

Unlocking Insights with OncoEMR Reports

EMPOWERING OPERATIONAL TEAMS



John Wedgewood
Data Reporting Engineer,
Flatiron Health



Nicole Gregory
Chief Administrative Officer
New York Blood & Cancer
Specialists



Natalya Kushnir
Director of Clinical
Applications, West Cancer
Center & Research



Andy Cowley
Senior Systems Analyst,
Ironwood Cancer &
Research Centers

Agenda

- Overview of OncoEMR Reports

5 MINUTES

- Reports in Practice

30 MINUTES

Tracking Patients Lost to Follow Up
New York Cancer & Blood Specialists

Understanding Scheduler Productivity
West Cancer Center & Research

Measuring Outstanding Inbox Items:
Ironwood Cancer & Research Centers

- Close & Questions

10 MINUTES

Reports in OncoEMR

Access these via the left-hand navigation bar.

- Search for the report name in the “Predefined” section
- Set your filters under Report Details
- Click “Run Now”

The screenshot shows the OncoEMR interface for patient Angie M Allen. The left-hand navigation bar includes sections like GENERAL, PATIENT CHART, LABS & VITALS, and NURSE. The main content area is titled 'Reports and Graphs' and displays a list of report outputs with columns for the report name, date, and a delete button. Below this is a 'Predefined' section with a search bar and a list of predefined reports. The right-hand side shows 'Report Details' for the selected report, including a description and filters for MD, Cancer Dx Only, Medicare Only, Display Dx, and Display Insurance. At the bottom right, there are buttons for 'Run Now' and 'Schedule for Later'.

ONCOEMR Home Group Inboxes Los Altos Office R zAltos-Sridhara

Angie M Allen
ROOM: None SEX: F MRN: 123456 DOB: 11/22/1951 (66) MD: McCauley, C.
MEMO: \$20 Copy

Reports and Graphs

Report Outputs: Refresh Delete All

Report Name	Date	Action
Running Active Patients By MD	Sep 04 09:21 AM	Delete
All Orders/Activities	Sep 04 09:15 AM	Delete
Regimen Treatment Cycle Start/End	Sep 04 09:15 AM	Delete
Unsigned Charges	Sep 04 09:15 AM	Delete
Pharmacy Schedule by Drug and Date Range	Sep 04 09:15 AM	Delete
Drug Usage by Drug	Sep 04 09:15 AM	Delete
Business Office Report	Sep 04 09:14 AM	Delete

Predefined:

Active Patients By MD

regimen

System

- Regimen Usage
- Regimen Contents
- Regimen Treatment Cycle Start/End
- Pathway Regimens
- Regimen Patient Counts
- Regimen Patient Details
- Regimen Not In Use

Refresh New

Report Details

Report Name: Active Patients By MD

Returns all active patients (all patients who have had a visit within the last year of today's date) by Primary MD. To choose active patients by MD please choose one or more MD's in the MD filter below, leave MD filter blank to return all MD's active patients. You can also query by Cancer Patients (Primary or Secondary Dx of Cancer) and/or Medicare Patients (Primary Insurer).

MD ...

Cancer Dx Only ☐

Medicare Only ☐

Display Dx ☐

Display Insurance ☐

Run Now Schedule for Later

2.7.4.2583, QEWEP-P-F1A59/A18-Demo Acceptable Use Policy Contact Flatiron support 1 (888) 692-6307

Reports by Role



Front Office

No Show/Cancellations w/o Future
Appointments, Daily MD Visit List, Provider
Scheduler Utilization



Office Managers

Unsigned Charges; Visit Note Status,
MAR Note Status, Lab Test Order Status



Nursing

All Orders/Activities; Regimen TX Cycle
Start / End, Changed/Moved Order Dates



Administration

All Orders/Activities; Regimen Treatment Cycle
Start/End; Drug Usage by Month; New Patient
Referral Time to Consult Tracking; Treatment
Schedule and Overbooking



Pharmacy

All Orders/Activities; Pharmacy Schedule
for a Day; Pharmacy Schedule by
Drug/Date; Drug Use by Drug



Authorization

Regimen Start Patient Insurance, Business
Office



Research

New Patients by Diagnosis / Date;
Disease ICD Report



Financial Counselors

Business Office Report; All
Orders/Activities; Drug Access &
Reimbursement

New Report Highlights of 2019



High Risk Patients

- Identify patients based on a selection of risk factors
- Use to identify high risk patients for earlier intervention



Patient Staging Cancer Analysis (AJCC8)

- Highlight staging documentation completeness based on AJCC 8 guidelines



Allergy Reconciliation and Diagnosis Reconciliation

- Complements new reconciliation OE functionality
- Use to track compliance with closing the referral loop requirement in 2019 MIPS PI program



CareSpace Registration Management

- Track the CareSpace registration status of selected patients in order to identify patients that have not received a CareSpace invitation or have not yet registered

Data Products Team

Who We Are:

- Flatiron team created to focus specifically on reporting and analytics infrastructure and tools

Our Mission:

- Make reports pages **more user-friendly** and allow for **greater user customization**
- **Improve report performance** and new report request turnaround times

Presenters



Nicole Gregory

Chief Administrative Officer
New York Blood & Cancer Specialists



Natalya Kushnir

Director of Clinical Applications
West Cancer Center and Research



Andy Cowley

Senior Systems Analyst,
Ironwood Cancer & Research
Centers

Reports in Practice: Tracking Patients Lost to Follow Up

New York Cancer & Blood Specialists

New York Cancer & Blood Specialists



- **35** locations in the NY area
- **80** physicians across several specialties
- **25** mid-levels
- Robust research, patient advocacy programs & wellness program



Tracking Patients Lost to Follow Up

Background

- Staff noticed that often **physician schedules were not as full as they should be** - daily patient throughput was lower than expected
- Some patients were leaving after their appointments without checking out and **were never heard from again**

Challenges

- **Existing process for ensuring patient follow up wasn't failsafe** - utilized a call back activity, but no easy way of tracking the status
- Needed:
 - An **easy way to track** patients lost to follow up
 - A **robust follow-up process** for ensuring these patients continued to receive the best care possible

Tracking Patients Lost to Follow Up

Approach

- Utilized the “Active Patient Report” in OncoEMR to identify all active patients without follow up appointments
- Regularly run report at the end of each day; ran full report for patients dating back to 2016 to tackle backlog
- Each patient contacted 4 times:
 - Date of original appointment
 - 2 weeks later
 - 1 month later
 - Final touchpoint - letter sent
- Report identifies where process breakdowns occur so that extra support/training is provided

Active Patients													
Last Visit Date - One Year Back From Today's Date: 09/05/2019													
Next Visit Date: All													
Report Parameter Selections				MDs Selected		Order Locations Selected							
Activity: YES Drugs: YES Radiology: YES Tests: YES Chemo Orders Only: NO MD Visits Only: NO Order Name: Insurance Name: Insurance Group: ICD Code: Cancer Dx Only (Primary/Secondary): NO Medicare Only (Primary Insurer): NO Exclude New Patients: NO Exclude Hospice Patients: NO MD Search By: Primary Age Range Start: Age Range End: Race: All Sex: All First Appointment Date Range Start: First Appointment Date Range End:				All MDs		All Locations							
Last Name	First Name	MRN	Date of Birth	Sex	Status	Show On Patient Bar	Primary MD	Primary MD NPI	Last Visit Location	Last Visit Date	Last Visit CPT	Next Visit Date	Next Visit Ordering MD
Allen	Angie	D10001	11/22/1951	F	Copay \$30		McCauley M.D., Christopher	1023456938	Atlanta PeachTree	09/04/2019			
Tester	Ann	2312345001	09/20/2018	F			McCauley M.D., Christopher	1023456938	Los Altos Office	08/13/2019			
Li	Soyoo	234-56-7890	03/01/1951	F	Son translates for PL		McCauley M.D., Christopher	1023456938	Los Altos Office	09/05/2019			
Doe	John	12345	03/03/1978	M			McCauley M.D., Christopher	1023456938	Los Altos Office	06/19/2019			
Robinson	Judy	IRONWOOD 0005	05/22/1937	F			McCauley M.D., Christopher	1023456938	Paradise	09/04/2019			
zTest-NH	Nathan	9999999	01/01/1950	M			McCauley M.D., Christopher	1023456938	Los Altos Office	04/04/2019		09/06/2019	Nida, Leah
Smith	Sally	333667777	08/19/1972	F			McCauley M.D., Christopher	1023456938	Los Altos Office	11/07/2018		09/06/2019	zAltos-Huda, Chasen

Tracking Patients Lost to Follow Up

Results



Decrease in # of patients lost to follow up

95% of physicians report no patients lost to follow up



Increase in total patient throughput

Physicians now regularly hit their minimum threshold of 28-34 patients/day



Improved patient care delivery

Assurance that all patients continue to receive quality care

Reports in Practice: Understanding Scheduler Productivity

West Cancer Center & Research Institute

West Cancer Center & Research Institute

WEST
CANCER CENTER
& RESEARCH INSTITUTE

partner of  OneOncology™

- **13** locations in the Memphis and surrounding area
- **62** physicians across several specialties
- **50** APPs
- Focus on groundbreaking research and clinical trials



Understanding Scheduler Productivity

Background

- West Cancer Center employs 75 front desk and scheduling staff across its 12 locations and centralized Business Office

Challenges

- Leadership had no way of telling at scale how many orders each person was scheduling and who was following the proper vs. improper workflow
- Difficulty identifying staff that required additional training

Understanding Scheduler Productivity

Approach

- Worked with Flatiron to create “Scheduler Productivity” report
- Report illustrates information about orders that have been scheduled alongside the user that scheduled them
- Report also displays an optional summary for each scheduler and the number of orders they have scheduled within a given time frame
- West administration runs the report weekly and monthly for review of productivity and workflow adherence

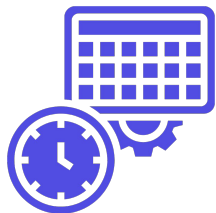
West Cancer Center								
Scheduler Productivity								
Appointments Scheduled 7/1/2019 - 7/31/2019								
Report Parameter Selections		Schedulers Selected		Ordering MDs Selected		Locations Selected		
Drugs: YES Tests: YES Radiology: YES Activity: YES Order Name: Scheduler Resource:		All MDs		Tauer, MD,Kurt		* Wolf River		
Patient Name	MRN	Order Date/Time	Order Name	Order Type	Order Value	Ordering MD	Location	
Presley, Elvis	123456	08/21/2019 9:45 AM	Complete Blood Count-CBC	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Presley, Elvis	123456	08/21/2019 9:45 AM	Cancer Antigen 15-3-CA 15-	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Presley, Elvis	123456	08/21/2019 9:45 AM	Complete Metabolic Panel-CMP	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Presley, Elvis	123456	08/21/2019 10:30 AM	MD Follow Up	Activity	UID_DS78818354_60	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/07/2019 2:15 PM	Complete Metabolic Panel-CMP	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/07/2019 2:15 PM	Complete Blood Count-CBC	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/07/2019 3:00 PM	Injection	Activity	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/07/2019 3:00 PM	Ocreotide inj, depot (Sandostatin LAR Depot)	Drugs	40	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/14/2019 3:00 PM	Complete Blood Count-CBC	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/14/2019 3:00 PM	Complete Metabolic Panel-CMP	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/14/2019 3:45 PM	MD Active Treatment Same Day Follow Up	Activity	UID_DS78818354_60	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/14/2019 4:30 PM	Injection	Activity	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/14/2019 4:30 PM	Ocreotide inj, depot (Sandostatin LAR Depot)	Drugs	40	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/20/2019 12:00 PM	Serotonin, Serum	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/20/2019 12:00 PM	Complete Blood Count-CBC	Lab Test	*	Tauer, MD, Kurt	* Wolf River	
Doe, Jane W	654321	08/20/2019 12:00 PM	Complete Metabolic Panel-	Lab Test	*	Tauer, MD, Kurt	* Wolf River	

Understanding Scheduler Productivity

Scheduling Department Productivity					
2019	January	February	March	April	May
Jane Eyre	111	149	160	100	110
Sherlock Holmes		47	298	197	248
Mark Twain		75	138	136	177
Jane Austen	170	267	199	211	342
Lori Laughlin	114	97	66	71	119
Madonna Ciccone	85	115	105	133	148
Gwen Stefani				19	41
Cher Sarkisian	142	195	176	126	95
Rihanna Fenty	78	94	16		
Katy Perry	73	119	97	91	110
Demi Moore	127	114	146	168	141
Meg Ryan	168	214	164	165	198
Woody Allen	148	138	171	210	172
Total	1216	1624	1736	1627	1901
LOW/AVG/HIGH Monthly					
High per day	210	200	210	220	230
Avg per day	174	175	183	192	182
Low per day	147	140	147	154	161
Avg Scheduled per Day	57.9	81.2	82.7	74.0	82.7
Avg Sheded per User	5.8	6.8	6.9	6.2	6.9
# of Days in the Month	21	20	21	22	23
# of Shedulers	10	12	12	12	12

Understanding Scheduler Productivity

Results



Decrease in scheduler workload

Identified areas of overload and redistributed work accordingly



Optimized staffing

Identified a staffing shortage and took steps to hire additional staff



Increased scheduler productivity

Recognized high achievers and provided additional training/support where relevant

Reports in Practice: Measuring Outstanding Inbox Items

Ironwood Cancer & Research Centers

Ironwood Cancer & Research Centers



**Ironwood Cancer
& Research Centers**

Outsmarting Cancer One Patient at a Time™

- **16** locations in the metro Phoenix area
- **5** full service centers (RO/MO Surg/Imaging)
- Multispecialty oncology network of over **60** physicians



Tracking Outstanding Inbox Items

Background

- Staff identified a **large discrepancy in inbox management approaches** among physicians - some physicians not as diligent as they could be
- Office managers were **tracking inbox outstanding items manually** and sending over piecemeal to leadership

Challenges

- Lack of proper inbox management had **implications on billing team's ability to capture charges in a timely manner**
- Manually tracking physician inboxes took office managers several hours a week - **needed a more automated/centralized process** for identifying outstanding items

Tracking Outstanding Inbox Items

Approach

- Worked with Flatiron to create a custom “User Inbox” report to track high impact outstanding inbox items
- Inbox item types: radiology, for your sig, unsigned documents
- Report run 2x per week - sent to leadership on a weekly basis
- Established provider goals for outstanding items in User Inbox
- Formatted/analyzed report using an Excel macro

Ironwood - User Inbox Outstanding Items

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

100% \$ % .00 123 Default (Ca... 11 B I S A

	A	B	C	D	E	F	G	H	I	J	K	L
1	Chandler				Office Total	\$ -						
2	9/6/2019											
3												
4	Provider	Charges	Other		# Chargeables	Total						
5	Doe, MD, John	0	68		-	\$ -						
6	Parker, MD, Peter	0	3		-	\$ -						
7	Summers, MD, Susan	0	31		-	\$ -						
8	Allen, MD, Anita	0	10		-	\$ -						
9	Bob, MD, Billy	0	7		-	\$ -						
10	McGee, MD, Mike	0	16		-	\$ -						
11	Ronson, MD, Rob	0	42		-	\$ -						
12	Allen, MD, Allison	0	27		-	\$ -						
13	Norris, MD, Chuck	0	8		-	\$ -						
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												

+ Avondale Chandler Chandler 2 Dobson Gilbert Glendale Mesa Phoenix

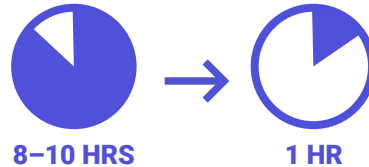
Tracking Outstanding Inbox Items

Results



Minimized Charge Entry Lag

Charges entered into the billing system 2 or less days from date of service



Decrease in Hours Spent Tracking Inbox Productivity

Time spent tracking user inboxes went from 8-10 hours to 1 hour



Risk Mitigation and Increase in Patient Satisfaction

Timely review of documents, improved patient experience

Practice Performance Metrics

What is it?

- System OncoEMR report that provides a summary and metrics around provider inboxes
- Also displays summary and metrics of unsigned charges, unsigned visit notes, unsigned MARs and unsigned specimen collection records
- Can be used to monitor physician efficiency across practice
- One-stop shop for visit note, MD charge and inbox monitoring

Unsigned MD Charges	Unsigned/Missing Visit Notes	Other Unsigned Charges
21	21	105
8	13	1
32	32	239
1	25	16
7	79	22
10	8	0
0	0	3
0	0	0
1	1	0
0	0	9
0	1	4

Unapproved Drug Orders	For Your Signature	Tasks For Me	Tasks I assigned	My Messages	Direct Messages	Unsigned Documents That I Created	Review Lab Reports	Radiology Documents	Visit Charges to Complete	Hospital Visits	Alert Messages	Total Messages
0	4	0	0	0	0	20	0	0	0	0	0	26
1	2	0	0	6	0	0	0	0	0	0	0	32
0	0	0	0	2	0	0	0	2	0	0	0	20
0	0	0	0	0	0	1	0	0	0	0	0	1
0	0	0	0	9	0	0	82	5	0	0	0	141
0	7	0	0	0	0	1	1	5	0	0	0	73
2	0	0	0	7	0	8	0	0	0	0	0	42
0	8	0	0	13	0	3	1	1	0	0	0	57
0	0	0	0	0	0	0	0	2	0	0	0	2
0	22	0	0	14	0	0	140	23	0	0	0	703

Questions

Thank You!

Unlocking Insights with OncoEMR Reports

EMPOWERING OPERATIONAL TEAMS



John Wedgewood

Data Reporting Engineer,
Flatiron Health

Nicole Gregory

Chief Administrative Officer
New York Blood & Cancer
Specialists

Natalya Kushnir

Director of Clinical
Applications
The West Clinic

Andy Cowley

Senior Systems Analyst,
Ironwood Cancer &
Research Centers