the world, but if your team doesn't feel empowered to use it, it's a waste."
>
> Dan Meyler
> All Care CFO

tools that allow predictive assessments for future financial gain. For All Care, mining the OASIS data allows the organization to identify opportunities for future profit.

"Having the data allows us to look forward and identify opportunities for our organization, rather than looking back and coming up with excuses. Data insights pushes forward-thinking operations," explained Meyler.

Converting information into tangible insights

For clinicians, data empowerment can provide another tool to identify points of focus. By harnessing metrics, clinicians are able to quickly identify telltale datapoints, allowing them to provide the appropriate care, while meeting and exceeding parallel organizational goals.

Another benefit of KPI Dashboards is the operational value. For All Care, that value hinges on the ability to synthesize data and identify revenue opportunities from a hospice standpoint. By recategorizing patients, the organization is able to double its revenue, while simultaneously increasing capability to deliver care in the right capacity.

For All Care, KPI Dashboards has provided invaluable data insights across the spectrum of care. From patient stratification to revenue breakdown and generation, the data analytics has sharpened the focus on All Care's path forward, as well as increasing efficacy of care. "With KPI Dashboards, you're able to identity patients and target them immediately with their specific need," said Meyler. "That's the essence of data analytics and the Netsmart tool."

Advice for others

When asked what advice to give others about leveraging data analytics, Meyler said:

✔ Harness data to answer and understand OASIS questions.

✔ Enable clinicians to feel empowered when using the dashboards.

✔ Develop your sales strategies around the data.

✔ Use your data to extract actionable, forward-looking insights.

Learn more about Netsmart data analytics solutions at: www.ntst.com/Solutions-and-Services/Solutions/Data-Analytics

About Netsmart

Netsmart is a healthcare technology company that provides electronic health records, data analytics tools, care coordination, and telehealth solutions, among others to more than 35,000 healthcare organizations. As the largest human services and post-acute care technology provider, Netsmart helps organizations improve the health and well-being of the communities we collectively serve. To learn more, visit www.ntst.com.