COPE HEALTH SOLUTIONS

Driving Results with Data

How Temple Health Transformed Care with Automated Dashboards

AT A GLANCE

Obstacle

- ✗ Manual, error-prone data processes limited real-time reporting and hindered quality improvement efforts.

Solutions & Outcomes

- ✓ Automated dashboards streamlined performance tracking across nursing, provider, and ACO teams.
- ✓ 20% increase in transition of care encounters and improved visibility into nurse productivity.
- ✓ Real-time insight into Health Equity Plan metrics enabled more timely, data-driven interventions.

CHALLENGE

Temple Health's Center for Population Health had identified barriers that hindered their ability to maintain key operational reporting and access real time reporting across different departments.

1. Temple Health's quality team relied heavily on **manual extraction of EMR** and Health Information Exchange **(HIE) data** to **calculate performance** across various quality metrics, and distributed Excel based scorecards to providers. This process was time-consuming, error-prone due to manual data manipulation, and lacked the agility needed for real-time decision-making.

2. The Center for Population Health operates a robust Nurse Navigation program, but **leaders were operating blindly** without insight into nursing staff deployment, key metrics, or tracking the impact of interventions on patient outcomes, due to the organization recently discontinuing usage of certain analytic tools. This disruption prompted the organization to explore alternative, more sustainable, solutions to maintain and enhance their quality performance tracking and improvement efforts.

3. Temple Health's REACH ACO has **reporting requirements** relating to performance against key metrics in the ACO's stated Health Equity Plan that were being **aggregated manually.**

   The process impeded leadership's ability to gain real time insights into data collected on the population and adjust initiatives on a more regular cadence to improve performance due to the work involved in accessing appropriate data points each time.

SOLUTION

Temple Health engaged with COPE Health Solutions (CHS) to develop **automated solutions** for **data analysis and distribution** to support analytics for TCPH reporting. CHS leveraged Temple Health's EMR system (EPIC) and supplemental data from their HIE to build **automated analytics dashboards using Power BI.**

The approach included:

Quality Performance Dashboard:
CHS developed a dynamic **provider scorecard** that automated data collection, interpretation, and calculation. Providers could now easily **view their performance benchmarked against peers, track trends over time, and drill down into patient-level details** —all within a single dashboard.

This improved transparency and enabled leaders to hold providers accountable, and eliminated the lift required of the quality team in producing accurate reports each month, driving efficiency.

Nurse Navigation & Intervention Dashboards:
CHS introduced a suite of dashboards that optimized nurse staffing allocation by tracking productivity at an **individual nurse level.** These dashboards allowed nursing teams to efficiently deploy resources to key programs, ensuring high-impact interventions. By integrating quality outcomes with patient level chase lists, nurses were empowered to proactively target areas for intervention. Leadership teams also gained visibility into nurse deployment, ensuring that resources were allocated effectively to drive quality improvement.

Health Equity Plan Reporting:
CHS created a dashboard to allow real time insight into **ACO REACH patient's blood pressure monitoring** so the team can access real time reporting on this key metric of the organization's Health Equity Plan. This included a **visualization** of patient's mapping as well as tables indicating the volume of patient's with a controlled blood pressure reading to assist in targeting outreach.

Providers can easily:

- View their performance benchmarked against peers
- Track trends over time
- Drill down into patient-level details

All within a **single** dashboard.

↑ **12%**

increase in provider referrals

↑ **20%**

increase in transition of care encounters by nurses

↑ **12%**

increase in complex care program navigation

RESULTS

The implementation of the automated analytics dashboards led to significant improvements across key areas including **team management, nurse productivity and improved outcomes in patient care.** The dashboards were formally deployed in December 2024 and played a crucial role in the strategic deployment of nursing staff to improve quality metrics in transition of care, provider referral management and chronic condition management. With **11 nurses** operating across **26 sites**, productivity was measured through encounters, referrals completed and patient navigation for complex care management.

Results of these productivity gains are becoming visible in the data.
A comparison of the six-month average performance prior to the dashboard's implementation with the three-month period of its use showed:

- **20%** increase in transition of care encounters by nurses
- **12%** increase in provider referrals
- **12%** increase in complex care program navigation

Additionally, having the ability to go from overall metrics down to targeted patient lists allowed nurses to better track and manage their ACO population of approximately 6,000 members.

Target quality metrics for the ACO population participating in ACO REACH showed:

- **1.6%** decrease in all-condition 30-day readmission rates
- **2.4%** increase in patient having a office visit within 14 days of readmission

Deployment of these dashboards highlight the power of automations in analytics.

Through these improvements Temple Health can further drive accountability, optimize resource allocation, increase staff engagement, and improve patient outcomes, all of which enhances their potential for success in Value Based Payment (VBP) arrangements.

Leadership teams gained visibility into nurse deployment, ensuring resources were allocated effectively to drive quality improvement.