



# Continuum Health Partners Case Study

## The Diver Solution

### Continuum Uses The Diver Solution™ to Provide Better Patient Care and a Healthier Bottom Line

With five hospital locations, more than 15,000 employees, and over 2,100 certified beds, Continuum Health Partners (Continuum) is one of the largest hospital systems in New York City. The entire organization has a common objective: to be ranked among the nation’s top 10% in health care quality and patient safety.

#### Challenge

Delivering the key metrics that hundreds of managers need to drive improvements in healthcare quality and profitability was a time-intensive, error-prone process, complicated by the spread of data across multiple clinical, financial, and administrative systems. Data from reporting, billing, and medical record systems was extracted and loaded into flat files, manipulated into reports, then distributed by email. More time was spent gathering data than analyzing it.

Continuum needed an easy, flexible way to integrate large volumes of data from disparate systems into a single dashboard, reporting, and analytics framework that could present data in real time, through any browser – so managers could review trends, spot anomalies, “drill down” to the details, and course correct.

#### Selection Process

Continuum was very impressed with Dimensional Insight from the first meeting. “Their deep expertise in healthcare, and their commitment

	MTD					YTD				
	Current	Budget	Variance to Budget	Prior	Variance to Prior	Current	Budget	Variance to Budget	Prior	Variance to Prior
SLR Daily Snapshot	133	122	11	117	16	33,518	34,098	(580)	33,030	488
General Statistics	4.81	4.27	0.54	3.46	1.35	4.77	4.27	0.50	4.45	0.32
Acute Discharges	471.00					476.70				
ALOS	5	5	0	8	(3)	1,591	1,533	58	1,528	63
ADC	21.60	20.17	1.43	29.75	(8.15)	19.14	20.17	(1.03)	20.05	(0.91)
Psychiatry	5	5	0	8	(3)	1,591	1,533	58	1,528	63
ALOS	21.60	20.17	1.43	29.75	(8.15)	19.14	20.17	(1.03)	20.05	(0.91)
ADC	96.00					93.10				
Detox	6	7	(1)	3	3	2,313	2,709	(396)	2,336	(23)
ALOS	3.33	4.29	(0.96)	4.33	(1.00)	4.56	4.29	0.27	4.12	0.44
ADC	29.00					31.60				
Rehab	9	5	4	8	1	1,894	1,433	461	1,582	(62)
ALOS	15.67	15.27	0.40	15.75	(0.08)	14.78	15.27	(0.49)	14.40	0.39
ADC	64.00					67.40				
AIDS	4	7	(3)	9	(5)	1,518	1,830	(312)	1,528	(10)
ALOS	4.25	5.03	(0.78)	13.00	(8.75)	6.71	5.03	1.68	5.26	1.45
ADC	31.00					30.70				
Hursery	19	20	-1	14	5	5,707	5,378	328	5,636	71
ALOS	2.26	2.20	0.06	1.93	0.33	2.27	2.20	0.07	2.39	(0.11)
ADC	37.00					37.20				
Total	176	167	9	159	17	46,167	46,982	(815)	45,640	527
Total ALOS	5.51	4.92	0.59	5.82	(0.32)	5.34	4.92	0.42	5.07	0.27
ADC	728.00					737.20				
New Initiatives	4			2	2	1,191			1,080	111
ALOS	5.50			1.00	4.50	4.12			3.71	0.41
Ambulatory Surgery	97	96	1	83	14	22,560	22,579	(19)	22,441	119
SLR Combined ER										
Admits	48			41	7	14,608			14,584	24
Treated and Released	238			289	(51)	91,637			90,772	865
Total ER	286			330	(44)	106,245			105,356	889

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

to helping their customers succeed, was apparent from the first discussion,” said Jill Emblar, Vice President of Financial Planning at Continuum. “In hindsight, I’m not surprised that their Diver Solution was ranked Best in KLAS – the highest customer satisfaction rating by hospitals of business intelligence/reporting vendors.”

*“Diver provides us the timely information we need to continually improve the quality and reduce the cost of our patients’ care,”*

**Jill Emblar**  
Vice President of Financial Planning  
Continuum Health Partners

After further evaluation, Continuum selected The Diver Solution™ (Diver) based on:

- Dimensional Insight’s extensive experience with hospitals – especially:
  - The types of reports they need
  - The challenges they face integrating and accessing data from diverse systems and formats
- How easily Diver enables users to create and distribute reports
- How easily and flexibly Diver enables managers to “dive” below the summary data into the underlying detail



## Implementation

Within a few months of selecting Dimensional Insight, Continuum was able to roll out its first business intelligence applications – including a wide variety of reports for a large and diverse set of users – based on Diver. “Dimensional Insight had a well-defined process, and they were extremely attentive to our needs,” notes Emblar.

## New Capabilities

Continuum now provides hundreds of its executives and managers with daily, monthly, and annual reports providing vital information on metrics such as:

- Financial performance – Annual P&L reports per hospital – by patient type (inpatient/outpatient), by payer, and by physician
- Case mix, payor mix, and average length of stay – Compares monthly actual versus budget; last year versus this year
- In-house patients – Current versus average length of stay, by admit services and admit nursing station
- Resource utilization – Daily, month-to-date, and year-to-date snapshot, per episode of care (displayed on a dashboard)
- Discharge rates – Daily reports comparing actual to budget by service and hospital site, on a month-to-date and year-to-date basis
- Number of visits – For inpatient, ambulatory surgery, and emergency room

“Diver helps us to spot troubling numbers, then immediately “dive” into the details – regardless of where the data is stored,” says Emblar. “It’s very powerful, yet very flexible and easy to use. In fact, many managers in our system are using the product to customize reports on their own.”

## Benefits

For the Financial Planning team and its internal “customers,” Diver is a huge time saver. “We used to get swamped with ad hoc requests for custom reports,” notes Emblar. “Now, managers can directly access the information they need, when they need it, in the format they desire.”

Ultimately, Diver helps Continuum to report on crucial information more efficiently, giving service line managers the ability to take action sooner. “Diver provides us the timely information we need to continually improve the quality and reduce the cost of our patients’ care,” says Emblar. “And that’s what we’re all about.”

## About Dimensional Insight

Dimensional Insight, Inc. is a leading provider of business intelligence (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.

*“Their deep expertise in healthcare, and their commitment to helping their customers succeed, was apparent from the first discussion.”*

**Jill Emblar**  
Vice President of  
Financial Planning  
Continuum Health  
Partners

*Continuum Health Partners, Inc. was formed in 1997 as a partnership of three venerable institutions – Beth Israel Medical Center, St. Luke’s Hospital, and Roosevelt Hospital. It subsequently expanded with the addition of The New York Eye & Ear Infirmary. Continuum offers a broad-based, fully integrated health services network throughout the New York City metropolitan region.*



60 Mall Road  
Burlington, MA 01803  
781-229-9111  
fax: 781-229-9113  
info@dimins.com  
www.dimins.com

©2012 Dimensional Insight, Inc. Dimensional Insight and the Dimensional Insight logo are trademarks of Dimensional Insight, Inc.