Is Timely Reporting a Problem?
Not Anymore!

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Berkshire Health System

Berkshire Health System

- Located in Pittsfield, Mass
- Serves the Berkshires & surrounding communities
- Berkshire Medical Center
  - 302-bed acute care community hospital
- Fairview Hospital (Critical Access)
  - 25 bed
- Berkshire VNA
- Long Term Care

Meditech and Me

- Worked at Berkshire Health Systems 15 years
- Primary responsibility report writing

- C/ S Meditech modules (ADM, BAR, GL, DR, SCH, ITS)
- Went live with Meditech 2002
- Upgrading to 5.65 June 2012
- Went live with Allscripts 11/ 2011

Our Reporting Frustrations

- Tired of waiting for information
  - Some BAR NPR reports take 24 hours to run
  - " I want it now" mentality

- Frustrated with information silos
  - Each department had it's own reporting needs
  - Data inconsistency

- Executives disappointed in IT
  - Can't trust the data
  - "We're not getting what we want from IT"

Attempts to End the Frustration

- First, we tried various reporting tools

    - NPR reports

    - Reporting Services

    - "Out-of-the-box" reports

- Then, we hired a consultant for 6 months

- Neither met our needs…but we learned valuable lessons

Now: Mission Accomplished

- Centralized reports (single source of truth)

- Reports are easy to read

- Supported by drill down capability

- Information readily available

- Quickly "tweaked" as needs change

- The system is used by 350+ people and growing

- Executives use online dashboard in weekly meetings

Our Formula for Success

1. Data is the foundation

2. Tools must be fast, flexible and easy to use

3. Data Visualization expertise is required

4. It takes a village

5. Perform vigorous validation

6. Sustainability ensures success

#1. Data is the foundation

BHS gets data from many source systems

- Primary sources:
  - Meditech Data Repository
  - Allscripts ambulatory
  - Encor visiting nurses
  - ScoreHealth wellness
  - M*Modal transcription
  - Legacy systems for historical data

#1. Data is the foundation

We centralized our data

- Comprehensive information available
- Flexibility in "mixing" data
  - Meditech + Allscripts + eMPI
- Consistency across the enterprise
  - Six Sigma reporting
  - Multiple areas see the same data source
  - Departments benefit from each other

#2. Tools must be fast and flexible

- Inflexible reports don't get used
  - Beware "out-of-the-box" reports
  - They don't adapt to inevitable change
- Slow response time gets frustrating
- Put control in the hands of the departments
  - Must be easy to use
  - Remember the occasional user
  - Integrated Ad Hoc report writer

#2. Tools must be fast and flexible

Security is important

- Our reporting tools are integrated with Meditech security

- Reporting tools supplement Meditech with exception tables

- This minimizes administrative time

#3. Data Visualization expertise is required

- There are a variety of ways to visualize data:

  tables, pie charts, bar graphs, histograms, etc.

- Experts can determine the most effective way to analyze large amounts of data to identify:

  correlations, trends, outliers,

  patterns & business conditions

4. It takes a village

- Sponsorship from executives
- Leadership from IT
- Collaboration from management
- Requirements from analysts
- Buy in from requestor – the dump and runs will not work

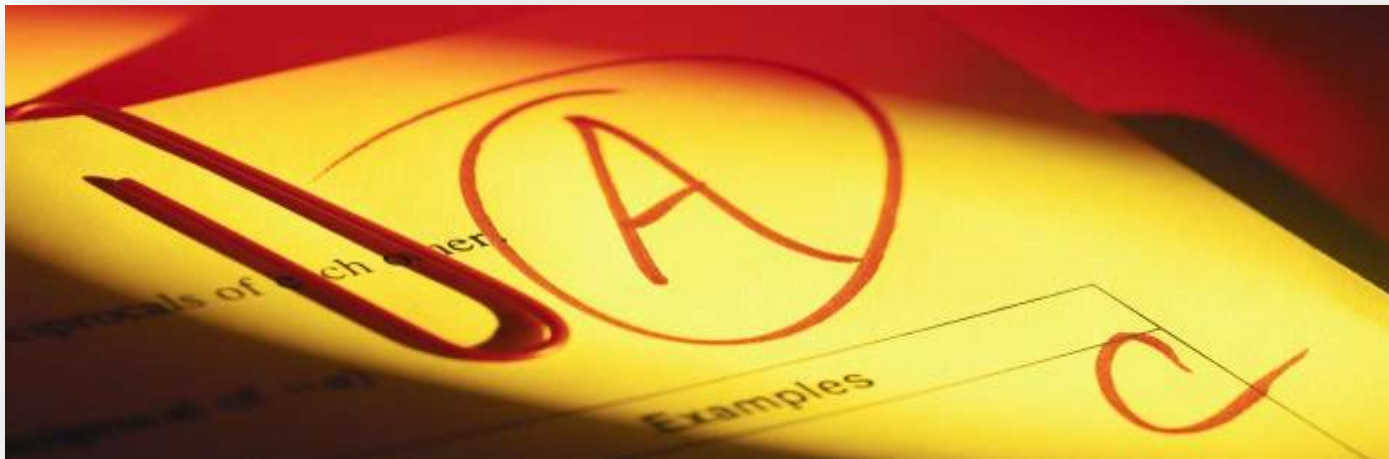# #4. It takes a village

Know your audience

- Physicians are visual

- Executives want summaries

- Financial managers want spreadsheets

- Analysts want details

- Everyone wants quick answers

#5. Perform vigorous validation

- Designate a business owner

- Test thoroughly before end users see results

- Be responsive to problems

- Establish trust in the data and IT commitment

#6. Sustainability ensures success

- Not "once and done"

- Responsive to changes in the organization

- Reports are automatically updated & available each morning

- We get smarter as we go

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Questions?

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