Ochsner Health System: Patients First, Visualizing Experience of Care

Brodie Dore’
Data Visualization Lead
Ochsner Health System

Marina Brazhnikova
Data Visualization Manager
Ochsner Health System

#data19
Agenda

• Who are we?
• Our challenge
• Developing the solution
• Impact
About Us: Marina & Brodie
“Make Every Interaction Count”

Mike Hulefeld
EVP & Chief Operations Officer, Ochsner
Patient Satisfaction Reporting 101:

• Types of Surveys:
  
  • **HCAHPS** - Hospital Consumer Assessment of Healthcare Providers and Systems
  
  • **CGCAHPS** - Clinician and Group Consumer Assessment of Healthcare Providers and Systems
  
  • Other surveys (ED, Ambulatory Surgery)
Data Flow and Scores:

- Collected and processed through Press Ganey
- Top box scores
- Ranking
Making the scores actionable:

Executive and senior leadership
• Need for aggregation

Clinic managers and coaches
• Need for drill downs
Challenge/Problem Statement
Problem:

- Limited native reporting from Press Ganey
- Lack of transparency for a crucial organizational metric
- Complicated process for acquiring, updating data
- Output of existing Excel reporting
Developing the Solution
Step 1: Understand the Problem

- load 3 files
- check for duplicates using HAR & survey id (type)
- check address & email
- send out surveys (randomly select based on address)
- get back surveys
- send data back (raw XMLs, based on survey result)
- populate Tableau reports
- send out metrics to PG/CA
- use Tableau

PG

HCA’s (names & addresses)

CaReTcl

- loads raw data
- matches PG on ...
- use PG raw (staging table)

- monthly (17th?) per CMS requirements
- ad hoc (why?)

- VPRBIE (proposed)
  - grabs data from Clarity Lab
  - matches with CaReTcl on CMS, survey id, HAR

- CaReTcl

- sends audit file

- PG does not provide...
Step 2: Using Caboodle to load XML files

Clinical “Epic Data” (EMR) - Electronic Medical Record

- Encounter Specific Data
  - Visits, Admissions
  - Patients, Providers
  - Problems, Diagnoses

Non-Clinical

- Encounter Related Data
  - Payor Claims
  - Financial
  - Patients Experience

Clinical Data → Caboodle Data Warehouse → Other Data Sources
Step 3: Conceptual Model and Aggregation

- Load Demographics
- Enrich Demographics
- Join Survey Responses
- Calculate Top Box Score
- Calculate Percentile Rank
Step 4: Conquering the Percentile Rank

Example Scenario:
For Survey Question Rate the Hospital 0-10.
If we have total of 120 respondents. Of those 115 rate with a response of 9 or 10 those are considered Top box.

Top Box N = 113
Total Surveys N = 120

Top Box Score = 94.1%

Find the highest percentile rank where the calculated score is greater then Top Box Score.
Percentile Rank = 46
Dashboard Demo
Impact on the Organization
Impact on the Organization

- New Data Insights
- Culture of Transparency
- Speed to Delivery
Since Go-Live: Usage Trends

Dashboard Usage in 2019

- Experience of Care
- Other Workbooks

Month

Distinct Users

- Jan-19: 20
- Feb-19: 320
- Mar-19: 582
- Apr-19: 606
- May-19: 615
- Jun-19: 703
- Jul-19: 716

Unique Users

- 20 Unique Users
- 320 Unique Users
- 582 Unique Users
- 606 Unique Users
- 615 Unique Users
- 703 Unique Users
- 716 Unique Users

Views

- 3,882 Views
- 22,791 Views
- 23,394 Views
- 22,571 Views
- 23,328 Views
Since Go-Live: Usage Trends
We recently piloted a provider shadowing program for a Primary Care department and were able to tie specific observations to patient comments using this dashboard.

Sabrina Puryear
Patient Experience Manager, Ochsner
Our Takeaways

• Think outside the box when it comes to your data sources, calculations and visualizations

• Do not give up!

• Trust your customers’ feedback and direction
Please complete the session survey in the mobile app

View ‘My Evaluations’ in the menu or find your session under ‘Schedule’
Thank You

brodie.dore@ochsner.org
marina.brazhnikova@ochsner.org
TABLEAU CONFERENCE