



Welcome...We Will Begin Momentarily

The HIMSS Physician Community June 05, 2019 event will begin at the top of the hour.

Visit the HIMSS Physician Community at
<https://www.himss.org/getinvolved/community/physician>
#DrHIT

Leading with Data: Improving the Patient Discharge Process with Analytics



June 05, 2019
Physician Community Webinar

HIMSS
transforming health through information and technology™

Welcome to the Physician Community Webinar Series Sponsored by the HIMSS Physician Community

- A complimentary virtual event.
- Covers a wide range of topics on Medical Informatics, HIEs (Health Information Exchange), Standards and Interoperability, eMeasures and Quality Initiatives, and how it affects, impacts and involves physicians.
- For more information, visit www.himss.org/physician or contact Yvonne Patrick at ypatrick@himss.org.

Welcome to the Physician Community Webinar Series Sponsored by the HIMSS Physician Community

- Please insert all questions in the Q & A box located on the bottom right of your screen.
- A copy of the recording and slide set will be available for download within 3 - 5 business days on the Physician Community Webinar Series Archive Page
www.himss.org/physician

Speakers:



Rich Temple
Vice President & CIO



Rich has over 25 years of healthcare experience at all levels. He is currently the Vice President / Chief Information Officer for the Deborah Heart and Lung Center, an 85-bed nationally-renowned cardiovascular specialty hospital in Browns Mills, NJ. Rich also serves as Deborah's HIPAA Security Officer. Prior to his role at Deborah, Rich was the founder of Richard Temple & Associates, a consultancy specializing in healthcare advisory and strategy.

Speakers:



Sandy Greene

Marketing Solutions Manager

MEDITECH

As the Marketing Solutions Manager for Revenue Cycle Management and Analytics, Sandy translates her passion for data and statistics to building MEDITECH's value-driven brand. Sandy brings over a decade of experience in both Implementing and Marketing MEDITECH's financial, revenue cycle, and analytics products. Her time in implementation serves as her foundation for connecting to financial leaders to identify and find solutions to the challenges they face.

Learning Objectives

1. Taking a problem-back approach to analytics
2. Strategies to drive analytics adoption
3. How to gain organizational buy-in to data-driven decision making
4. What stakeholders to include in setting and monitoring goals
5. The role of transparency and trust in data





LEADING WITH DATA

Improving the Patient Discharge
Process with Analytics



HARRY AND ETHEL KUNSTHOFER
ADMISSIONS AND ENTRANCE

Proceeding
Foundation
for
Community
Services

CAUTION
PEDESTRIAN
CROSSING



Deborah[®]

Heart and Lung Center

- **85-bed cardiovascular specialty hospital** in New Jersey
- Recognized as a **2019 CMS Five-Star Hospital**
- Received a **three-star rating** from the Society of Thoracic Surgeons (STS)
- Deborah has **never issued a bill to a patient**



A photograph of a person with blonde hair, seen from behind, wearing a grey jacket and a blue backpack. They are standing in a forest of tall, thin trees, looking towards a cleared area where the ground is covered in fallen branches and pine needles. The scene is bathed in warm sunlight.

Analytics **LANDSCAPE**



Starting Point

- Spreadsheets
- Labour Intensive
- Weeks Old Data
- Lacked Drill Downs

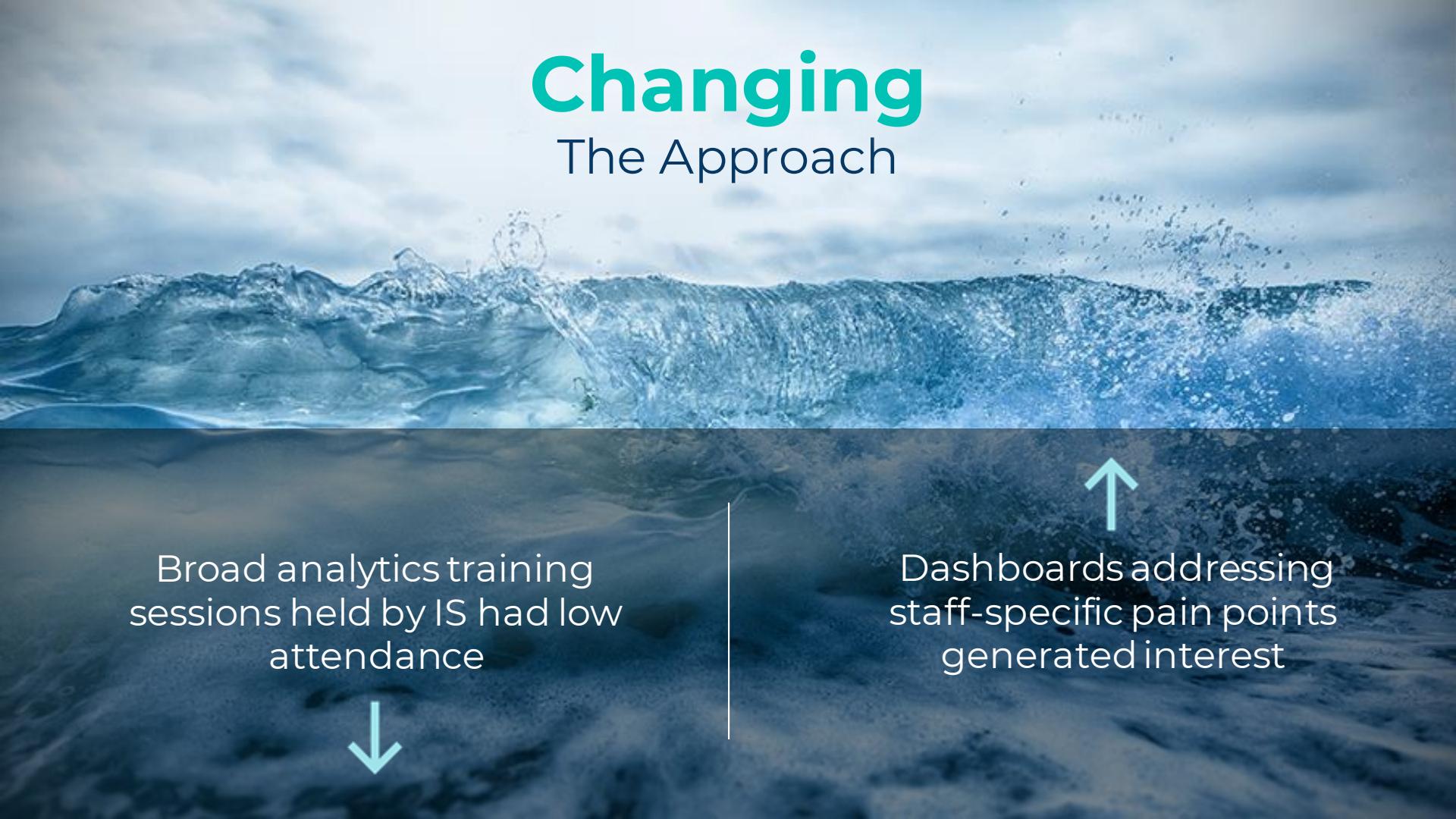
Path Forward

- EHR Analytics Tool
- Automatic Compiles
- Near-Real Time Data
- Interactive Drill Downs

Gaining Organizational **BUY-IN**



Changing The Approach



Broad analytics training sessions held by IS had low attendance



↑
Dashboards addressing staff-specific pain points generated interest

A close-up photograph of a woman with blonde hair and glasses, resting her chin on her hand and looking thoughtfully at the camera. The background is blurred, suggesting an office or study environment.

Problem-Back **APPROACH**

Goal:

- **Increase the number of patient discharges by 10:00 a.m.**

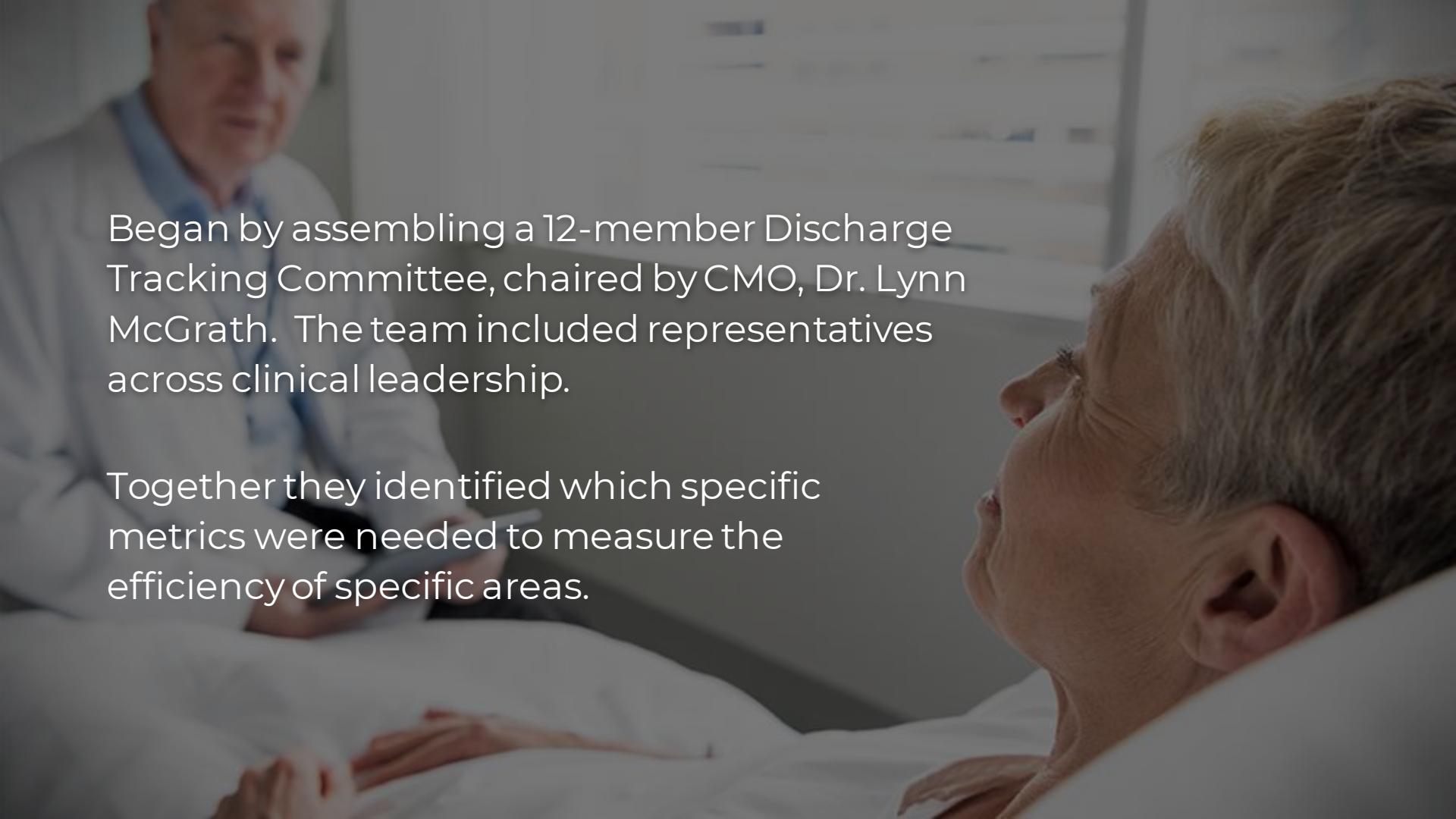
Objectives:

- **Improve Patient Satisfaction**
- **Increase Safety**
- **Drive Revenue**



A close-up photograph of a middle-aged man with a grey beard and mustache, wearing a white medical coat over a light blue button-down shirt. He is smiling warmly at the camera while shaking hands with another person whose hand is partially visible in the foreground. The background is slightly blurred, showing what appears to be a hospital or clinic setting.

TRUST & TRANSPARENCY

A photograph showing a medical professional in a white coat interacting with a patient lying in a hospital bed. The patient's head is turned to the side, looking upwards. The scene is set in a clinical environment with a window in the background.

Began by assembling a 12-member Discharge Tracking Committee, chaired by CMO, Dr. Lynn McGrath. The team included representatives across clinical leadership.

Together they identified which specific metrics were needed to measure the efficiency of specific areas.



Increased Adoption



Factors at Play

For Increased
Adoption



Scheduled Reports



Timely Data



Visibility & Transparency





With a comprehensive view of their total discharges by day, Deborah was able to determine:

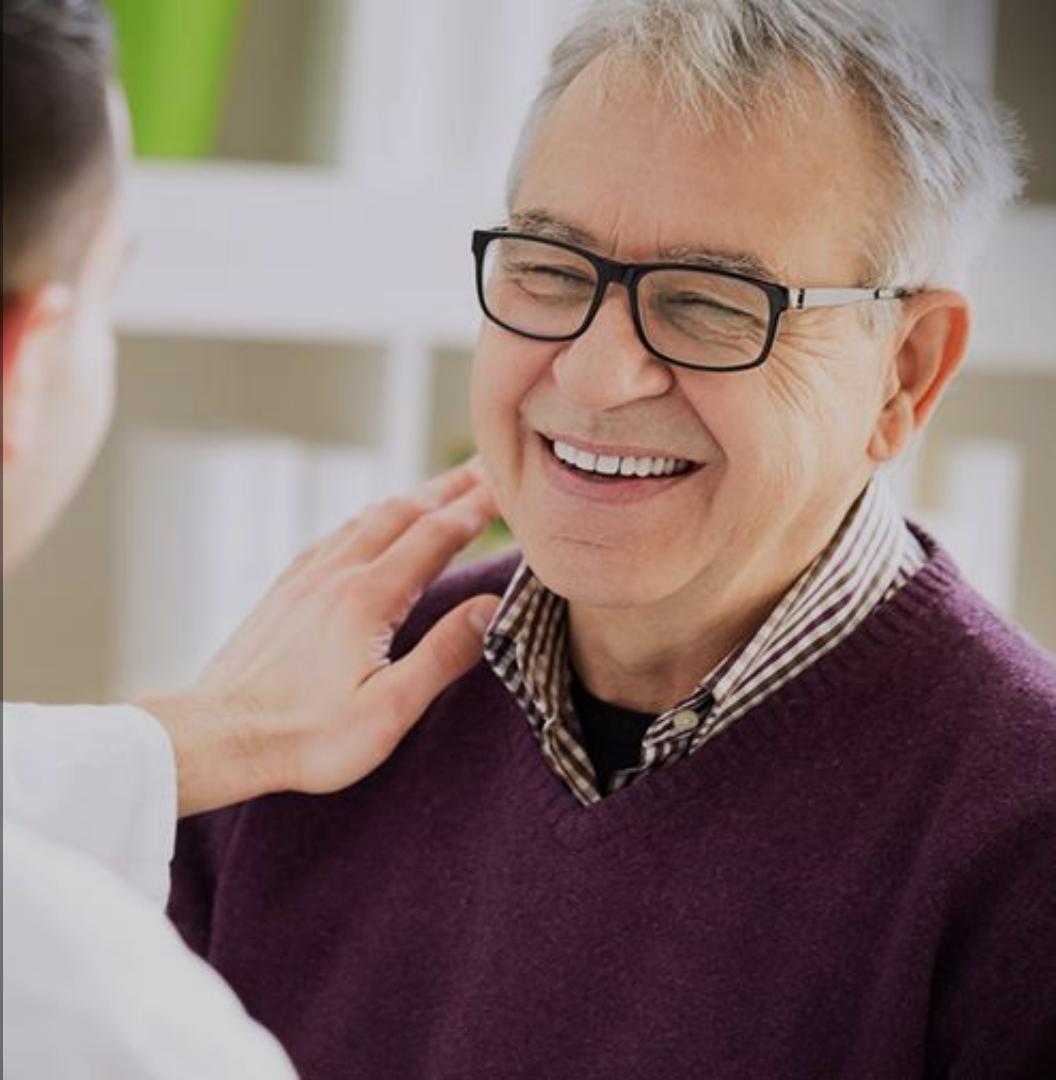
- If they missed their goal by mere minutes or by a lot
- Particular days when they fell short of their goals
- Root causes for discrepancies between Physicians

A photograph showing a doctor in a white coat from the back, smiling and gently touching the shoulder of an elderly man. The elderly man is wearing glasses, a purple sweater over a striped shirt, and is also smiling. The background is a bright, clinical setting.

Quality
OUTCOMES

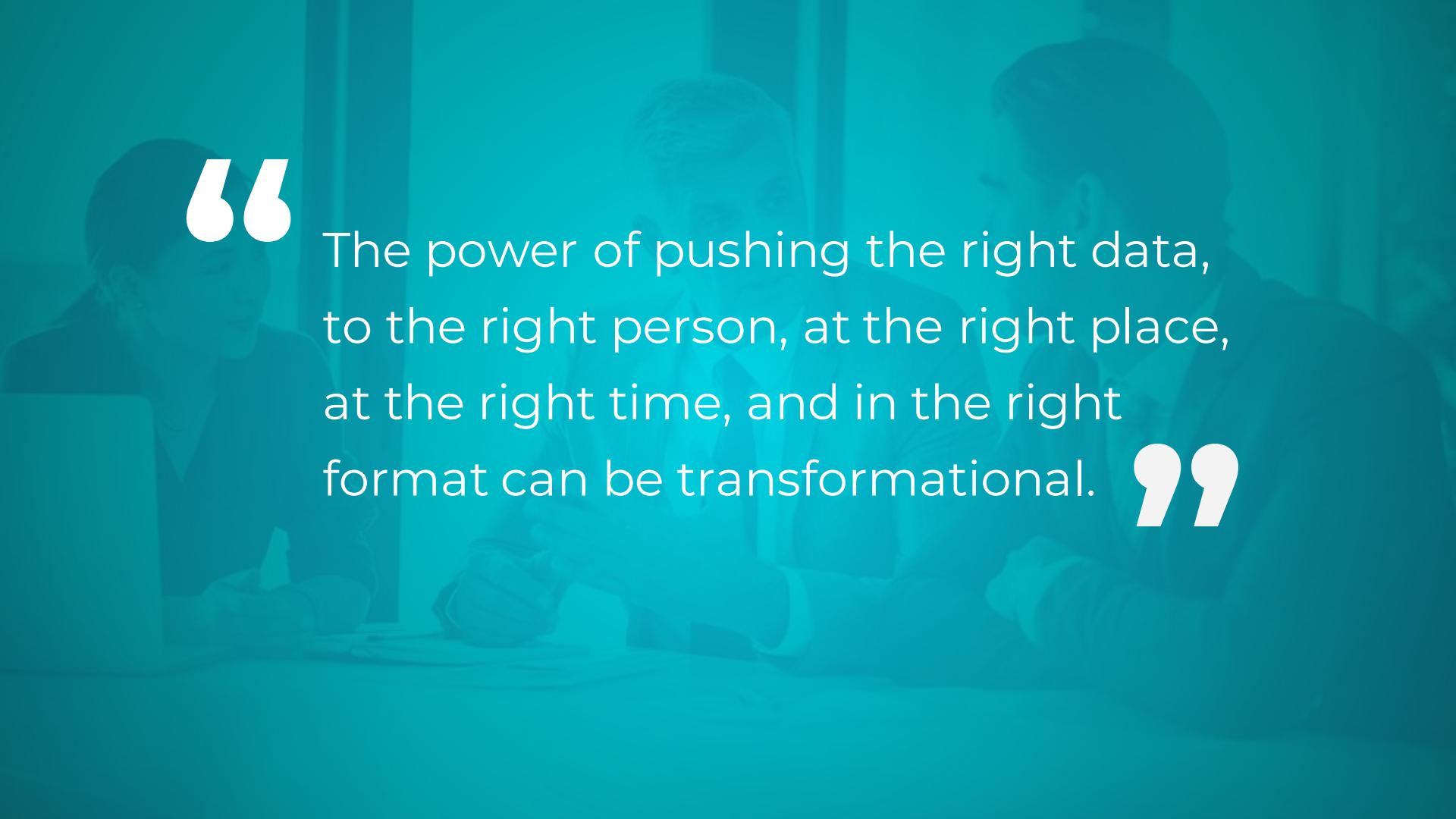
Quality Outcomes

- Sixfold Increase in Discharges before 10 a.m. in less than four months
- Identified and Resolved Disparities between Physicians
- High Patient Satisfaction
- Reporting Staff Devoted to Creating New Dashboards
- Data-Driven Insights into Challenges and Results



A blurred background image of a professional setting where several people are gathered around a table, engaged in a discussion. They appear to be in a modern office or conference room environment.

What's Next for Deborah?



“ The power of pushing the right data, to the right person, at the right place, at the right time, and in the right format can be transformational. ”

THANK YOU!



Q & A

Please insert all questions in the Q & A box located on the bottom right of your screen.

Physician Community Website

Please visit www.himss.org/physician for more information on:

- Physician community activities
- How to get involved and membership
- Educational sessions
- Networking
- eNewsletters
- Physician Community Member Profiles



For more information on the Physician Webinar Series, please visit:

<http://www.himss.org/physician-community-webinar-series>

Thank You!



transforming health through information and technology™