



BayCare Health System Case Study

DI Physician Performance Advisor

BayCare “Ahead of the Pack” with Physician Performance Reports for The Joint Commission

Challenge

When The Joint Commission launched the ongoing professional performance evaluation (OPPE) program, BayCare Health System (BayCare) realized their reporting system would have to be replaced. For BayCare, with over 3,500 full-time and affiliated physicians, OPPE compliance with their current system would require massive amounts of effort and generate stacks of paper for each physician. What they needed was a tool to generate clear, concise performance reports in easily consumable formats.

A longtime user of The Diver Solution™ (Diver), Dimensional Insight’s business intelligence solution, BayCare turned to DI Physician Performance Advisor™ to meet their new physician reporting and assessment needs.

Why DI Physician Performance Advisor?

BayCare evaluated several physician assessment applications, including offerings from current software vendors. All the tools had fancy reporting “bells and whistles,” but none of the others addressed BayCare’s requirement to integrate multiple data sources—their healthcare information and decision support systems, patient satisfaction surveys, and peer review data—into one concise OPPE report. It was also important for hospital management and the physicians to not only view the reports, but be able to drill down into the underlying data.

BayCare also wanted to use the latest data as soon as it was available. “With [DI] Physician Performance Advisor, we’re literally uploading last month’s data 15 to 20 days after the close of the month,” said Cindy Righter, BayCare’s Director of Quality and Safety. This compared to a three to four month time lag with another vendor’s solution.

DI Physician Performance Advisor, built on Dimensional Insight’s award-winning Diver business intelligence platform, leverages Diver’s robust integration, reporting, and ad hoc analytic capabilities into the perfect tool for BayCare’s reporting needs.

Getting Buy-In

Cindy Righter describes her strategy to get initial approval from senior management for an automated reporting solution. “I walked in and I laid on the table all the disparate data reports and said, ‘Unless I can find a way to integrate this data in a more usable, concise manner, we’d need to create 25 page reports for every physician and mail them out every six months to meet Joint Commission requirements.’”

The next group to convince was the physicians themselves. When BayCare began issuing reports, physicians were skeptical. Dozens questioned the sources and accuracy of the new data. Once the Quality and Safety Department used DI Physician Performance Advisor to show them the details behind the numbers, the physicians began to accept the reports. As Cindy Righter said, “Now they trust where the data comes from.”



About BayCare

BayCare Health System is a community-based health system in the Tampa Bay area, comprising a network of 10 not-for-profit hospitals, outpatient facilities, and services such as imaging, lab, behavioral health, and home health care. With more than 200 locations total throughout the Tampa Bay area, BayCare connects patients to a complete range of preventive, diagnostic, and treatment services. (www.baycare.org)



Results

BayCare used DI Physician Performance Advisor's flexible reporting to tailor their metrics to align with The Joint Commission's standards. The OPPE reports they created showed the data in such a way that, as Cindy Righter noted, "The Joint Commission could see that we actually were tracking the areas they wanted us to be tracking."

These efforts were rewarded during the Joint Commission's recent survey of BayCare hospitals. Righter described the reaction to the reports. "The Joint Commission's physician surveyors were very impressed with the tool and the report, and said that when it came to reporting, we were way ahead of the game compared to other organizations."

With DI Physician Performance Advisor, the time and effort to create and submit Joint Commission reports has been reduced and distributing reports to the physicians has been simplified. Cindy Righter estimates that BayCare saves over \$200,000 per year and 1,200 man-hours of labor on Joint Commission reporting thanks to DI Physician Performance Advisor.

Next Steps

Encouraged by the physicians' acceptance of the DI Physician Performance Advisor reports, BayCare will roll them out via their physician portal, giving thousands of physicians an easy way to go online and get a comprehensive view of their performance. Moreover, they will have the ability to dig into the underlying detail, down to the case

level, with just a few clicks. Cindy Righter anticipates that "1,500-2,000 people will look at their data on an ongoing basis."

BayCare also expects an increase in physician involvement and feedback in the assessment process. "Reviewers will sit side-by-side with the physician, having a conversation with the data in front of them," says Cindy Righter. They can identify opportunities for improvement by reviewing how a physician compares to benchmarks as well as peers within their practice, specialty, and facility.

BayCare plans to identify cost savings opportunities through trend analysis by service lines, using metrics such as length of stay, readmission rate, and cost at the coding level. These comparatives will help BayCare change physician behaviors and make process improvements, increasing quality of care even as they drive cost savings.

About Dimensional Insight

Dimensional Insight, Inc. is a leading provider of BI solutions with our BI platform and family of purpose-built applications. Our data integration, modeling, reporting capabilities, analytics, portals, dashboards, and applications empower users throughout the enterprise to make timely, data-driven decisions. Thousands of worldwide customers choose Dimensional Insight solutions for flexibility, ease of integration, and rapid time-to-value. Dimensional Insight consistently ranks as a top performing BI vendor in customer satisfaction.

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