Next Generation Data Analytics Platform

NJ/DVHIMSS Fall 2018

Jim Beinlich

Associate Vice-President Corporate Information Services



What is our GOAL?





What's driving change?



Complexity, Velocity, and Demand for Self-Service





What's driving change?

External demand drivers



All with an accelerating pace of change

Penn's Response DAI: Improve efficiency & effectiveness of existing resources Groups adding FTEs to support needs

Ad hoc analytics (approach, tools, data, systems)

Frustration

What we need

<u>Step change</u> in capability to meet existing and known nearterm demands

> Clinical Business Research

Chronology of Data Access Capabilities



Describing the architecture



How we're looking at the solution

Interchangeable modules that provide specific features yet work together so that the whole appears to be a **single solution** to an end user

Requires a "**platform**" to run on. Like a smartphone is a platform upon which many different apps operate...

...a unified analytics platform provides the foundation that ties the individual pieces together

Custom building an in-house solution would be analogous to building our own **smartphone**...

...introduces cost and delays that don't make sense

Old Paradigm

Warehouse Fixed Data Model Ingest Scrub and Transform Retrospective Report **New Paradigm**

Lake Flexible Data Model Connect Late-Binding Real Time Discover

Proposed Ecosystem for Analytics

Model

Data

Secure

-lexible and

Significantly improving access to data



10

Microsoft Next Generation Architecture



Analytics Project Team Structure

Governance

Analytics Governance Committee

Project Directors: Chief Data Info Officer (IS), AVP Strategic Operations) Project Managers: 1 Full time, 1 half-time

Technology Platform	Data Lake	Curated Data Store	User Facing Products
Data Analytics Center Sr. Manager Data Engineer	Data Analytics Center Sr. Manager Data Architect Data Engineers Data Analyst (IS)	Ops Director Associate ClO (co-leads) Data Architect Data Engineer Data Analyst (IS) Data Analysts (Ops)	Ops Director Associate CIO (co-leads) Data Architect Data Engineer Data Analyst (IS) Data Analysts (Ops)
	Integrate	d Areas	
Infrastructure	Security	Education	Testing
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Analytics Project Team Grid

Data Analytics Core – Team Grid

<u>+</u>			
Team	Accountability	Team Lead	Project Deliverables
User-facing Products	All user-facing components of the environment: • Analytics Storefront • Dashboards • Reporting • Analytics Applications and Tools	Ops I/S	 Design and content update of the Analytics Storefront Design and feature-set of the all dashboards Design and governance of the reports and reporting tools in the environment Evaluation and selection of applications and tools to be used in the environment
Curated Data Store	Evaluation, summation and curation of source data sets for use by end-users via user-facing Products.	Ops I/S	 User-stories to facilitate data curation rules Business rules to govern data normalization, filtration, and integration Definition and maintenance of common/standard Penn Medicine metrics
Data Lake	Facilitate and manage data assets included in the data lake	I/S	 Data Lake technical architecture Domain specification integration Metadata Management Ingestion Workflows Platform integration Data Lake business rules to ensure quality and integrity Data Lake Standard Operating Procedures (SOP's)
Technology Platform	Evaluate and provide options for the underlying technology platform. Implement the selected platform.	I/S	 Technology platform assessment including: Options Pro's / Con's for each Assessment of fit for Penn Medicine environment Support needs for each Implementation of the selected technology platform

Data Domain Committees



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Project Timeline



In Analytics Storefront BETA

NEED ACCESS?

FEEDBACK

Featured Reports & Dashboards

Home

Q Search Full Report Inventory

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Measures & Metrics

Project & Report Requests



around using the reports.

FEATURED REPORTS & DASHBOARDS

View Penn Medicine's reporting and dashboard products.



SEARCH FULL REPORT **INVENTORY**

Search through multiple reporting platforms and data sources.



MEASURES & METRICS

View Penn Medicine's list of key measures/metrics, and descriptions of how those measures are defined/calculated.

The Analytics Storefront is an enterprise-wide home for commonly used reports and dashboards across our various platforms. Use the links below to access these reports and dashboards, as well as education and training

Please review these reports to see if they meet your needs before submitting a data request.



EDUCATION & TRAINING

Access education/training materials from various sources like Business Objects, Tableau, Epic Reporting, and more.



PROJECT & REPORT REQUESTS

Access the submission forms for report requests and project request form.

Featured Reports & Dashboards

NEED ACCESS?

FEEDBACK

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Home

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◻ Education & Training

Measures & Metrics

💬 Project & Report Requests

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NEED ACCESS? FEEDBACK

Using the Colored Filter Buttons below

After using the search reports bar you can filter the results by clicking on the colored buttons. The numbers in the black circles 24 positioned inside the buttons display the number of reports in that category.

FINANCE 3	HOSPITAL OP	ERATIONS 0	AMBULATORY O	PERATIONS 0)
BUSINESS DEVE		RESEARCH 0	OTHER 2			
re-admissions						Q
6 results returne	d					
Report Name				Rep	oorting Platform	Info
PCI Readmissi	ions Report			Bu	siness Objects	(i)
CMI - All Payer	r Dynamic			Bu	siness Objects	()
CCBH Patient	List			Per Wo	nnChart Reporting orkbench	(i)
Radiology Sch	eduling TOTA	LS		Per Wo	nnChart Reporting orkbench	í
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Discharge Sur	nmary Room	Charges		Bu	siness Objects	(i)

Home

Featured Reports & Dashboards

 $\ensuremath{\mathbb{Q}}$ Search Full Report Inventory

😂 Education & Training

Measures & Metrics

💬 Project & Report Requests

බ FAQs

Storefront - Education

Ambulatory Analytics – Project Overview and Resources

An overview of the Ambulatory Analytics dashboards in PennChart.



REPORTING

Ambulatory Analytics – Project Overview and Resources

An overview of the Ambulatory Analytics dashboards in PennChart.

Search

Categories

Reporting

Reporting	1-9 of 17		Sort: Most Recent 🔹 < 🕨
Providers	Short, High-Lawi eLearning Video Soort, High-Lawi S	Contract, Acade Contract, Contred, Contract, Contred, Contract, Contract, Contract, Contract, Con	Senatorial and a second a construction of second second systems (second second systems constructions) Second second second second second second second systems (second second systems) Second second
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Radiology	and Resources	Dashboard	Dashboard

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ANALYTICS STOREFRONT

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Measures & Metrics

💬 Project & Report Requests

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		Owner (0) / Consulted (C)					
ID	Measures	Ambulatory Operations	Hospital Operations	Clinical Measures	Finance	Marketing/ VoP	Payer Data
M1	Inpatient Admissions		С	С	0		
M2	Patient Days		С	С	0		
M3	Length of Stay		С	С	0		
M4	30-Day Readmissions - All Cause		С	0	С		
M5	30-Day Readmissions - Unplanned		С	0	С		
M6	ED Encounters		С	С	0		
M7	Encounters	0	С	С	С		
M8	Office Visits	0		С	С		
M9	Procedures	0		С	С		
M10	Charges				0		
M11	Payments				0		
M12	Adjustments				0		
M13	Observed-to-Expected Mortality			0	С		

UPHS Intranet > Analytics Storefront > FAQs

ANALYTICS STOREFRONT

Home	Precode Precode Precode Precode
🖹 Featured Reports & Dashboards	
Q Search Full Report Inventory	I found a report in the Report Inventory that looks very useful. How can I request access to it?
☞ Education & Training	Please see the red " <u>Need Access?</u> " button on the top of the <u>Search page</u> . Please click that button and follow the instructions. Requests for access are currently processed manually by
III Measures & Metrics	the group that owns the report, and review and approval may be needed to ensure security and appropriate access.
💬 Project & Report Requests	
ට FAQs	Is the Report Inventory a complete listing of all reports at Penn Medicine?
	I need a report, and have searched the Report Inventory, but didn't find anything that seemed to meet my needs. How can I request creation of a new report?
	My department has created reports that aren't shown here. Can we get them added to the Report Inventory?
	Once I find the report I need, I should be able to just click a link and open the report. Why doesn't the site work this way?

Analytics as a core service

- Provide validated, structured data to analytics applications, analytics datamarts, and business intelligence and reporting tools
- Organize data to meet enterprise goals (utilization/costs across pathways/episodes, interventions to reduce readmissions, targeted LOS opportunities, managing patient populations)
- Support distributed analytic groups and analysts across the organization
- Foster self-service through a distributive analytics function across the organization, including training, communication, and best practices
- · Identify trends and opportunities through analytic tools and dashboards



Ongoing Support

- Move from "project" to "product" mentality
- Regular release cycles
- Need to organize teams for "agile" development
- Need to assign "project managers" as "product managers"
- Big challenge for the PMO



Agile Development Process

ROI Stories – Denials Analysis



Claims

- Total PB \$ Claims/ year ~\$2B
- Total PB \$ Denials/year at historical rate of ~10% = ~\$200M

Opportunity



•Too much Data for them to process without use of an organized approach and system.

•Struggle with teasing out information from 835 to find root cause of a Denial •Some common Denial reasons are:

- Wrong coding
- Service is not Medical necessity
- Wrong insurance vendor
- No pre-certification

•Looking for actionable denials data, by payor, by specialty, by department...other Dimensions

Rev Cycle Process



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Patient Facility		2018	18C	428.35	.590.23	.346.53			.345.53	
Principle Diagnosis		2018	iBC	.384.06	.843.85	.610.12			.610.12	
Admission Date		2018	IBC	597.52	,315.89	436.87			.436.87	
Initial Submit Date		2018	180	.524.12	.206.09	.864.13			,864.13	
DRG Code		2018	IBC	.605.14	.672.22	.329.52			.329.52	
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Insurance Plan		2018	IBC	.064.46	.405.74	.430.16			.430.16	
Discharge status		2018	1BC	365.98	.865.89	.264.58			.264.58	
Initial Payment Date		2018	IBC	139.00	.792.03	.118.23			.118.23	
Attending Physician		2018	18C	,747.84	(504.61	.839.66			,839.66	
Visit Type	ROWS	2018	IBC		1,911.11	.707.85			.707.65	
CCH MRN	Entry	2010	IBC	819.54	,905.43	.518.43			(518,43	
PPMC MRN	Etechame Date	2018	18C	103.85	.438.57	.266.99			,266.99	
PAH MRN	Dava: Conta	2018	iBC	.317.48	.999.82	.409.44			.409.44	
HUP MRN	Payor Gloup	2018	IBC	873.07	.042.76	.035.63			.035.63	
MCP MRN	N	2015	iBC.	405.35	.674.95	.513.97			.513.97	
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Measures		2018	18C	505.45	,205,01	,419.58			.419.55	
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Process	ed as Primary 2000 INSURANCE PA	YMENT (WSURANCE) Yes				
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Remit Code Group	BUNDLED SERVICES OR GLOBAL PERIOD NOT OBSERVED	DUPLICATE CLAIM/CHARGE
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breakdown on the charges

by "Denial Reason"

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Search Q	1	Denial Reason 🔒	A/L Category +	Total Charges 2	Total Payments 🖉	Current Expected Payment 🖉				
MEASURES	COLUMNS		DENIED	2,921,959.001.26	-491.158,802.51	17.500,717.35				
 Total Charges Total Payments Current Expected Pac. 	Measures	11-DX INCONSISTENT WITH PX	DENIED	73,202.59	-5.965.07	-98.32)		
	and an address of	139-CONTR. FUNGING AGREEMT -*	DENIED.	29,345,793.06	0.00	379,981.27				
		15-DNIED, AUTH # MISSING OR INVALID	DENIED	3,207,519,95	-419,478.47	158,332.62				
		16-LACKS INFO NEEDED FOR ADJUDICATION	DENIED	76,460,296,27	-3,472,659.79	5,218,682.77				
		222-EXCEEDS MAX NUMBER OF HOURS/DAY/UNITS	DENIED	632,137,14	-61,658.41	-4.001.73				
		238-CLAIM SPANS ELIGIBLE AND INELLIGIBLE PERIODS OF CVG	DENIED.	60,514.15	0.00	2,739.44				
	10.22	253-SEQUESTRATION - REDUCTION IN FEDERAL SPENDING	DENIED	315,422,625.13	-8.613,779.02	2,049.05	Carter			
		26-EXPENSES INCURRED PRIOR TO COVERAGE.	DENIED.	22,296,218,76	-230,143,84	478,169.40	dimensions from dimensions			
DIMENSIONS	ROWS	27-EXPENSES INCRR0 AFTR CVG TERMINATED	DENRED	7,770,032.06	-787,909.12	496, 190, 41	area (red arrows) to row area (blue arrows) to add columns to the records			
Account Number	Denial Reason	31-DENIED, PAT CANT BE ID AS OUR INSRD.	DENIED	10,834,646,69	-883,490.27	052,207.26				1
Discharge Datetime		32-DEPENDENT NOT ELIG FOR CVG.	DENIED	3,353,349.32	-223,298.56	434,375.94				
Admission Datetime	A	33-DENIED, INSRD HAS NO DEPENDENT CVG.	DENIED	562,925.21	-47,732.86	46,341.39				
DRG Code	1	35-BENEFIT MAXIMUM HAS INEEN REACHED	DENED	207,975.55	0.00	1,316.00				
Paver Group		50-NON-CVD, NOT DEEMED MED NECESSITY.	DENIED	11.699.658.61	-2.303.374.27	619,829.54				
Einancial Class		51-NON-CVD, PRE-EXISTING CONDITION,	DENIED	29,446.00	0.00	12,199.31				
- Denial Reason	-	78-NON-CVRD DAYS/ROOM CHARGE ADJUSTMENT	D DAYS/ROOM CHARGE ADJUSTMENT DENIED 10,673,803.30 -595,380.91 4,402,163.13							
Praniat Place		96-NON-COVERED CHARGES	DENIED	60.373,410.85	-5,506,051 88	2,945,009,63				
Constitute Abdum callers		97-PMT INCL IN PMT FOR OTHR SVC/PX	DENIED	2,669,321 75	-356,563.62	1,828.54				
Location Appreviation		Overall Result		3,477,815,877.88	-514,686,188.60	33,239,001.30				
Specially Abbreviation Hospital Name		t) in this example, we								
Hospital Abbreviation		would like to see a								

Discharging Dept ID

All Category All, Subcategory VISIT TYPE

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DIMENSIONS A/L Category A/L Subcategory

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DENIAL_OVERVIEW

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1	Admission Date	errate					
2	Denal Class						
Sec	Denial Reason		at Name	Denial Class a	Total Charges 🖈	Total Payments 2	
MP.	ME Decharge Datetime Decharging Dept ID Decharging Dept Name				252,980,771,25	-62.637,939.03	
				BUNDLED SERVICES OR GLOBAL PERIOD NOT OBSERVED	587,825,21	168,709.91	In this example, we are looking at charges by
- 1				COVERAGE TERMINATED/ NO COVERAGE	13,194,865.91	-41,607,45	Denial Class so our result set is rather large.
1	DRG-Code			INELIGIBLE DEPENDENT/ INELIGIBLE DUE TO AGE	275,510,00	-23,409,11	click on the filter on the upper left and choose
	Financial Class			INFORMATION-ONLY CODES	82 878 15	-12 807 13	Hospital Name, A multi-select pop-up will
	Hospitel Adore	udion		MECICAL NECESSITY NOT DOCUMENTED	645.199.51	-113.603.47	Appear with all possible selections. Choose
	Hospital Name	_		NEED ADDITIONAL/ CORRECTED INFO IMED AND NON-MED)	3,755,507,65	-231.605.73	
	Location Adoreviation			NONCOVERED PROCEDURES/ SERVICE - PATIENT NOT RESP*	360 380 26	-40,456,07	
	Specially Abbre	rvlation		NOT APPLICABLE	437.382.27	0.00	
Parent .	VISIT TYPE			PATIENT NAME/NUMBER MISMATCH	1,841,213,13	-211,766.50	
A.c.	and block been			PRE-EXISTING CONDITION	29,446.00	0.00	
ALCO	DURE NUMBER	Hospital Name		Result	274,293,980.34	-63,478,907.47	
LASS	narge Liajenne	Denius Class			1,422,231,960.33	-215,836,124.31	
Addr	Admission Datelime			COVERAGE TERMINATED/ NO COVERAGE	10.262.721.65	-297,547.29	
OHS	3 Code			CPT/DIAGNOBIB MISMATCH	27,634.00	-660.93	
$P \pi \gamma$	Payer Group Financial Class			INELIGIBLE DEPENDENT/ INELIGIBLE DUE TO AGE	1.906.047.70	-13,304.93	
Fina				INFORMATION-ONLY CODES	157,664,504.64	-4,902,491,40	
Den	lal Reason			MAXIMUM EXCEEDED/ BENEFITS EXHAUSTED	207.975.55	0.00	4
< Den	al Class		HUP	MEDICAL NECESSITY NOT DOCUMENTED	8,112,920,67	-2.107,937.19	
Loci	ation Abbrevia			NEED ADDITIONAL/ CORRECTED INFO (MED AND NON-MED)	41,205,520,65	-1,577.223.58	
Disc	thanging Dept			NO PRIOR AUTHORIZATION	797,803 20	-75,921.75	
Spe	ciatty Abbrevi			NONCOVERED PROCEDURES/ SERVICE - PATIENT NOT RESP*	39,046,986,01	-2,456,532,94	
 Hos 	pital Name			NOT APPLICABLE	6,799,623 73	-546,266,32	
Hos	pital Abbreviat			PATIENT NAME/NUMBER MISMATCH	3,406,733.09	-292,645.28	
Disc	thanging Dept ID			Result	1,691,611,431.22	-228,106,655.92	
A/L	Category				705,601,754.06	-128,795,341.48	
A/L Subcategory				BUNDLED SERVICES OR GLOBAL PERIOD NOT OBSERVED	1,971,495,54	190,850.71	
VIS	T TYPE			COVERAGE TERMINATED/ NO COVERAGE	4.511.053.21	-513,979.11	
				INELIGIBLE DEPENDENT/ INELIGIBLE DUE TO AGE	1,502,978.01	234,517,31	
			PAH	INFORMATION-ONLY CODES	83,863,411,29	-1,659,811.91	
				MEDICAL NECESSITY NOT DOCUMENTED	1,378,613.96	-74,300.25	J

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MEASURES	COLUMNS			770000246546	1,217,631,76	0.00	0.00	0.00	1.214.151.76	-
 Total Charges Total Payments Total Adjustment 	Measures		NEED ADDITIONAL/ CORRECTED INFO (MED AND NON-MED)	770000254705	12 203 00	1,024.16	8.00	-10.968.84	12,013.00	
				770000267112	139,516,09	0.00	0.00		154,447.09	
				270000267971	326.270.00	0.00	0.00	-658.00	321,613.00	
- Cument Extert				770600304170	133,171,90	4.345.28	-11,142.41	+117,684,21	115,144.90	
· Denied Amount				Result	41,206,520.65	3,129,300.73	-1,877,223.68	-19,482,022.65	31,742,883.56	
- Joines Herosia			NO PROR AUTHORIZATION	10000907564	15,088.00	5,411.76	0.00	9.676.24	15,068.00	
				10001236124	24,145.00	6,391.18	0.00	-17,756.85	24,148.00	
				10002964730	47.867.00	0.00	-9.023.57	-38,306,43	0.00	
				10003740231	177,836.10	0.00	-34.374.02	-142,067.08	-5,724.02	
				10003841251	49.058.00	12.249.64	0.00	-32,729.36	44.970.00	
				10004259917	34,595.10	0.00	-6.228.44	-27,009.66	3,905.56	
				10004791395	264.047.00	140.39	-15,033.82	248,872.79	54,464.18	
				10005307335	87.688.00	0.90	-11.261.90	-75,031.10	14,073.10	
	1			770000257451	37,475.00	6,486.95	0.00	-28.801.00	35,268.00	
STATISTICS.	Service service			Result	737,803.29	30,678.89	-75,921.75	-621,050.56	186,221.82	
DIVENSIONS Orischarge Oat Admission Dat DRG Code Payer Group	ROWS			255213920	60,476,22	0.00	0.00	-60,476.20	26,452.82	
	 Hospital Abbreviation 	THUR.		256153729	1,148,861.03	0.00	-175.529.03	-955,395,00	3,320.00	
	Denial Class Account Number			256383771	476,571,00	0.00	0.00	-478,571.00	118,610.00	
				256435563	332.031.40	95.60	+149.705.82	-201,560.96	70,919.00	20
			NONCOVERED PROCEDURES: SERVICE - PATIENT NOT RESP	256523376	01.861.00	7,239.38	0.00	-44,621.62	-38,340.00	
				256529969	149,937.60	0.00	-107.090.00	42,682.60	45,982.70	
Financial Class				256532849	92,933.00	0.00	-21,800.72	-71,132.28	332.00	
Demial Reason				256638900	26,908.00	-121.42	-6,177.18	-20,852.24	-9,559.00	
- Denial Class				256570633	218,608,15	0.00	-72,198,25	-146.409.90	0.00	
Location Abbr				256571771	75,259.20	1,270.42	-12,874.28	-61,105.50	-38,679,20	
Docharging D .				250054400	215,671.00	29.044.57	0.00	-67,372,43	1,590.00	
Specially Abbr				256669007	53,016,55	0.00	0.00	-53,018,55	26,164.51	
Hospital Name				256669940	127,236.05	459.97	-24,555,59	-101,846.43	91,831.00	
 Hospital Abbr 	£			256689672	82,828,65	0.00	0.00	-82,828.65	26,999.55	
Discharging D				256722077	382,545.00	0.00	0.00	-382,845,00	00.0	

Model the Denials



😽 Penn Medicine