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How Tucson Medical Center implemented the Vizient Clinical Data Base

Performance management insights

Tucson Medical Center

Tucson Medical Center is a nonprofit regional hospital with more than 600 beds, and has served Southern Arizona for more than 75 years.

Identifying an opportunity

As part of a strategic focus to centralize data resources across its organization, Tucson Medical Center (TMC) implemented the Vizient® Clinical Data Base (CDB). Michael Griffis, director, business intelligence, knew that transitioning from the existing data system to the CDB would need to be as smooth as possible to avoid data lag.

Using a committed, dedicated team, TMC was able to onboard the CDB in 38 days, a process that usually takes six to 12 months to accomplish. This success was attributable to several factors, including having a centralized team that reported to an individual leader and strong collaboration between the information technology and quality teams.

Results

TMC replaced all previous reports with CDB data that supported newly developed quality and harm dashboards. They were using advanced automation to download their performance data to populate these dashboards.

One example of how they used the CDB was when they were attempting to understand why their mortality index appeared off. Drilling into this data enabled TMC to identify that the admitting source wasn't being captured 70% of the time — information that shed new light on the root cause of the problem. To address this issue, a robust workgroup was formed that included the health information management/coding director and admitting managers. By conducting audits and sharing data, this group was able to identify opportunities and address gaps. TMC noted that the Vizient analyst and improvement manager was also instrumental in helping it navigate the CDB, use the available resources and understand how capturing a patient's admission source would impact several data points.

TMC found that CDB data proved helpful when participating in the Vizient Frequently Admitted Patients Benchmarking Study, which focused on patients requiring multiple hospitalizations. Prior to CDB implementation, TMC did not have visibility into how many of its patients had four or more visits within a 12-month period. Using the CDB in conjunction with its electronic medical record, it was finally able to identify these patients and implement ways to reduce the number of repeat visits.

Next steps

TMC plans to continually monitor and surveil data on a continuous basis as it relates to performance improvement opportunities. Identifying the roles and responsibilities of the individuals responsible for this work will be important to achieving success.

About the Clinical Data Base

Sustainable improvement begins with two key elements: visibility and clarity. Visibility helps identify performance gaps, while clarity helps create connections, understand causes and drive change. The CDB provides total transparency through risk-adjusted methodologies and benchmarked outcomes data. Through a single platform, CDB allows members to measure quality and financial performance compared with other hospitals. It highlights opportunities for improvement by combining risk-adjusted encounter data and line-item transaction detail to yield information on patient outcomes and utilization.

CDB allows access to integrated quality and cost data to gain deeper insights that inform and equip decision makers. Understand performance gaps and drive collaborative improvements with advanced analytics and deeper insights.

About Performance Improvement Collaboratives and Benchmarking Studies

Vizient Performance Improvement Collaboratives provide evidence-based research and collaboration to address challenges across the health care continuum, resulting in organizations' improved performance. We are committed to helping you address issues proactively to improve patient safety, access to care, and to enhance the efficiency and effectiveness of your operations.

To learn more about the Clinical Data Base, contact CDPinfo@vizientinc.com, and to learn about the PI Collaboratives, contact picollaboratives@vizientinc.com.

As the nation's largest member-driven health care performance improvement company, Vizient provides solutions and services that empower health care providers to deliver high-value care by aligning cost, quality and market performance. With analytics, advisory services and a robust sourcing portfolio, we help members improve patient outcomes and lower costs.