



Strategies with Tableau for State Offices of Rural Health

Tuesday, May 16, 2017

3:00pm Eastern

National Organization of **State Offices of Rural Health**

Objectives



- Identify existing strategies SORH are using to visualize data
- Observe how SORH can use the Tableau platform to create meaningful visualizations.
- Describe how strategies with data visualization can enhance a SORH in meeting their core functions.



Emerson Ong is the Data and GIS Analyst for the Oregon Office of Rural Health. He has been with the Oregon office for almost 17 years where he has developed all the Access databases and instituted the mapping program for the office. He is currently a Tableau novice but learning more each day.

Stacie Rothwell is a Field Services Program Manager with the Oregon Office of Rural Health (ORH). Stacie joined ORH in August of 2015. Her primary work under the Flex Grant at ORH is building programs and solutions to assist Oregon's CAHs with their quality programs and reporting under the MBQIP program.



Penny Black is a professional question asker. As the Rural Health Epidemiologist at the Wisconsin Office of Rural Health, she can often be heard asking questions like, How are you defining rural? How will you measure that? Who conducted that study? and, Where'd they get their data? Penny is a former Disney character, full of useless trivia, a walking jukebox, and “short – but not freakishly so” (as described by John Eich, Director of the Wisconsin Office of Rural Health).

Chris Salyers is the Education and Services Director for NOSORH. He is responsible for measuring outcomes of NOSORH's activities, develops data-driven visualizations, and oversees the Tableau reduced pricing program. Previously, at the Kentucky ORH he developed dashboards and data-driven fact sheets for the SORH.

What is Tableau?



- Business Intelligence (BI) software/platform
- Development of interactive dashboards
- Maps, tables, charts, story boards

Words of Caution

- Requires staff training and expertise/learning curve
- Database layout may need modified to “speak” to Tableau

Using Tableau from a SORH Perspective

Emerson Ong, Data/GIS Analyst

Stacie Rothwell, Program Manager

Oregon Office of Rural Health

National Organization of
State Offices of Rural Health





MBQIP Benchmarking Program

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GOAL:

The Oregon Office of Rural Health (ORH) has developed a MBQIP Benchmarking Program to assist CAHs with:

- Benchmarking their MBQIP and HCAHPS data against peers of their choice.
- Develop a dashboard report that helps Quality Officers share their data across their organization – with staff, leadership, and their Board of Directors.
- Peer-to-Peer sharing and learning opportunities on quality reporting successes and struggles.



■ TIME LINE:

December 2015-May 2016: Contracted with Health DataViz to build a Tableau based solution. Worked together with Health DataViz team to develop multiple reports to meet our goals. Build completed by Health DataViz late spring of 2016.

August/Sept 2016: ORH finalized program planning, developed CAH communications and authorizations to participate in program.

September/October 2016: CAH enrollment in program. As a courtesy, ORH notified all participating CAHs who their data would be shared with.

November 2016: Benchmarking Reports sent in static (PDF) format to participating CAHs.



Sample of Benchmarking Authorization Form:

Authorizations includes release to share data with other CAHs.

CAHs choose peer hospitals to benchmark with based on location, size, volume, EHR, etc.



MBQIP BENCHMARKING AUTHORIZATION

Return Authorization by XXX to Stacie Rothwell at rothwesi@ohsu.edu

Name of Critical Access Hospital: _____

I would like to receive benchmark reports on the following CAHs:

- | | |
|--|--|
| <input type="checkbox"/> Blue Mountain Hospital, John Day | <input type="checkbox"/> Providence Seaside Hospital, Seaside |
| <input type="checkbox"/> Columbia Memorial Hospital, Astoria | <input type="checkbox"/> Saint Alphonsus Medical Center, Baker City |
| <input type="checkbox"/> Coquille Valley Hospital, Coquille | <input type="checkbox"/> Samaritan Lebanon Community Hospital, Lebanon |
| <input type="checkbox"/> Curry General Hospital, Gold Beach | <input type="checkbox"/> Samaritan North Lincoln Hospital, Lincoln City |
| <input type="checkbox"/> Good Shepherd Medical Center, Hermiston | <input type="checkbox"/> Samaritan Pacific Communities Hospital, Newport |
| <input type="checkbox"/> Grande Ronde Hospital, La Grande | <input type="checkbox"/> Southern Coos Hospital and Health System, Sandton |
| <input type="checkbox"/> Harney District Hospital, Burns | <input type="checkbox"/> St. Anthony Hospital, Pendleton |
| <input type="checkbox"/> Lake District Hospital, Lakeview | <input type="checkbox"/> St. Charles Madras, Madras |
| <input type="checkbox"/> Lower Umpqua Hospital, Reedsport | <input type="checkbox"/> St. Charles Prineville |
| <input type="checkbox"/> PeaceHealth Cottage Grove Community Health, Cottage Grove | <input type="checkbox"/> Tillamook Regional Medical Center, Tillamook |
| <input type="checkbox"/> PeaceHealth Peace Harbor Medical Center, Florence | <input type="checkbox"/> Willowa Memorial Hospital, Enterprise |
| <input type="checkbox"/> Pioneer Memorial Hospital, Heppner | <input type="checkbox"/> West Valley Hospital, Dallas |
| <input type="checkbox"/> Providence Hood River Memorial Hospital, Hood River | |

- I do not wish to receive benchmarking reports on any of Oregon's CAHs.
- I wish to receive the dashboard reports only.

Choose one:

- I authorize my MBQIP data to be shared by name with other Oregon CAHs who chose to benchmark against my hospital.
- I do not authorize my MBQIP data to be shared by name with other Oregon CAHs who chose to benchmark against my hospital. I understand that my data may still be shared with a unique number that does not identify my organizations name.

I understand that ORH will provide me with the names of CAHs who have chosen to benchmark with my organization.

By signing below I acknowledge that my MBQIP and HCAHPS data will be shared in the manner I have indicated above and I agree to participate in the benchmarking program.

CEO Signature

Date

CEO Printed Name



RESULTS:

21 of 25 CAHs participating in Program.

CAHS report sharing Dashboard Reports with:

- Administration
- Board of Directors
- Leadership Team
- Medical Staff
- QI Committee

CAHs especially like:

- That it is easy to read
- It's a great one page snapshot on all MBQIP domains
- That they can see how other CAHs are doing in the same areas
- Ability to reach out to peers to share and learn from each other



FUTURE PLANS:

Based on positive feedback from CAHs, ORH is currently implementing:

- Interactive Access to benchmarking reports via Tableau Online
 - ORH is purchasing each participating CAH a Tableau Online License.
 - Will offer webinar based training to CAHs on how to access reports.
- Access to MBQIP and HCAHPS benchmarking reports as it is released.

ORH anticipates rolling these new options out by July 1st.



Screen Share

With Emerson

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Using Tableau from a SORH Perspective

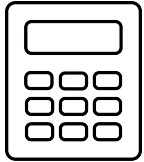
Penny Black, Epidemiologist

Wisconsin Office of Rural Health

National Organization of
State Offices of Rural Health

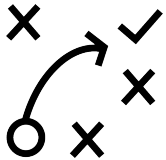


Wisconsin



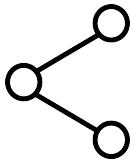
Simple analysis

Example: Population crosstabs



Internal decision making

Example: MBQIP workbook



External information sharing

Example: LAP dashboard

<http://worh.org/loan-repayment/dashboard>

Using Tableau from a NOSORH Perspective

Chris Salyers, Education and Services Director
National Organization of State Offices of Rural Health

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NOSORH Tableau Licensing Program



- Tableau Desktop Personal
 - \$800 first year/\$200 annually after
- Tableau Desktop Professional
 - \$1550 first year/\$350 annually after

More information

chris.salyers@nosorh.org

or

NOSORH website