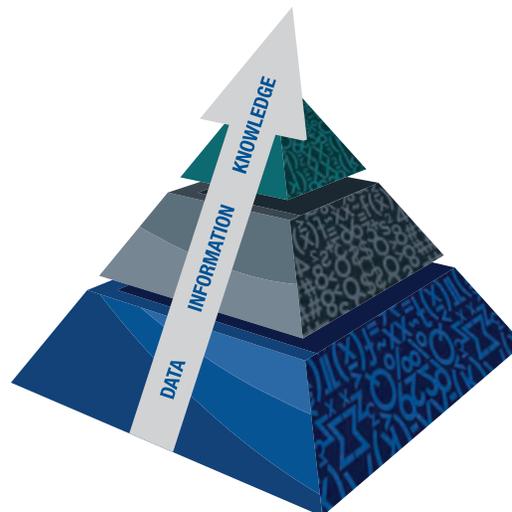


WHY ANALYTICS?

EXECUTIVE SUMMARY

Saying that data is critical to healthcare providers is a vast understatement. Knowledge is power, and in today's healthcare environment, data-driven planning even means higher profits. Yet, many providers wonder: "Why do we need to care about data analytics now?" They already feel they're swimming in data – maybe even drowning in it. But having data and knowing what to do with it are two different things. There's power in the intersection of data and human behavior, and that's where analytics come into play.



Bottom Line: Frequently, providers may feel that they are 'drowning in data' despite needing to use it to validate actions or define future strategies. Many of the challenges today's providers face can be tackled using data-driven analysis, but the concept of using data to make key decisions can seem intimidating.

What It Means: Having the data is one thing, knowing what to do with it is another and that's where data analytics becomes important. Providers need to start thinking about analytics right now by assessing their 'data houses' to determine what is needed to take their facilities to the next level and achieve measurable success.

The Takeaway: It's no longer enough for providers simply feel good about what they have accomplished; to provide the right care at the right time, to be profitable and to look attractive to hospitals or ACOs, it's now necessary to empirically demonstrate outcomes and with data. The following sections highlight how analytics can set the stage for all levels of operational achievement.

THE POWER OF PREDICTIVE ANALYTICS

Success in today's world of healthcare requires that strategic and operational decisions are made based upon actionable data. The power of predictive analysis ensures accurate and defensible reimbursement and data-driven risk management. Population-specific outcomes monitoring and benchmarking offers a competitive advantage to any SNF competing in the current and future ACO healthcare model. The following highlights a few of the benefits providers can achieve with data analytics.

Undisputed Data Accuracy

Without question, data integrity plays a vital role in a facility's MDS success – or failure. Having a data integrity tool that effectively analyzes the data and proactively pinpoints potential holes, inconsistencies or inaccuracies affords an opportunity to correct those errors before the MDS is submitted to the Centers for Medicare & Medicaid Services. What some operators may not recognize, however, is that all data integrity tools are not created equal. In fact, a recent study by PointRight Inc. led to an eye-opening discovery: The overwhelming majority of assess-

ments that undergo data checking by Electronic Health Record/MDS software systems are inaccurate. In fact, 90 percent of assessments that underwent so-called data integrity checks by EHR systems have more than one error – 2.33 errors, on average, to be exact. MDS data errors can prove costly to a long-term care operator. Not only might an error or oversight lead to under-coding and subsequent reduced reimbursement – an all-too-common outcome, despite government claims to the contrary – data errors or unsubstantiated exceptions on the MDS also may lead to unintentional overpayment and subsequent RAC or MIC audits.

Resident Name	DOB	MRN	Gender	Room#	ARD	A0310					
						A	B	C	D	E	F
AUEBIV, GOAMFH	09/24/1922	96603	F	00035	01/03/2011	02	99	0	0	99	

Submission Date: 03/02/2011 03:51:43 PM

Issue C7 Resident's cognition is intact based on BIMS (C0500>12) but resident has signs of delirium (C1300A, B, C or D).

Show Less <<

Why this is an issue: If signs of delirium are coded (whether or not the behaviors fluctuate), then it is unlikely that cognition would be considered to be intact.

Resolving the issue:

- Confirm that signs of delirium were not brought forward from a prior assessment.

Clinical considerations:

- When cognitive impairment is incorrectly diagnosed or missed, appropriate communication, worthwhile activities and therapies may not be offered (RAI 3.0 Manual, p. C-3).

Planned resolution:

Undecided

Reviewed no action

Change MDS

Ask Question

PointRight's Data Integrity Audit applies more than 300 clinical and logical tests, and in addition, the CMS coding and consistency checks, to every MDS assessment. These powerful checks give users the confidence that their assessments are accurate, along with the opportunity to view each assessment the same way a surveyor, RAC or MIC auditor, or plaintiff attorney would. Data Integrity Audit (DIA) users then get immediate online feedback on potential inconsistencies and documentation requirements to allow prompt, proactive resolution.

Prove Quality Outcomes

Let it be said that 'no outcomes = no income' when it comes to healthcare reform. MDS pushes resident care and satisfaction to the forefront, which is an opportunity for quality-focused providers. On the other side of the equation, new requirements are even more laborious and complicated, which can increase the risk for errors on submissions, leading to increased penalties and decreased reimbursement and quality scores. Given the amount of data that goes into each assessment, a solid data integrity audit tool that provides quality checks and tests sets providers up to excel using MDS data.

Reduce Re-Hospitalizations

So much costly waste and potential harm occurs when residents have unplanned hospitalizations and re-hospitalizations. Yet it is challenging to produce the data that acute care counterparts require, and what is necessary for authentic quality improvement. Hospitalizations and re-hospitalizations are another area where analytics can help providers to fully understand how to best care for their residents. Putting the most vulnerable residents on the clinician's radar screen makes prevention a viable cost-effective strategy.

Achieve and Maintain Compliance

Being able to demonstrate compliance with state and federal requirements is a critical obligation for any provider participating in Medicare and Medicaid programs. The survey and certification process is part of this and it is also a driver for the Five Star Quality Rating System. The importance of compliance requires a sophisticated use of data analytics to drive increasingly informed decisions on risk, and make sure that providers have no deficiencies or fines.

Legend

- High Risk
- High Risk with Decline
- Decline
- RI Resident Interview
- SA Staff Assessment

RADAR Report as of: 03/30/2011

Risk Assessment Details - Active Residents

Resident	Room#	ARD	QM/QI	ADL	Profile Scores											
					Cognition	Delirium	Mood (PHQ-9)	Pain	SA	RI	Falls	Frail	Hosp	PU		
AAPVVK_POJPOQ	00215	2/16/2011	No Data	8	—	3	0	—	0	0	—	5	2	4	7	
AOCRWG_PVDZPS	00303	1/13/2011	No Data	0	14	—	0	3	—	0	—	8	1	4	2	
BDSPZA_MPNIPIK	00420	2/13/2011	No Data	15	9	—	0	2	—	3	—	4	3	4	4	
BLGXWK_ZUGHKW	00110	1/5/2011	No Data	14	6	—	0	0	—	6	—	8	2	4	7	
BPKUHF_VEQEOA	00203	2/16/2011	No Data	14	—	3	0	—	0	—	0	2	5	8	10	
BRHQZF_GPCBLB	00102	2/25/2011	No Data	—	—	—	—	—	—	—	—	—	—	—	—	
BVVJPV_QSIKKW	00115	2/16/2011	No Data	15	—	5	0	—	0	—	0	8	7	H	1	9
CBSTJG_XGNSTU	00214	2/10/2011	No Data	12	15	—	0	8	—	6	—	1	4	10	8	
CSXLKE_TXTIMEZ	00217	12/20/2010	No Data	6	10	—	0	0	—	0	—	7	2	4	3	
CXFDCE_IIANVZF	00311	1/7/2011	No Data	10	—	5	0	99	6	—	0	8	3	5	4	

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RADAR uses the MDS to predict acute changes in condition that care planners can use to proactively identify high-risk or declining residents. Coupled with advanced care planning, RADAR can reduce your hospitalization rates.

THE FINAL ANALYSIS: ANALYTICS IS THE ANSWER

Being analytical is not being 'cold and callous.' It's simply using data to make excellent decisions that benefit both the resident and the greater society. Moreover, it makes good business sense to have data that proves success. In fact, providers that invest in advanced analytics outperform the S&P 500 on average by 64%.

The Accountable Care Act (ACA) and many other healthcare reform initiatives require that providers demonstrate that they're achieving excellent outcomes in an environment of cost containment. It's simply not enough to have good QMs or survey results; providers must also have solid resident satisfaction scores – all in a cost-controlled environment. It may seem daunting, but data analytics empowers providers with the right data that leads to the right decisions.

HAVE QUESTIONS?

*Are you ready for analytics to validate your actions or define your future strategies? To learn how PointRight can get your data house in order, contact us for a demonstration at **781.457.5900** or visit www.pointright.com.*

Analytics to Answers

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