

Georgia CAH Benchmarking

Invitation from Illinois Critical
Access Hospital Network



You asked for it . . .

- Fiscal analyses provided benchmarking data, however information was dated.
- CAHs requested to receive data on a more current basis.
- Other states have developed CAH benchmarking tools.
- ICAHN has offered to allow Georgia CAHs to “piggyback” on to their system!

ICAHN Scorecard Financial Benchmark Program

- Collecting data since 2007
- In 2010, moved to an internet based scorecard program
- CAHs enter monthly financial data directly over the internet.
- Hospitals can generate their own reports for user-defined time frames.
- System automatically generates comparative graphs

ICAHN Scorecard Financial Benchmark Program

- Ratios being collected include
 - Operating and total margin
 - Days cash on hand
 - Bad debt and charity percentages
 - Current ratio
 - Debt service coverage
 - Days in AR
 - Average daily census
 - Outpatient revenues % by payer

ICAHN Scorecard Financial Benchmark Program

- ICAHN plans to expand program to include additional comparisons
 - Current year operating ratios as compared to last audited financial statement ratios
 - Expense comparisons

How does it work?

- Secure web-based portal
- Departmental benchmark metric tracking
- Facility-based with permissions for
 - data entry and comparison reporting
 - read-only or edit
- Data entry with deadlines and applicability questions
- Comparison reports
 - ICAHN (GA?) network mean and standard deviation
 - Individual Facility Comparison (anonymous facility ids)

Measure Sets, Elements, and Measures

Scorecard manages two types of **Measure Sets**:

- Quality Indicators (Georgia will not use.)
- Departmental Benchmarks
 - Entered monthly
 - Financial (45 day deadline) and Laboratory (21 day deadline)
- Each measure set has:
 - **Measure Elements**: manually entered, collected 'in the field'
 - **Measure**: percentage or rate that is automatically calculated for normalizing data. Each measure set can have multiple measures.

Logging In

Members have unique logins based on email address

Login to ScoreCard

Welcome to ICAHN Quality Alliance ScoreCard

Enter your email address and password to Login to your ScoreCard account

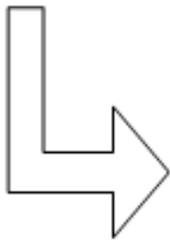
Email Address

Password

[Contact Us](#) [Forgot your Password?](#)

Workflow

Enter Data: enter values for measure elements before the data entry deadline is reached.



Review Entered Data: generate a web-based comparison report for measure sets that have recent data entry.
Compare results with prior timeframes and with ICAHN network mean. Troubleshoot obvious discrepancies.



Generate Comparison Reports: Graph your facility vs. ICAHN network mean for one or more ~~measure sets~~ and for a configurable timeframe. Or, list individual facilities in a table.

Or
Georgia
CAH
mean

Home Page



QA ScoreCard Illinois Critical Access Hospital Network

[COMPARE](#) [DATA ENTRY](#) [DIRECTORY](#) [CONTACT US](#) [ADMINISTRATION](#)

Welcome, Mary Smith
mary.smith@caretech.com
CareTech Health System

[Home](#) [My Account](#) [Logout](#)

Quick Links

[User Manual - new ver 3.5](#)
[User Manual and Measure Set Descriptions - old ver 2.0](#)
[Change your Password](#)
[Contact Us for help](#)
[Report a Problem](#)
[Email CareTech Support](#)
[Email ICAHN Administrator](#)
[ICAHN Website](#)

My Compare Reports

List My Reports	Refresh Count
Waiting for Processing	0
Processing	0
Ready for Viewing	2
Canceled	0
Error	0

Administrator's Corner

> [Welcome to ScoreCard, version 3.5](#)
Friday, February 12, 2010

The data submission deadline for the 4th Qtr. 2009 is March 16, 2010.

If you need to catch up on data entry for previous quarters all the way back to Quarter 1 of 2007 please [contact me](#) and I'll in turn authorize CareTech Solutions to grant you access.

It is important that you enter data for each indicator for each quarter to maximize the usefulness and validity of the data.

It is also **very important that you compare your data input numbers** for a particular indicator with those of other participating hospitals. If you notice a significant difference in your numbers, please check your data entry and consult the on-line Manual.

Maintaining an accurate database is paramount to ScoreCard.

News and Announcements

> [New ScoreCard Upgrade to Begin](#)
Monday, November 15, 2009

ICAHN has recently signed an Agreement with Care Tech Solutions to upgrade the Scorecard which will allow you to aggregate your quarterly data over time into other time spans, for example a 6 month and annual report. Work will begin the week of November 2 with completion right after the first of the new year. Training webinars and "go live" will follow, so stay tuned!

> [QI Advisory Committee will be Updating the on-line ScoreCard Manual Soon](#)
Monday, November 15, 2009

ScoreCard Support

The [Contact Us Form](#) can be used to submit an email to all ScoreCard coordinators.

or, contact one of the people below...

CareTech ScoreCard Support
for questions on usage, technical support, or other issues

Eric Natzke
Web Products Support

Email: eric.natzke@caretech.com
Phone: 248-823-0507
CareTech Solutions, Inc

ICAHN ScoreCard Administrator
for goals of ScoreCard, executive summary details, future direction, and deadline extension requests

Don Evans
Education Consultant

Email: devans@ichan.org
Phone: 815-875-2999
Illinois Critical Access Hospital Network

Building Reports

- Create and save one or more report templates. Templates specify:
 - Report start and end dates
 - Aggregation
 - Measure sets to include
 - Facilities to include
 - Type of report: graph or table
 - Output type: web page, pdf, or xls

Building Reports

- Use a template to create a report. Select the template, edit template if needed, and generate the report
- When completed, the report can be viewed on the web or downloaded (pdf, xls).
- Reports are saved until deleted by member

Building Reports (cont.)

My Reports

[Create a New Report](#)

[Reload List](#)

Order List By...

Showing 1 to 5 (of 5 records) pg:1 << < > >>

Status	Created On	Report Name	Output Format	Actions	Measure Set Type	Finished Processing On	Filename
Ready for Viewing	06/21/10 07:19	Patient Falls Table	WEB	View Rebuild Delete	Indicator	06/21/10 07:19	-
Ready for Viewing	06/21/10 07:18	Patient Falls Table	PDF	View Rebuild Delete	Indicator	06/21/10 07:18	compare_table_2010-06-21_07-18-43.pdf
Ready for Viewing	06/21/10 07:13	Patient Falls Graph	WEB	View Rebuild Delete	Indicator	06/21/10 07:14	-
Ready for Viewing	06/18/10 15:28	Benchmark Table	WEB	View Rebuild Delete	Benchmark	06/18/10 15:28	-
Ready for Viewing	06/18/10 15:11	Benchmark Graph	WEB	View Rebuild Delete	Benchmark	06/18/10 16:50	-

[Close](#)

- List of generated reports is shown above
- 'My Compare Reports' can be viewed from the home page
- Rebuild the same report if data changes

My Compare Reports

[List My Reports](#) [Refresh Count](#)

Waiting for Processing 0

Processing 0

Ready for Viewing 5

Canceled 0

Error 0

ICAHN ScoreCard - Data Entry List



QA ScoreCard Illinois Critical Access Hospital Network

- COMPARE ...
- DATA ENTRY ...
- DIRECTORY
- CONTACT US
- ADMINISTRATION ...

Data Entry List

Facility: CareTech Health System Filters
 Measure Set: Benchmark: Financial, v1 Deadline Notification, days left or 'closed'
 Actions: Selected... Add... Data Entry Elements
 Showing 1 to 13 (of 13 records) pg:1 << < > >>

Select	Days Before Close	ID	Total Gross Patient Revenue	Total Other Operating Revenue	Bad Debts (Net of Recovery)	Charity	All Other Allowances	Non-operating Revenue	Operating Expenses	Net Income	Gen Operating Cash	Op Se
<input type="checkbox"/>	204	10_M1	6,568,000	5,005,533	4,347,000	3,286,000	2,330,343	1,023,054	1,900,000	733,244	6,568,000	5,
<input type="checkbox"/>	173	09_M12	7,004,400	6,004,800	5,040,000	4,000,444	3,003,400	2,067,000	1,044,000	1,988,356	7,004,400	6,
<input type="checkbox"/>	142	09_M11	7,500,123	5,003,950	4,509,900	3,650,230	2,525,000	3,500,440	2,002,300	3,317,083	7,500,123	5,
<input type="checkbox"/>	112	09_M10	7,000,000	6,000,000	5,000,000	4,000,000	3,000,000	2,000,000	1,000,000	2,000,000	7,004,400	6,
<input type="checkbox"/>	81	09_M9	6,568,000	5,005,533	4,347,000	3,286,000	2,330,343	1,023,054	1,900,000	733,244	6,568,000	5,

Delete/Edit Selected

ICAHN ScoreCard - Data Entry Form

Data Entry Record

Facility: **CareTech Health System** Measure Type: **Benchmark**
Measure Set: **Financial** Version: **1**
Record ID: **2010_M1** Timespan: **Month**

Record Identifier

Save

Cancel

Measure Applicability Questions

1. Are you collecting data this timespan for the Financial measure set? No Yes
2. Is the Total (net) Revenue for your facility non-zero this month? No Yes
3. Is Operating Expense less Depreciation Expense non-zero this month? No Yes
4. Is Total Gross Patient Revenue non-zero this month? No Yes
5. Are Current Liabilities non-zero this month? No Yes
6. Does Current Portion of LT Debt or Interest Expense have at least one value that is not zero? No Yes
7. Is Gross Hospital Revenue non-zero this month? No Yes
8. Is Net Hospital Revenue non-zero this month? No Yes
9. Do you have outpatient hospital registrations for this month? No Yes

**Applicability Questions:
Hide or unhide data
input elements**

Please correct the following:
- If Total Gross Patient Revenue is 0, mark 'No' for 4

**Input Validation
Messages**

Data Input Fields (based on applicability questions)

Total Gross Patient Revenue ✓
Total Other Operating Revenue

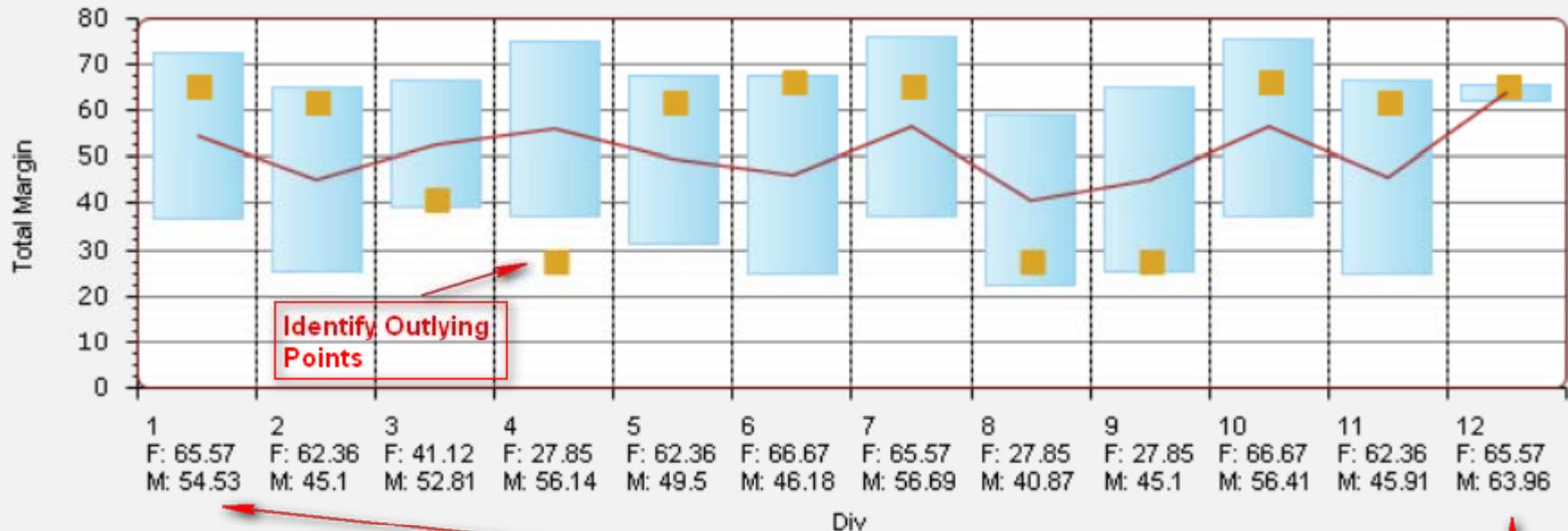
**Data Element Input
& comments (not shown)**

ICAHN Score Card Comparison Graph

Trend Graph
Benchmark: Financial - v1
Total Margin

Facility, Mean,
& Std Dev Lines

■ Our Facility (34563)
— ICAHN Mean
□ +/-1 Standard Deviations from ICAHN Mean



Benchmark: Financial - v1
Total Margin %
Total Margin

Div	Date Range	Our Facility	ICAHN Mean	+/-1 Std Dev
1	2009_M1	65.57	54.53	17.86
2	2009_M2	62.36	45.1	19.93
3	2009_M3	41.12	52.81	13.62

Facility & Mean
Values

Data table showing
detailed values

Cost to participate

- Not yet known
- Have been assured cost will be minimal
- ICAHN not interested in a profit, only wants to cover actual costs

Is there interest?

- Are you interested in participating?
- What type of information would you like to see?
- Goal is to provide CAHs with timely information that can be used to
 - Make financial decisions
 - Ascertain reasonableness of internal financial data