

The slide features a background with abstract blue and yellow shapes. In the top right corner, the text "Information Builders" is displayed. The main title "Healthcare Performance Management (HPM)" is centered in a large, bold font, with the subtitle "A Framework for Moving from Fragmented to Integrated Care" below it. To the right of the subtitle, the names and titles of the speakers are listed: "Alan Eisman Healthcare Practice Exec", "Julie LaJoice, R.N. Manager", and "Performance Analytics". In the bottom left corner, there is a triangular graphic with the words "Integrity", "Integration", and "Intelligence" on its sides, and "Information Builders" in the center. In the bottom right corner, the "Henry Ford HEALTH SYSTEM" logo is visible.

Information Builders

Healthcare Performance Management (HPM)

A Framework for Moving from Fragmented to Integrated Care

Alan Eisman Healthcare Practice Exec
Julie LaJoice, R.N. Manager
Performance Analytics

Integrity
Information Builders
Integration
Intelligence

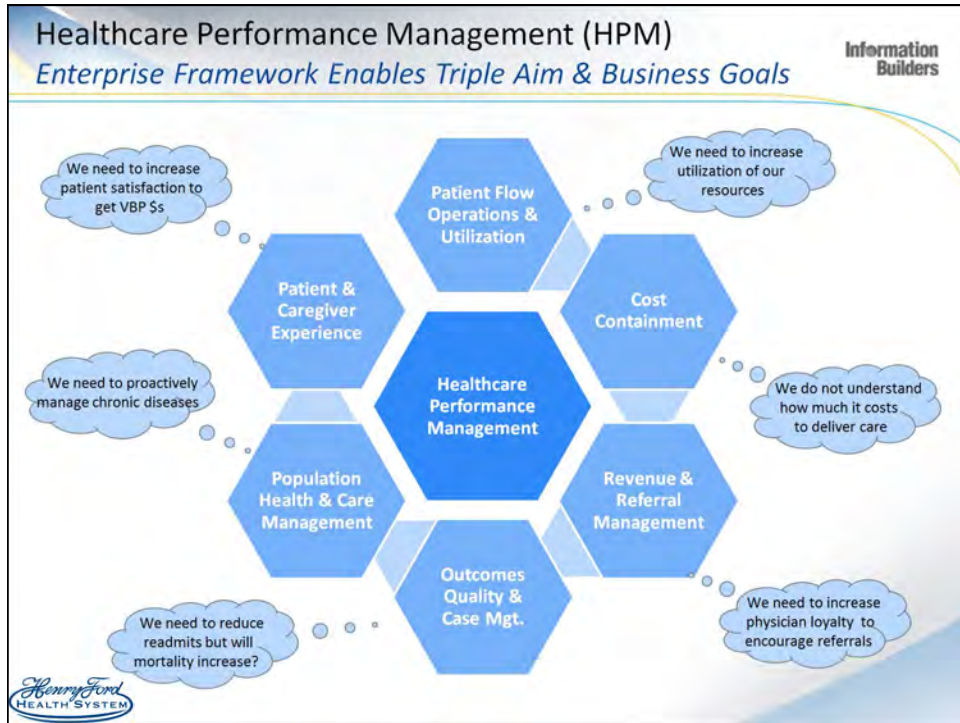
Henry Ford
HEALTH SYSTEM

The slide has a light blue and white background with a decorative blue and yellow curve at the top. The title "Healthcare Performance Management Agenda" is at the top left, and "Information Builders" is at the top right. A bulleted list of three items is centered on the slide.

Healthcare Performance Management Agenda

Information Builders

- Explore the principles of Healthcare Performance Management (HPM)
- Henry Ford Health Systems' application of HPM principles in their journey to become a Malcolm Baldrige Quality Award winner
- What about your journey?



Healthcare Performance Management

Questions To Be Addressed and Discussed

Malcolm Baldrige National Quality Award
2011 Award Recipient

How do you measure, analyze, review, and improve organizational PERFORMANCE by using data and information at all levels and in all parts of your organization?

...IT IS A JOURNEY

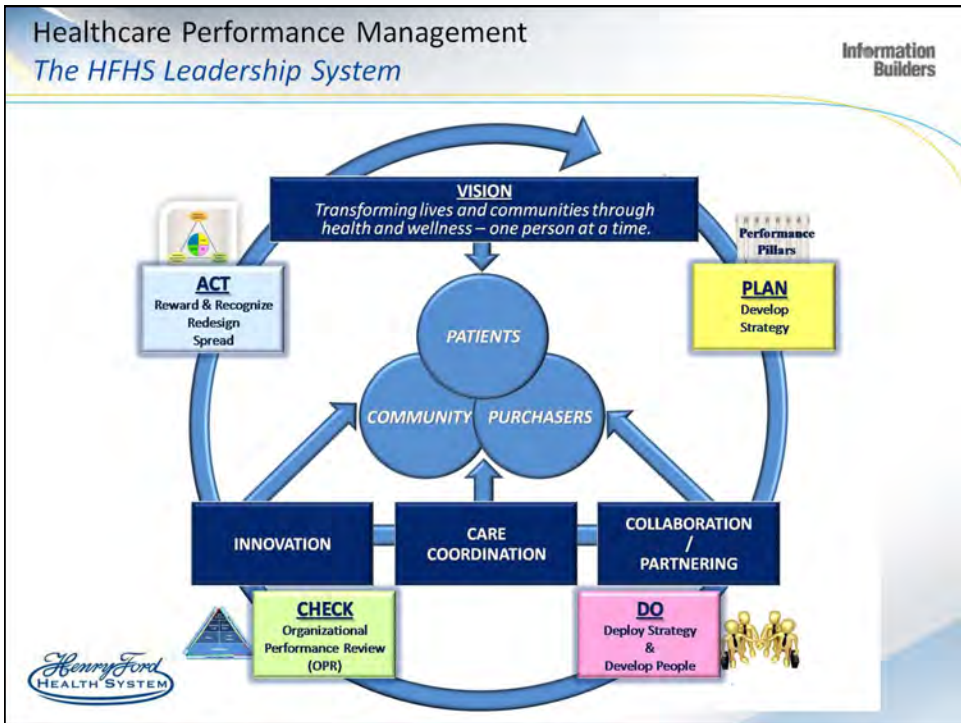
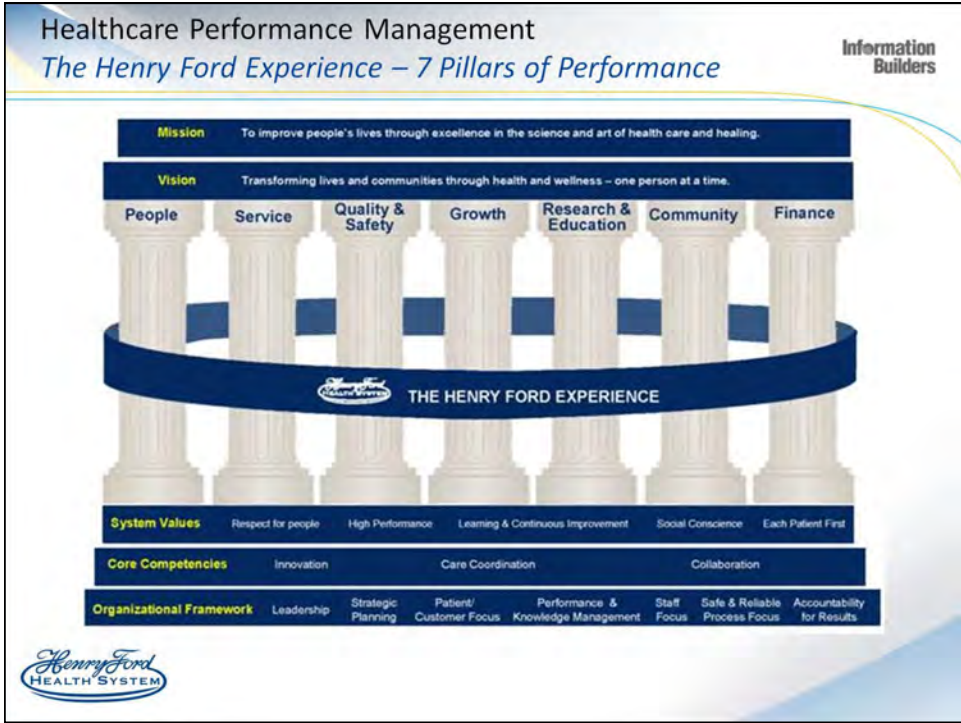
How do you select, collect, align, and integrate data and information to use in tracking daily operation and overall organizational PERFORMANCE, including progress on achieving STRATEGIC OBJECTIVES and ACTION PLANS?

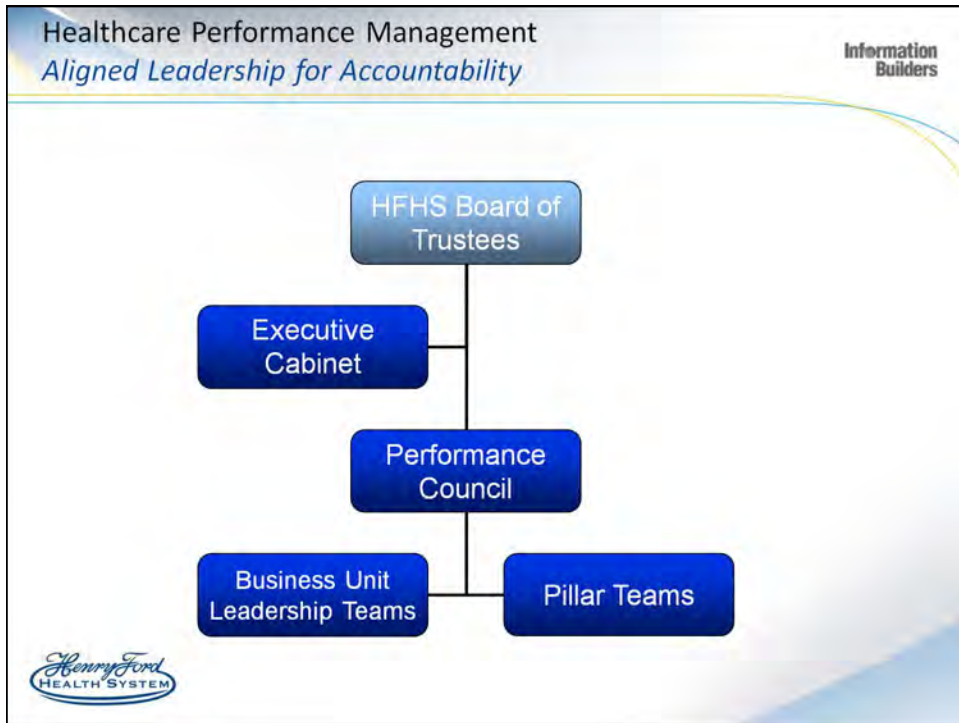
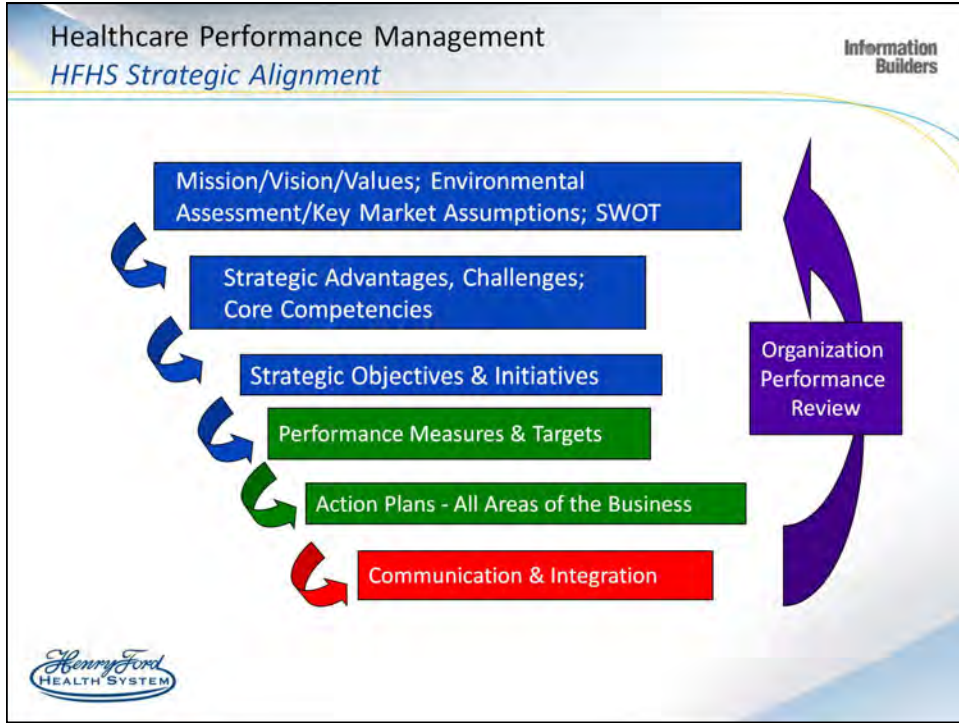
How do use your knowledge and resources to embed LEARNING in the way your organization operates?

Henry Ford Health System - 2011 Malcolm Baldrige

Henry Ford HEALTH SYSTEM

Thank you to each and every one of our team members. They made this possible.





Healthcare Performance Management
How does HFHS balance strategies across Pillars & the Org?

Information Builders

Organizational Performance Review

- System-level dashboard and monthly review of measures at Performance Council (PC)
- Continuous search for best measures and comparators / databases
- Regular review of all pillars and business units at PC

System Dashboard

People	Service	Quality & Safety	Growth	Finance
Employee Engagement Turnover	Customer Engagement (Top Box) "Likelihood to Recommend" HCAHPS	No Harm: Acute Harm Readmissions Active MyChart Accounts	Admission Volumes Tri-County IP Mkt share HAP Membership	Net Operating Income Cost Per Unit

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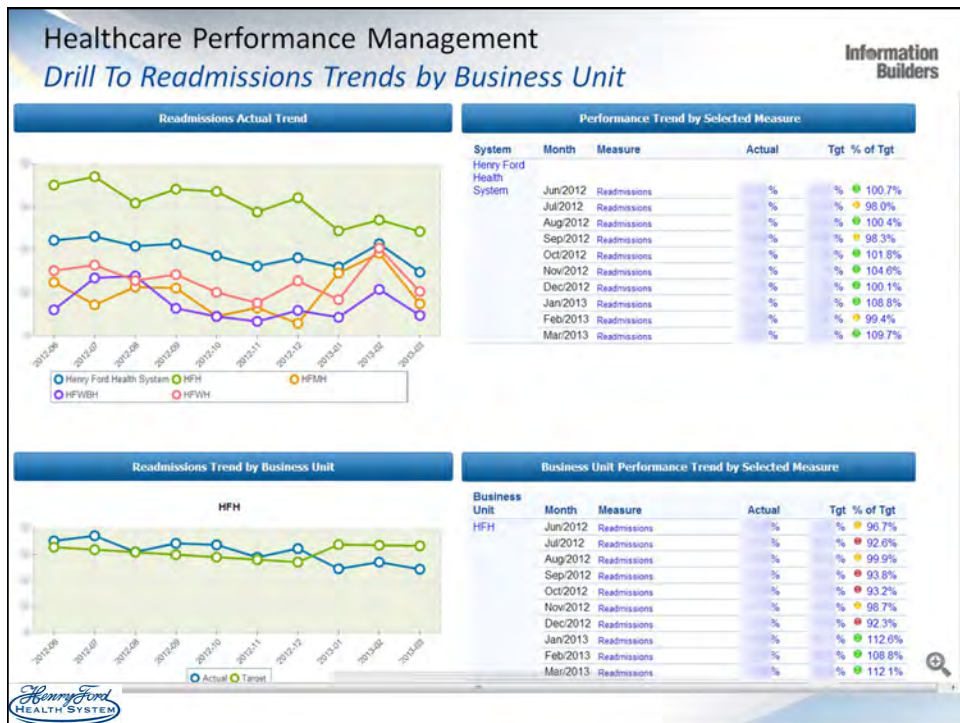
Healthcare Performance Management
How does HFHS move beyond analysis paralysis?

Information Builders

Measure, Analyze and Improve

- Metrics Committee operational, financial, and pillar leaders who provide oversight and expertise to pillar teams and the Performance Council on the best way to define, display (dashboards), compare, and analyze organizational performance.
- HFHS Performance Analytics Department
 - Measurement and Comparator Selection
 - Business Intelligence Oversight
 - Dashboards/Organizational Performance Review
 - Knowledge Management

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Healthcare Performance Management
Ready? Set? Go! What is the Direction of Data at HFHS?

Information Builders

Past Present Future

Roadmap for Data Driven Healthcare Transformation

BI architecture	None or several point solutions	Central infrastructure basics implemented	BI core and self-service infrastructure in place
Data Sources / data currency	Transaction application from one system or BI tool specific from limited number of internal source systems	ETL established for primary data sources	ETL established for secondary data sources
Types of analysis / use of analytics	Automated internal reporting	Enterprise KPIs and automated external reporting	Predictive and prescriptive analytics and evidence-based analytics
Data models	Departmental	Common vocabulary, star, schema, dimensional	Multiple data models
Data governance	Independent and departmental	Common policies and standards, centrally-managed KPIs, and security management	Agreed-upon agenda and priorities, data normalization, and initiate source system changes
Tools	Redundant toolsets	Consolidated data management tools	Extended analytic capabilities
Skills	SQL, Excel, light data modeling, light visualization	In-depth knowledge of physical and logical data modeling, and light statistics	In-depth knowledge of statistics and operations analysis, procedural programming
Culture / enterprise data literacy	Value of data under-appreciated and "gut feel" decisions	Champions emerging and growing emphasis on fact-based decisions	Training on data literacy, identifying BI opportunities and making changes
BI governance / org structure	Local Control	Central agenda and central funding	Coordinated resources

Healthcare Performance Management
Discussion Topics

Information Builders

How do you balance strategies across pillars & the organization?

How do you move beyond analysis paralysis?

How do you use knowledge and resources to embed learning in the way your organization operates?