



**The Importance of Data Analysis in
Health System Centralized Verification
Services**

Presented by...

Annie Brito
Scripps Health

Eric Haugen
Advocate Health Care

AGENDA

- Central Repository for Data
- Data Integrity
- Work Flow Process
- Ongoing Monitoring
- Data Security
- Data Import

Central Repository for Data One Point of Contact

- ▶ Business Development
- ▶ Potpourri
- ▶ Corporate Compliance
- ▶ Health Advisor
- ▶ Facility Systems (*Other Databases*)
- ▶ Productivity Reports
- ▶ System Wide Reporting

Business Development

At Advocate we receive requests for demographic data to assist Business Development identify areas of need. Monthly reports are sent to help identify these needs.

Business Development



Potpourri

Requests for counts and breakouts are received from across the system; with data centrally located, it is possible to provide accurate reports eliminating duplications. Sometimes the requester may not know what they need, as a Data Analyst, we pose questions to determine what actual targeted results are needed and/or expected.

Data protocols are developed to meet facility requirements, meet the needs for Medical Staff Administration, support each facility, and developing resource to report system wide



Central Repository for Data
One Point of Contact

Health Advisor

We also feed data to our physician referral system that is used to direct the public when looking for a provider.

doctor quick search

search by doctor name

OR

search by specialty

and/or

search by city/zip code

and/or

search by insurance

Search Advocate Physician Partners *(what's this)*

Search all


begin search

Health Advisor

Advocate Health Care doctor directory

Below is the "Doctor Detail" page for the doctor you've chosen. From this page you can:

1. Request a first appointment online. We will contact you within 24-48 business hours with information regarding your request. If you need immediate assistance, please call us at 1.800.3.ADVOCATE (1.800.332.8622) Monday - Friday 8:00 am - 6:00 pm.
2. View a map of the doctor's office locations and get driving directions.



request first appointment

Gender: Male
Age: 52
Years in Practice: 32
Medical Specialty: Cardiology
Board Certification: Yes
Medical School: Loyola University
Residency: Loyola Medical Center
Residency: Loyola Medical Center, Internal Medicine
Fellowship: Loyola Stritch School of Medicine, Cardiovascular Disease
Philosophy of Care: My commitment to all patients is to provide the highest quality cardiovascular care possible. I believe placing patients first by working as a team with my physician colleagues, offers our collective experience and expertise so that each individual can enjoy life to its fullest potential.
Secondary Languages: Italian
Website: www.heartcare.com
Member of Advocate Physician Partners (AP3) 2010

Office locations and insurance / clinical interest

831 S Washington St, Naperville, 630.527.2730
1218 E. Meacham Rd., Elmhurst, 630.792.8000
1 East County Line Rd, Sandwich, 630.527.2730

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Central Repository for Data
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Facility Systems (Other Databases)

In a perfect world all of our systems would communicate with each other. Since they do not, information is needed for other databases used within the system.

Facility Systems

A few of those include:

- Practice Management Application (PMA)
- Allscripts (Electronic Prescription Writing)
- Pharmacy
- Security
- Information Systems ■

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Productivity Reports

As a Data Analyst a large part of my job is to develop reports to determine productivity within the different aspects of our department.

TAT Med Staff by Hospitals

Reporting Date: July 2014

Facility:	TAT Apps	TAT:
BMC	2	18.0
CMC	12	32.1
COND	2	29.0
GSAM	8	24.9
GSHF	6	29.7
IMMC	10	34.8
LGH	5	35.2
SHER	8	35.5
TRIN	3	28.7
Totals	56	31.3

System Wide Reporting

The ability to collect and provide data across the system is efficient and resourceful. It can reduce cumbersome to simple. One example is a system wide board report.

ISSUE: System Wide Reporting

Each facility (6 system-wide) provided individual board reports to the board's monthly board meeting, resulting in a cumbersome process to accomplish a comprehensive review of each facility. Data was sometimes duplicated, or contained minor variances that required further review.

RESOLUTION:


Developed report collecting data from all reporting facilities and displaying all information in one practitioner block. ■



Data Integrity

Integrity

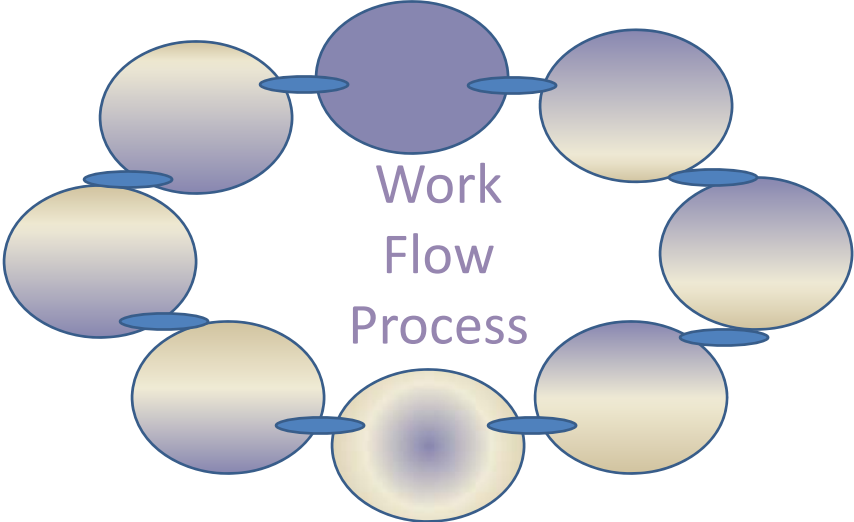
The World is watching



- ▶ Data Scrubbing
- ▶ Limit Data Entry
- ▶ Auditing Data

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Work
Flow
Process

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Work Flow Process

- ▶ **A**nalyze Customer Needs to Design Work Flow Process
- ▶ **H**elp Design Processes and Actions within Process
- ▶ **M**anage Group and User Permissions




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Ongoing Monitoring

- ▶ Mass Data Comparison
- ▶ Corporate Compliance
- ▶ Regulatory Agency Compliance
 - ▶ NCQA
- ▶ User Access Monitoring .



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- ▶ Manage Group and User Permissions
- ▶ Collaborate to Determine Data Dissemination .



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Q & A

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Central Repository for Data
One Point of Contact

Potpourri

The screenshot displays a complex software interface with multiple overlapping windows. At the top, there's a navigation bar with several 'counts...' buttons for different categories like ENSTAFF, GSTAFF, LSTAFF, MERSTAFF_CV, MERSTAFF, MERSTAFF_SD, MERPD_CV, MERPD, and MERPD_SD. Below this, there are several data tables and reports. One table shows 'COUNT' and 'SPECIALTY' with rows for Cardiothoracic Surgery, Cardiovascular Computed Tomography, Cardiovascular Disease, and Cardiovascular Surgery. Another table shows 'TOTAL STAFF: XXX' with columns for Facility Totals, Encinitas, Green, La Jolla, Mercy CV, Mercy SD, and Mercy SDCV. A third table shows 'PHYSICIAN BASE: Excludes Allied Health Professionals' with columns for Facility, Quarter 1, Quarter 2, Quarter 3, and Quarter 4. The interface also includes various filters and dropdown menus for refining the data.



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Data Integrity

Limit Data Entry

Data that is universal for a practitioner is managed by the CVO. Individual facilities have **READ ONLY** access to this information. Practitioners often contact their primary facilities regarding profile updates; the facilities are encouraged to promptly notify the CVO of any updates needed if they have not already been made in the system.


The blue buttons below are areas that store this universal data:

Offices	Specialties	Hospitals	Credentials	ID Numbers	Insurances	References	Contacts
Notes	Societies	Work Hist	Im	es	Health Info	Alias	Interests

Facilities are granted permission to enter specific data. CVO staff have full access to this data, but generally do not unless an agreement with the facility exists to do so.

The blue buttons below are facility specific data options:

Committees	Covering Phys	Leadership	Peer Review	Perf Parm	Proctors	Dues	NMC
Reappt Hist	Report Card	Collaborators	Status Hist	Specialties	Offices	Groups	



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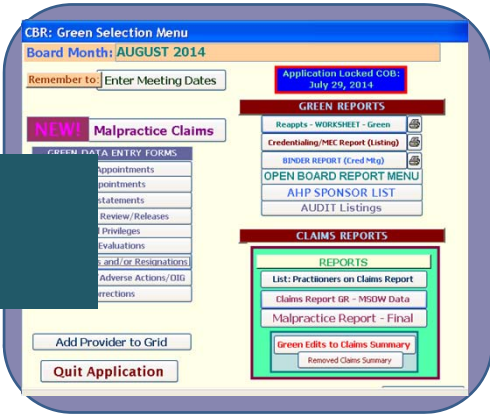
Work Flow Process

Analyze Customer Needs to Design Work Flow Process

Each facility provides data applicable to the practitioner's status in their facility.

All facilities are provided in-house database populated with most current MSOW data; their data will feed into the main database for the combined / merged board report.

Many of the processes are standard; however each facility has customization built in to meet facility needs for local facility reporting.



Application Locked COB: July 29, 2014

Remember to: Enter Meeting Dates

NEW! Malpractice Claims

GREEN REPORTS

- Reapps - WORKSHEET - Green
- Credentialing/MEC Report (Listing)
- BINDER REPORT (Cred/Mtg)
- OPEN BOARD REPORT MENU
- AHP SPONSOR LIST
- AUDIT Listings


CLAIMS REPORTS

REPORTS

- List: Practitioners on Claims Report
- Claims Report GR - MSOW Data
- Malpractice Report - Final
- Green Edits to Claims Summary
- Renewed Claims Summary

Add Provider to Grid

Quit Application



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Work Flow Process

Analyze Customer Needs to Design Work Flow Process

Identifying a process that could be simplified:

# =	City	Address	Address2	University
5096		Burn Fellowship Attn Sheri		University of California, San
1396	Davis	MSI-C Room 124	One Shields Avenue	University of California, Davi
2371	Davis	Office of Student		California, Davi
284	Irvine	Office of Educatio		California at Irv
10	Irvine	Office of Student		California at Irv
4882	Irvine	Office of the Regis		California, Irvin
La Jolla - Los Angeles				
2755	La Jolla	Attn: Extended S		California, San
5012	La Jolla	Department of Pal		California, San
5490	La Jolla	Dept of Psychiatry		California, San
5328	La Jolla	Dept of Rheumatology, Allergy & Immun	Drive	University of California, San
Oakland - Sacramento				
4803	Oakland	East Bay, Dept of Surgery	1411 East 31st St	University of California, San
5722	Orange	Department of Emergency Medicine	101 The City Drive South, Bldg 1A - Room 1009	University of California at Ir
5617	Orange	Department of Internal Medicine		University of California at Ir
5559	Orange	Department of Pediatrics	505 S. Main St, Ste 525	University of California at Ir
5715	Orange	Department of Radiological Services	101 The City Drive South, Bldg 14B	University of California at Ir

Universities with numerous locations were identified. A process was created (provided electronically) that facilitated in reducing hours – and frustration – when entering data into practitioner files.

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Work Flow Process

Manage User Permissions

For each process:

- Initiate?
- Visible?
- Read-only?

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Work Flow Processes

Help Design Processes and Actions within Processes

If revisions are requested to reports within a process, the analyst can work with the requestor to determine what can be done to achieve the desired results.

Practitioner: [Redacted]

Pract ID: 10111
Process: RCF: Reappointment Clean File
Facilities: SHPS

launched by: 126712 On 7/31/2014

Chart Reports: Choose

- Choose
- Audit Report
- Missing Items Report
- Missing Items Letter
- Validate Completed Items

RCF: Reappointment Clean File

- File Notification

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Central Repository for Data
One Point of Contact

System Wide Reporting

Board Report – All Facilities Reporting – Initial Applications

FACILITY	Status	Category	Department/C
Green	Applicant Facility	Provisional	Surgery Clinic
Sports Medicine Fellow			
ClinicASC	Applicant Facility	Provisional	Carmel
Fellowship 8/1/2014-7/31/2015			

Hospital Affiliations and claims information (if practitioner has claims) will display below initial/reappointment data

All facilities listed where practitioner is applying – comment line only displays if comments are entered

Board Report – All Facilities Reporting – Reappointments

FACILITY	Status Category	Department/CareLine	Section/Specialty	TL Thru Date	Next Reappt
LaJolla	Courtesy to	General Surgery			7/31/2016
MercySD	Active to Ac	General Surgery			7/31/2016

HOSPITAL AFFILIATIONS
Share Memorial Hospital - Active

SCRIPPS AFFILIATIONS
Scripps Memorial Hospital La Jolla - Courtesy
Scripps Mercy Hospital San Diego - Active

CLAIMS:

FACILITY(ies)	Department	Section	Category
LaJolla	Surgery	General Surgery	Courtesy
Mercy	Surgery	General Surgery	Active

DISPOSITION: Dismissed **CLAIM FILED:** 6/23/2008 **LOCATION:** Scripps Mercy Ambulatory Surgery Center

AMOUNT: \$0.00 **STATUS DATE:** 10/1/2013

DETAIL:

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Auditing Data: (e.g. Tables, Expirables)

Scheduled audits (and unscheduled) are performed frequently to scan data for errors, inconsistencies, missing data, etc. This ranges from Active CVO status with no active facility to things as simple as duplicate office addresses, missing DEA Schedules, and so on – we audit our work constantly, as our data reflects our credibility

Auditing Data: (e.g. Tables, Expirables)

Monitoring records is continuous, through report reviews, audits designed to pinpoint specific criteria, and simply viewing a practitioner record. The mindset is always looking at the big picture, noticing trends, analyzing how to address issues to make a process more efficient and eliminate common errors.

ALL FACILITY REPORTING

- LICENSES
- DEA
- FLUOROSCOPY
- SEDATION

LICENSE - Select Facility
DEA - Select Facility
FLUORO - Select Facility

Ongoing Monitoring

Corporate Compliance


Haugen, Eric

From: Haugen, Eric
Sent: Friday, September 20, 2013 5:03 PM
Subject: OIG State and Federal for August 2013

Reports were run on 09/20/2013 comparing our database to the state of Illinois Medicaid and the Medicare/Medicaid List of Sanctioned Individuals.

There were no matches for Advocate [REDACTED] Month of August 2013.

Eric Haugen
 Data Analyst II
 Advocate Health Care
 3075 Highland Parkway, Suite 600 Downers Grove, IL 60515
 ☎ 630.220.8282 (Internal: 55.8282)



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Ongoing Monitoring

User Access Monitoring

Associate Deactivation Process


Created: 11/27/2012
 Revised: 06/10/2014

24 hours Before the Associate Leaves:

- Associate's direct report and Associate move all needed work from Desktop
- Associate's direct report and Associate move all needed work from C Drive
- Associate's direct report and Associate move all needed work from H Drive
- Associate forwards e-mail
- Associate leaves a message on voice mail
- Associate forwards [REDACTED]
- Associate's direct report [REDACTED] items to others thru Manager Control Panel "Ass [REDACTED]"

When Associate Leaves [REDACTED] within 24 hours)

- Data Analyst make [REDACTED] on MSOW/Apogee
- NPDB manager re [REDACTED] NPDB (if applicable)
- Data Analyst remove [REDACTED] reappointment team (if applicable)
- Secretary updates [REDACTED]
- Data Analyst notifies CPI application support
- Associate's direct report Notifies IS mail team
- Associate's direct report collects office Key
- Associate's direct report collects ID Badge
- Data Analyst Notifies Telecom
- Associate's direct report Notifies Security



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Data Security


Manage Group and User Permissions

Administrator Group (Admins):
Positions in group:
 Director of Medical And Professional Affairs
 Credentials Manager
 Supervisor
 Data Analyst
Group Function:
 High level functions
 Manage base tables
 Security
Facility restrictions:
 Can view all facilities

Facilities Group (Facility-site)
Positions in group:
 Medical Staff Managers
 Medical Staff Coordinators
Group Function:
 Low level function
 Look up function
 Add data to very limited number of tables
Facility restrictions:
 Limited to their respective facility

CVO Group (CVO):
Positions in group:
 CVO Lead Credentials Coordinator
 CVO Credentials Coordinator
 CVO secretary
Group Function:
 Mid level function
 Add data to limited number of base tables
Facility restrictions:
 Can view all facilities

AM Group (Administrative Review Users)
Positions in group:
 Physicians and leaders assigned to peer review functions
Group Function:
 Low level function
 Administrative review module only
 Write function limited to Peer review evaluation form and requested privilege form.
Facility restrictions:
 Limited to their respective facility

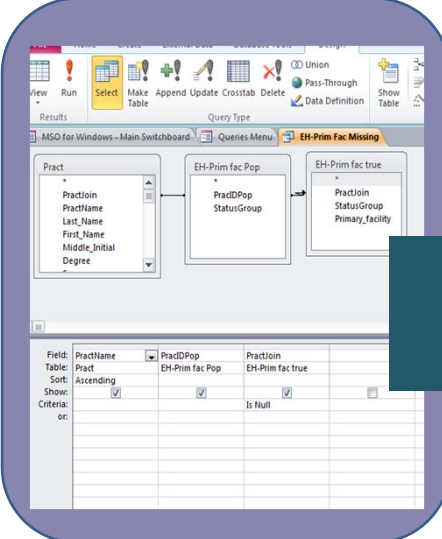


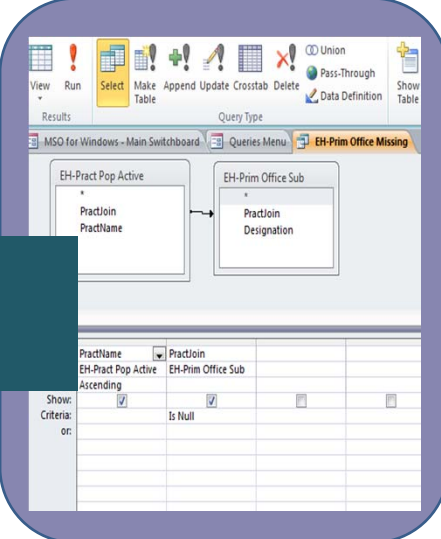
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Data Integrity

Data Scrubbing







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Data Import

Systoc

The Advocate CPI was asked to develop a way to track flu vaccination compliance. The CPI collaborated with our Occupational Health department, and Morrisey to develop a script that could run daily to import data from the Systoc database to the Advocate MSOW database where the Medical staff offices could run compliance reports. The obstacle we discovered it that there were many codes that could = compliance with the policy.

Health Item	M	(Shot ID) from Systoc
Flu Compliance		FLU
		FLUMIST
		FLUEXAPV
		FLUEXSTM
		FLUXLFE
		FLUEXPOS
		FLUEXREL
		Ph90658
		C.flu
		FLUOUT



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Work Flow Process

Analyze Customer Needs to Design Work Flow Process

Process Design

**Initial Allied Health Process
MSOW - ARM Process Development**

Process => _____ (_____) _____ Days
 Begins: _____
 Ends: _____


1. Job => _____ Days

Tasks
 ↓

2. Job => _____ Days

Tasks
 ↓

3. Job => _____ Days



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