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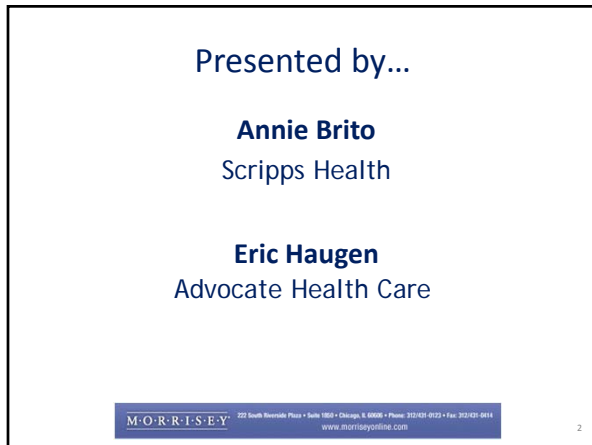
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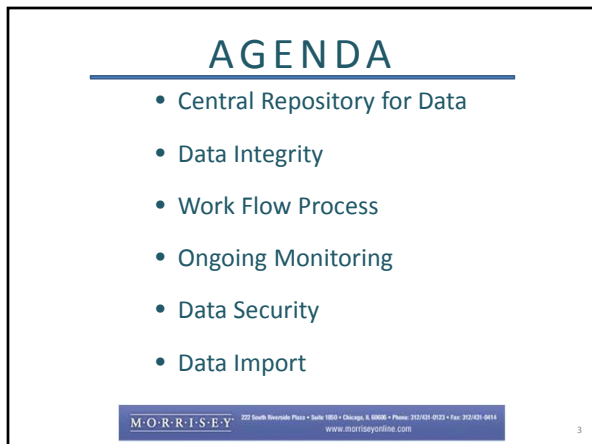
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## Central Repository for Data One Point of Contact

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

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### 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



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### 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 the facility, and developing resource to report system wide



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Central Repository for Data  
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## Health Advisor

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

The screenshot shows a search interface with fields for 'doctor name', 'specialty', 'city/zip code', and 'insurance'. A search result is displayed for a doctor, including their name, photo, and contact information. A large blue arrow points from the search interface to the search result.

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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.

The screenshot shows a table titled 'TAT Med Staff by Hospitals' with columns for 'Facility', 'TAT Med Staff', and 'Productivity'. The data is as follows:

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

**Productivity Reports**

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## 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.

### System Wide Reporting

**ISSUE:** 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's data. 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. •

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## Data Integrity

# Integrity

*The World is watching*



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

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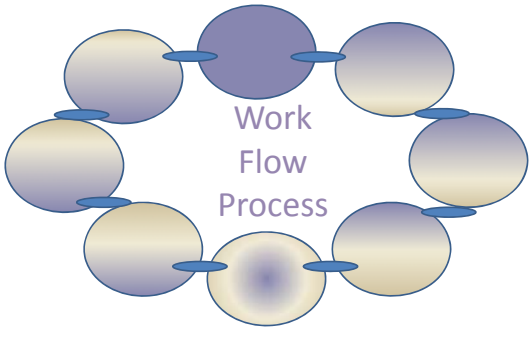
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## Work Flow Process

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Work Flow Process

- ▶ Analyze Customer Needs to Design Work Flow Process
- ▶ Help Design Processes and Actions within Process
- ▶ Manage 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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### data security

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



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### Data Import



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### Q & A

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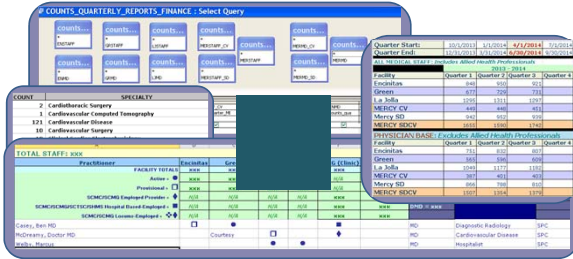
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Central Repository for Data  
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### Potpourri



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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  
Reappnt Hist Report Card Collaborators Status Hist Specialties Offices Groups

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Customer Support & Training

## 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.

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Work Flow Process

## Analyze Customer Needs to Design Work Flow Process

*Identifying a process that could be simplified:*

Universities with numerous locations were identified and integrated (provided electronic copy) that facilitated in reducing hours – and frustration – when entering data into practitioner files.

ID #	City	Address	Address2	University
5096	Burn Fellowshp	Attn: Shari		University of California, San
1396	Davis	MED-C Room 124	One Shields Avenue	University of California, Dav
2371	Davis	Office of Student		California, Davis
284	Irvine	Office of Educator		California at St
10	Irvine	Office of Student		California at St
4882	Irvine	Office of the Rep		California, Irve
<b>La Jolla - Los Angeles</b>				
2755	La Jolla	Attn: Extended		California, San
9012	La Jolla	Department of Pa		California, San
5490	La Jolla	Dept of Psychiat		California, San
5323	La Jolla	Dept of Neurophar, Allergy & Immun		University of California, San
<b>Oakland - Sacramento</b>				
4803	Oakland	East Bay, Dept of Surgery	1411 East 31st St	University of California, Sac
5722	Orange	Department of Emergency Medicine	161 The City Drive South, Bldg 1A - Room 1009	University of California at St
5617	Orange	Department of Internal Medicine		University of California at St
5559	Orange	Department of Pediatrics	505 S. Main St, Ste 325	University of California at St
5714	Orange	Department of Pulmonary Services	East The City Drive South, Bldg 1A-100	University of California at St

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Work Flow Process

## Manage User Permissions

For each process:

- Initiate?
- Visible?
- Read-only?

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Work Flow Process

## 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.

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Central Repository for Data  
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## System Wide Reporting

Board Report – All Facilities Reporting – Initial Applications

Board Report – All Reappointments

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

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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
	Flu	FLUMIST
		FLUXAPV
		FLUXSTM
		FLUXLFE
		FLUXPOS
		FLUXREL
		PH0058
		C_flu
		FLU-OUT

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Project Work in Progress

## 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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