

The Continuum Daily Snapshot



Allan Morales
Financial Planning

Continuum
Health Partners

Continuum Overview

- Continuum Health Partners, Inc. is a healthcare system consisting of four hospitals in New York City
 - NYC is one of the most competitive healthcare markets in the world
 - Continuum experiences some of the highest patient volumes and treats one of the largest concentrations of underserved patients in the country.
 - Continuum has over 15,000 employees and is the sixth largest employer in NYC.
 - The system contains over 2,700 beds.
 - We discharge over 126,000 inpatients.
 - More than 1.2 million ambulatory care visits occur each year.
 - Over 456,000 visits come through our emergency rooms.
- 
- A faint, light-colored silhouette of a city skyline, including several tall skyscrapers, is visible in the background behind the text.

Our Challenge

- Like other hospitals and healthcare systems, Continuum is faced with the ever changing forces of the healthcare industry.
- Delivering quality patient care while meeting operational and business performance goals requires that we access pertinent information concerning our patient population....

➤ QUICKLY

➤ EASILY

➤ IN REAL TIME

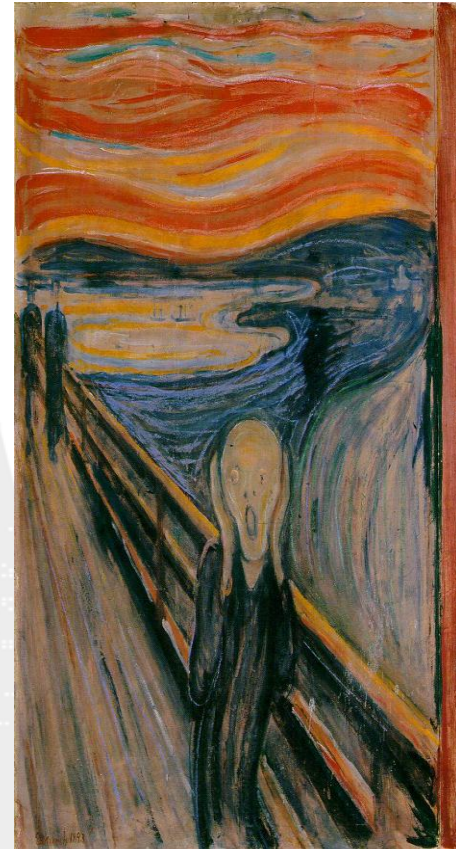
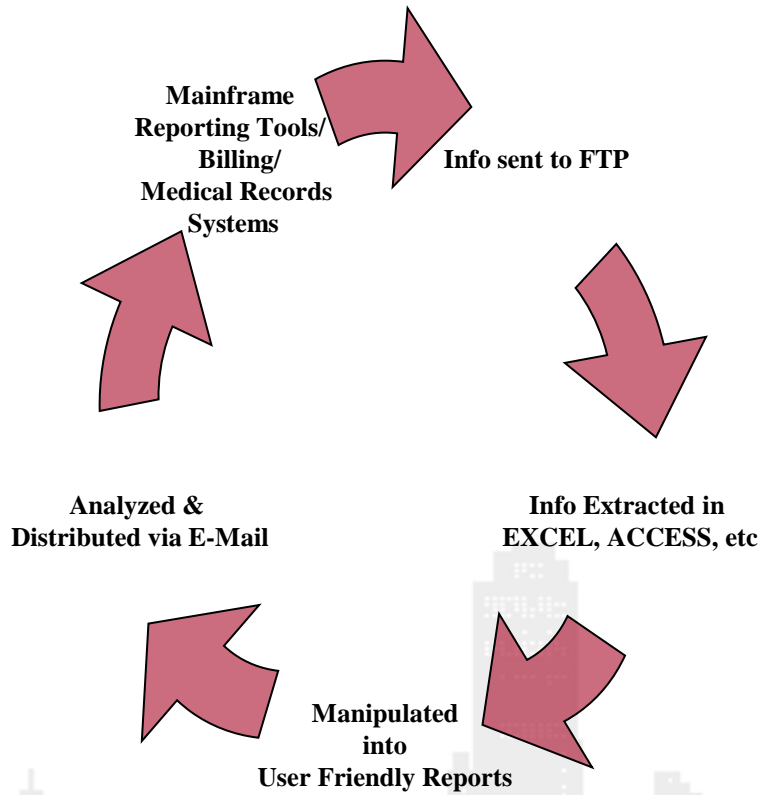


Financial Planning & Decision Support


- Financial Planning & Decision Support is a department charged with providing data and analysis for many audiences at Continuum including:
 - The Board of Directors
 - Senior Management (CEO, CFO and President)
 - Departmental Chairmen & Administrators
 - Finance
- The types information produced include:
 - Profit & Loss Statements
 - Business Plans
 - Dashboards



Before Diver...

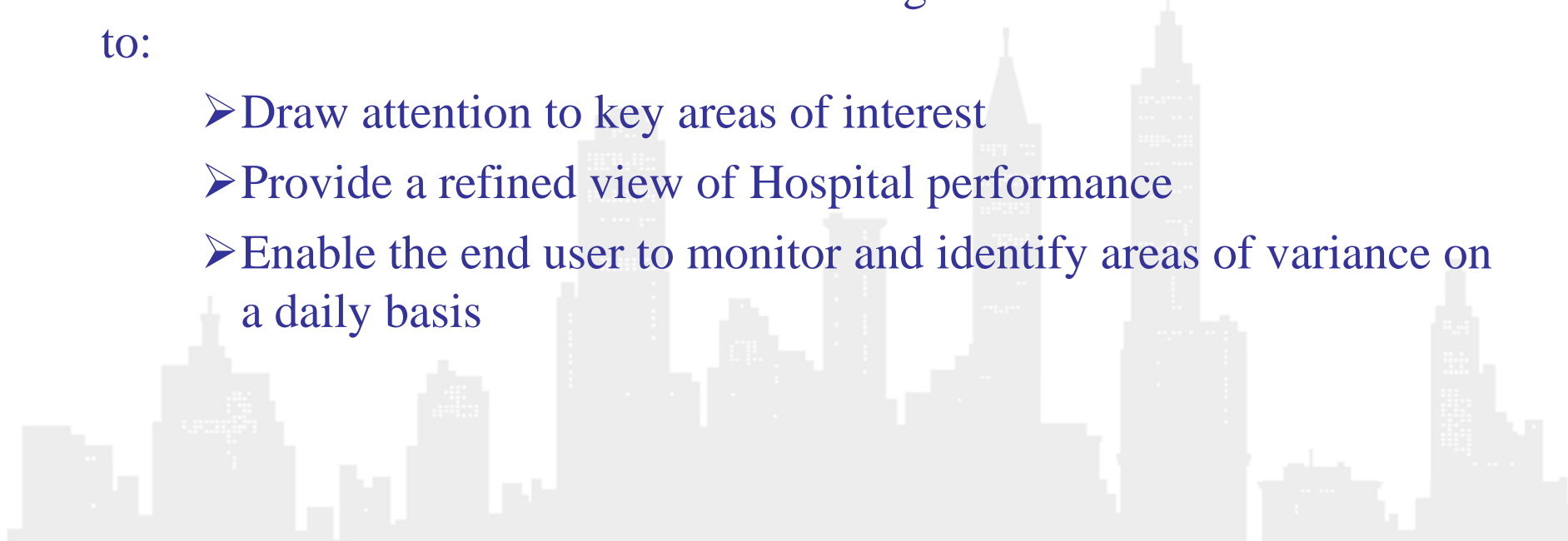


Current State

- We are currently rolling out the DivePort to Users through individual meetings and group forums to assess needs and have a number of real time reports with drill down capability.
 - Currently over 265 individuals receive Diver generated reports on a daily basis and we have 52 users, 22 advanced and 30 general users
 - We have created several different environments
 - Main
 - Executive
 - Hospital Specific
 - Snapshot
- 

The Continuum Daily Snapshot

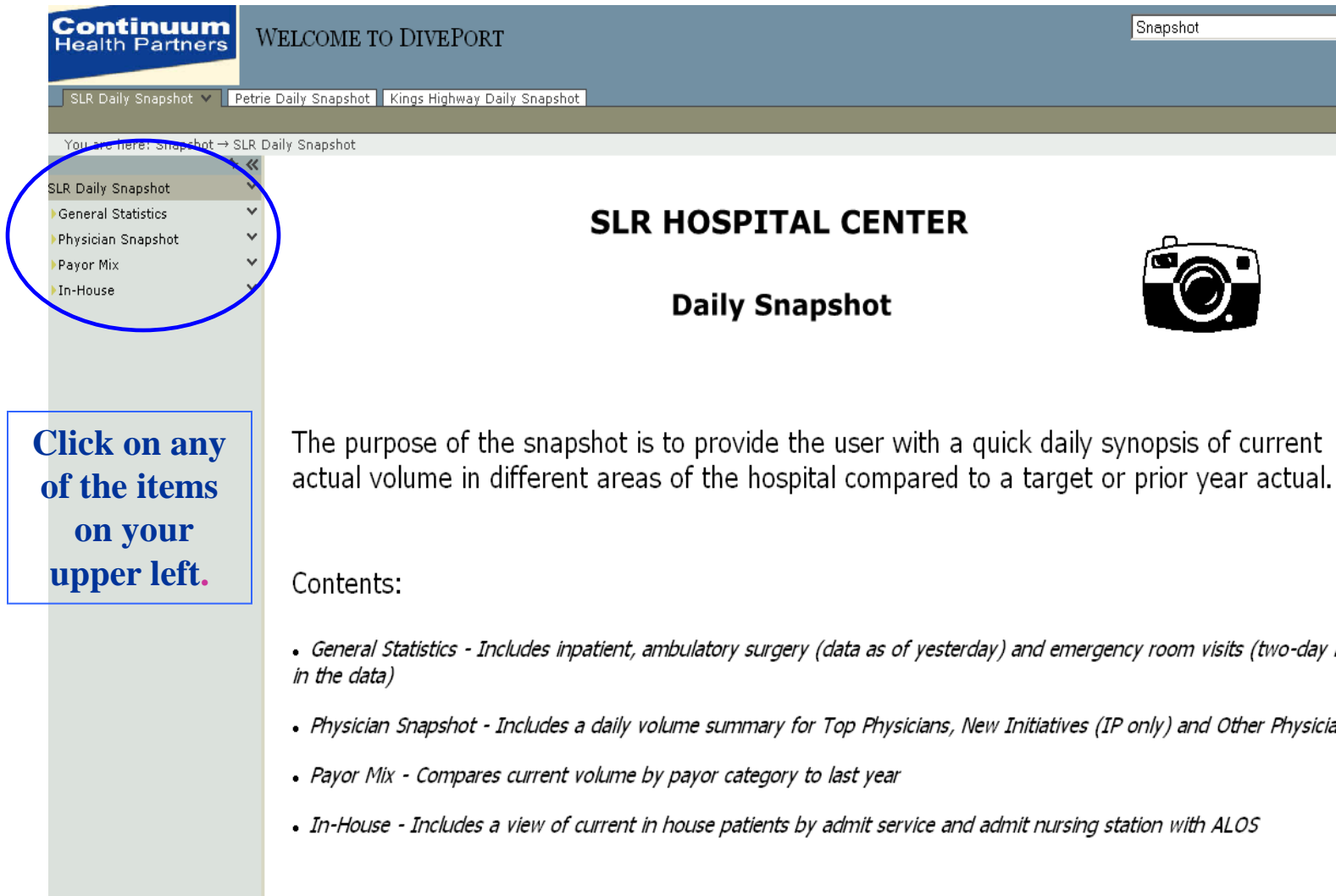
- Senior Management (CEO, CFO and President) requested a daily synopsis of current actual volume in different areas of the hospital compared to a target or prior year's actual.
- Our Goal was to build a tool that would allow access to data from different sources in a consolidated and high-level summarized format to:
 - Draw attention to key areas of interest
 - Provide a refined view of Hospital performance
 - Enable the end user to monitor and identify areas of variance on a daily basis



The Continuum Daily Snapshot

- Currently, the Snapshot contains:
 - General Statistics - Inpatient, ambulatory surgery and emergency room visits. The inpatient & ambulatory surgery data are through the day before and the emergency room visit have a two day lag.
 - Physician Snapshot - A daily volume summary for Top Physicians, New Initiatives and Other Physicians
 - Payor Mix - Compares current volume by payor category to last year
 - In-House - Includes a view of current in house patients by admit service and admit nursing station with ALOS

The Snapshot's Opening Page:



Continuum Health Partners WELCOME TO DIVEPORT Snapshot

SLR Daily Snapshot Petrie Daily Snapshot Kings Highway Daily Snapshot


You are here: Snapshot → SLR Daily Snapshot

SLR Daily Snapshot

- General Statistics
- Physician Snapshot
- Payor Mix
- In-House

SLR HOSPITAL CENTER

Daily Snapshot



The purpose of the snapshot is to provide the user with a quick daily synopsis of current actual volume in different areas of the hospital compared to a target or prior year actual.

Contents:

- *General Statistics - Includes inpatient, ambulatory surgery (data as of yesterday) and emergency room visits (two-day in the data)*
- *Physician Snapshot - Includes a daily volume summary for Top Physicians, New Initiatives (IP only) and Other Physicians*
- *Payor Mix - Compares current volume by payor category to last year*
- *In-House - Includes a view of current in house patients by admit service and admit nursing station with ALOS*

Click on any of the items on your upper left.

General Statistics



WELCOME TO DIVEPORT

SLR Daily Snapshot ▾

Petrie Daily Snapshot

Kings Highway Daily Snapshot

You are here: Snapshot → SLR Daily Snapshot → General Statistics

SLR Daily Snapshot

General Statistics ▾

▶ Roosevelt Hospital Stats ▾

▶ St. Luke's Hospital Stats ▾

Clicking on General Statistics will bring you to the following display with discharges, and ALOS through the previous day. ER has a two day lag.

	MTD					YTD				
	Current	Budget	Variance to Budget	Prior	Variance to Prior	Current	Budget	Variance to Budget	Prior	Variance to Prior
Acute Discharges	944	940	4 ▲	952	(8) ▼	10,034	9,899	135 ▲	9,660	374 ▲
ALOS	4.22	4.27	(0.05) ▼	4.44	(0.22) ▼	4.95	4.27	0.68 ▲	4.44	0.51 ▲
ADC	483.40					496.30				
Psychiatry	40	39	1 ▲	41	(1) ▼	453	435	18 ▲	435	18 ▲
ALOS	20.00	20.17	(0.17) ▼	22.05	(2.05) ▼	20.77	20.17	0.60 ▲	21.71	(0.94) ▼
ADC	97.10					93.50				
Detox	54	78	(24) ▼	78	(24) ▼	643	812	(169) ▼	723	(80) ▼
ALOS	4.46	4.29	0.17 ▲	3.83	0.63 ▲	4.51	4.29	0.22 ▲	3.98	0.53 ▲
ADC	27.60					29.90				
Rehab	41	41	0 ▲	52	(11) ▼	572	412	54 ▲	463	3 ▲
ALOS	13.80	15.27	(1.47) ▼	14.50	(0.70) ▼	14.08	15.27	(1.19) ▼	15.54	(1.46) ▼
ADC	65.30					66.80				
AIDS	37	48	(11) ▼	34	3 ▲	411	478	(67) ▼	442	(31) ▼
ALOS	9.43	5.03	4.40 ▲	4.03	5.40 ▲	6.98	5.03	1.95 ▲	5.14	1.84 ▲
ADC	29.20					31.20				
Nursery	159	158	1 ▲	171	(12) ▼	1,603	1,479	124 ▲	1,573	30 ▲
ALOS	2.16	2.20	(0.04) ▼	2.77	(0.61) ▼	2.24	2.20	0.04 ▲	2.57	(0.33) ▼
ADC	34.80					35.10				
Total	1,275	1,304	-29 ▼	1,328	(53) ▼	13,610	13,515	95 ▲	13,296	314 ▲
Total ALOS	4.92	4.92	0.00 ▲	5.12	(0.19) ▼	5.51	4.92	0.59 ▲	5.17	0.34 ▲
ADC	737.40					752.80				
New Initiatives	31			33	(2) ▼	386			292	94 ▲
ALOS	2.77			5.67	(2.89) ▼	4.26			3.86	0.41 ▲
Ambulatory Surgery	543	582	(39) ▼	648	(105) ▼	6,630	6,626	4 ▲	6,367	263 ▲
SLR Combined ER	Current			Prior	Variance to Prior	Current			Prior	Variance to Prior
Admits	393			411	(18) ▼	4,351			4,376	(25) ▼
Treated and Released	2,425			2,685	(260) ▼	26,944			26,328	616 ▲
Total ER	2,818			3,096	(278) ▼	31,295			30,704	591 ▲

*All statistics are through yesterday, except ER which has a two day lag.

Physician Snapshot

Continuum Health Partners WELCOME TO DIVEPORT MY ACCOUNT ADMIN

Snapshot

SLR Daily Snapshot Petrie Daily Snapshot Kings Highway Daily Snapshot

You are here: Snapshot → SLR Daily Snapshot → Physician Snapshot

SLR Daily Snapshot
Physician Snapshot
Inpatient
Ambulatory Surgery Initiatives

SLR HOSPITAL CENTER

Daily Physician Snapshot

Notes:

Top Physicians are physicians that produced the top 40% of either inpatient or ambulatory surgery revenue in 2010

New Initiatives were selected by site leadership and generally were determined by what initiatives were considered in the 2011 budget for new volume

Use the left side bar to link to the following reports:

- Inpatient - Shows comparison to prior actual for Top Physicians, Other Physicians and New Initiatives*
- Ambulatory Surgery Initiatives - Shows comparison to prior actual for areas such as Cath/EP and Endo that leadership chose to track*

Clicking on the Physician Snapshot will bring you here. There are notes on the opening page defining what is included.

Physician Snapshot

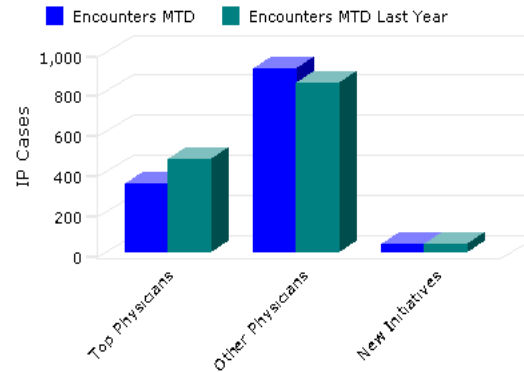
Current Date: 2011/04/10 Go

ST. LUKES - ROOSEVELT HOSPITAL CENTER
DAILY PHYSICIAN SNAPSHOT
INPATIENT
 As of 2011/04/10

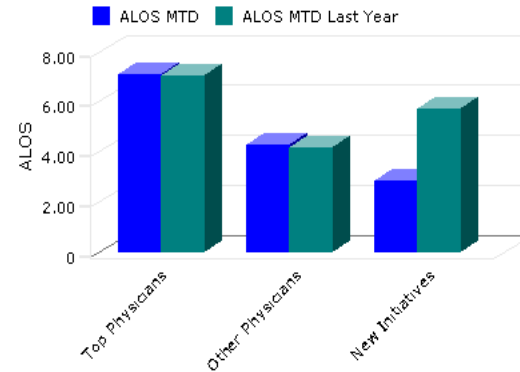
Physicians	Month to Date						Year to Date					
	Cases			ALOS			Cases			ALOS		
	Current	Prior	Variance	Current	Prior	Variance	Current	Prior	Variance	Current	Prior	Variance
Top Physicians	334	454	(120) ↓	7.04	6.97	0.07 ↑	4,153	4,403	(250) ↓	7.36	6.73	0.63 ↑
Other Physicians	810	841	69 ↑	4.22	4.09	0.13 ↑	9,071	8,602	469 ↑	4.72	4.42	0.30 ↑
New Initiatives	31	33	(2) ↓	2.77	5.67	(2.89) ↓	386	292	94 ↑	4.26	3.86	0.41 ↑
Total	1,275	1,328	(53) ↓	4.92	5.12	(0.19) ↓	13,610	13,297	313 ↑	5.51	5.17	0.34 ↑

Click on any of the blue lines to dive into detail.

Physicians MTD Volume Comparison



Physicians MTD ALOS Comparison



In-House Patients



WELCOME TO DIVEPORT

Snapshot

SLR Daily Snapshot Petrie Daily Snapshot Kings Highway Daily Snapshot

You are here: Snapshot → SLR Daily Snapshot → In-House

SLR Daily Snapshot

In-House

Admit Nurse Station

1

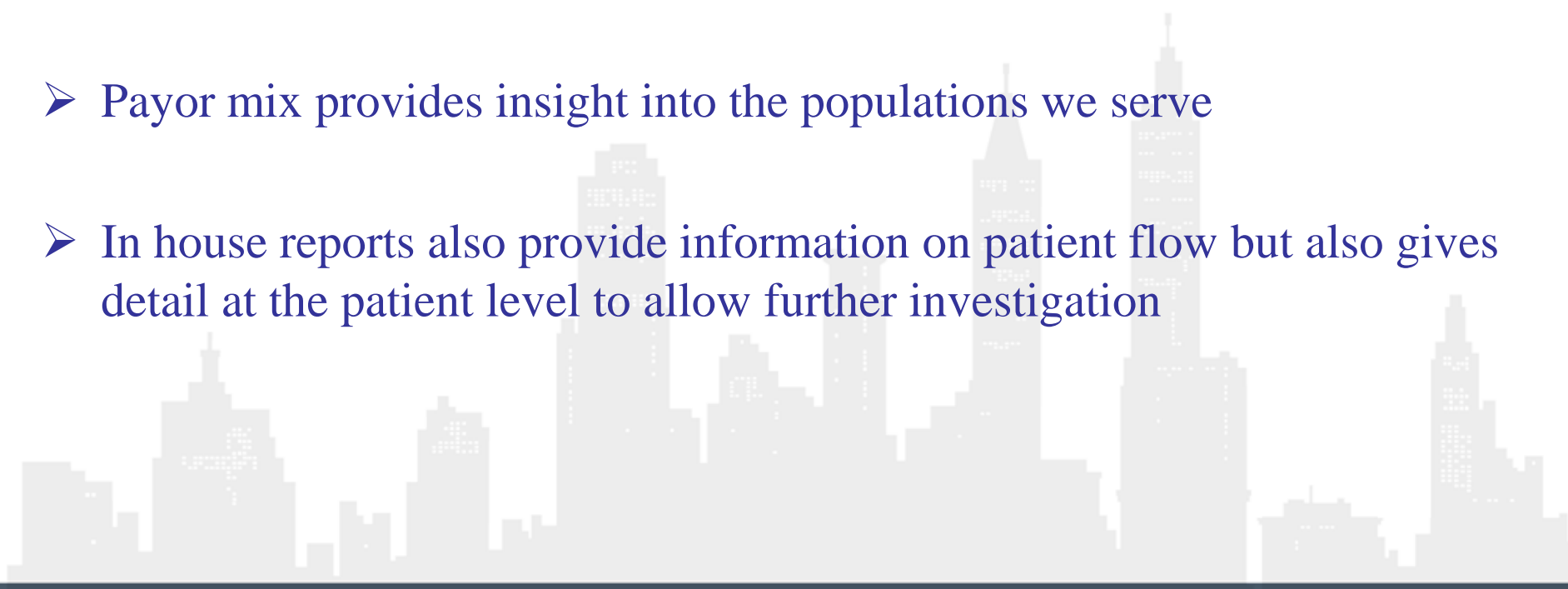
Clicking on a service in blue will bring you to a detailed patient list.

ST. LUKES - ROOSEVELT HOSPITAL CENTER
IN-HOUSE (I)
As of April 10, 2011

	CASES	LOS	ALOS
Med/Surg			
Ear Nose & Throat	2	6	3.00
Gynecology	12	77	6.42
Interventional Neuroradiology	4	22	5.50
Medical Infectious Disease	23	308	13.39
Medicine	313	2,716	8.68
Neonatal Intensive Care	28	665	23.75
Neurology	1	4	4.00
Neurosurgery	22	467	21.23
Orthopedics	16	186	11.63
Pediatrics	6	22	3.67
Surgery	41	362	8.83
Urology	2	23	11.50
Med/Surg Total	470	4,858	10.34
Other			
Alcohol Rehab	37	454	12.27
Detox	33	136	4.12
Geriatric Psychiatry	30	473	15.77
Hopsice	2	7	3.50
Newborn	43	79	1.84
Obstetrics	71	489	6.89
Psychiatry	74	2,420	32.70
Rehab Medicine	28	270	9.64
Other Total	318	4,328	13.61

Benefits of Building the Snapshot

- Provides Executive or Administrator levels the ability to monitor patient flow on a daily basis – has an effect on expected revenue
- Provides a tool to compare physician productivity in terms of new program, new hires, and/or new initiatives
- Payor mix provides insight into the populations we serve
- In house reports also provide information on patient flow but also gives detail at the patient level to allow further investigation



Lessons Learned

- The combination of immediacy, drill down capability and the user friendly web based features of Diver makes it an extremely powerful tool.
 - Less time spent manipulating data allows for analysis and action
 - Flaws in data are also easier to track and fix
 - The fact that security features are so easily imposed allows for peace of mind



Go Ahead & DIVE!!!!

