

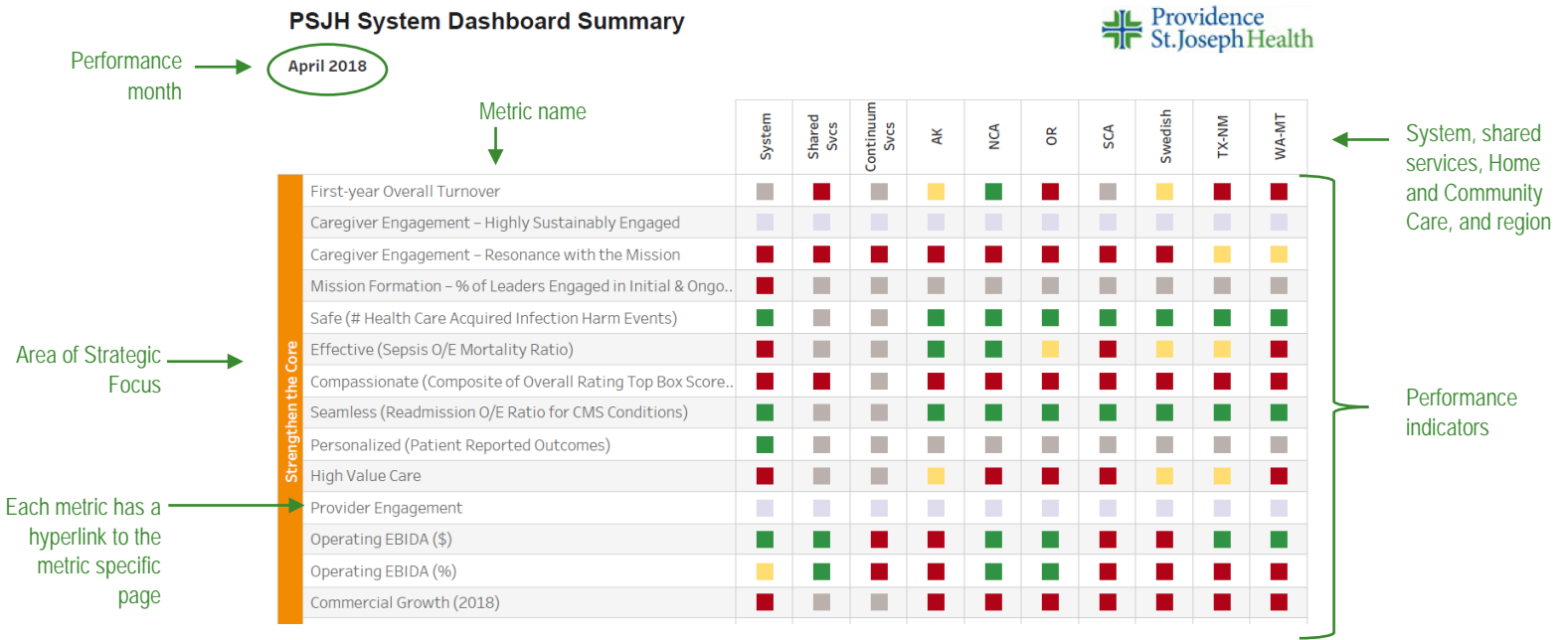
PSJH System Dashboard Guide

1. What is the PSJH System Dashboard? It is a monthly document to report the 2018 performance toward the Integrated Financial and Strategic Plan for Providence St. Joseph Health and its family of organizations. It shows metrics for shared services, Home and Community Care (Continuum Services), each region, and service areas. The dashboard is created in Tableau and published by the system Strategic Services team.
2. What is the ISFP (Integrated Strategic & Financial Plan)? A master plan to achieve the PSJH Mission and vision and our roadmap to Health 2.0. It ensures integration between the strategic aspirations and financial capacity of the ministry and creates alignment from system to region to ministries.
3. Who is the audience for the dashboard? The dashboard is emailed to Executive Council, regional chief executives, shared services leaders, and regional chief strategy officers every month. It is also published monthly in Core Leader News providing access to this information to all core leaders.
4. How is the metric performance measured? Executive sponsors have set incremental goals (e.g. monthly, quarterly) and year end goals for each metric. Each metric has a value identified to reach threshold (minimum acceptable performance) and outstanding (top of the performance range). Performance beyond outstanding exceeds set goals. Results that are below threshold fall short of the acceptable goal range. The colors below are used throughout the system dashboard to indicate performance:
 - a. Red – below threshold
 - b. Yellow – threshold
 - c. Green – outstanding
 - d. Lavender – annual metric (will not have results until the end of the year)
 - e. Grey – data not available (results were not available for this time period)
 - f. Black - data not reported (no results were submitted by metric owners for that month)
5. Where can I find more information about the metrics? Each metric has a metric detail sheet that provides more information for each metric. The information available on the detail sheet includes: metric description, calculation methodology, definition, purpose of measurement, data source, measurement frequency, exclusions, etc. A collection of metric detail sheets is available for review and may be accessed using [this link](#). Please note, each metric in the table of contents, has a hyperlink that will jump directly to the metric selected.
6. How do I read the PSJH System Dashboard? The dashboard is published with three views; #1 PSJH System Dashboard Summary, #2 PSJH System Dashboard, and #3 PSJH System Dashboard by Metric. Below is an example of each view and some helpful hints for reading and interpreting the dashboard.
7. Who can I contact if I have more questions? For additional information, you may contact [Jeanna Yoon](#) or [Katie Swenson](#) in system Strategic Services.

View #1 - PSJH System Dashboard Summary

This view provides a snapshot of performance on all metrics for system, shared services, Home and Community Care (Continuum Services), and regions. Please note: each metric name has a hyperlink that jumps to the individual metric page in the package.

Helpful hints to read the PSJH System Dashboard Summary



View #2 - PSJH System Dashboard

This view provides the summary of system performance by metric including one page for each Area of Strategic Focus (Strengthen the Core, Be Our Communities' Health Partner, and Transform Our Future). Some of the metrics have an A (annual) or Q (quarter) after the metric name to indicate reporting frequency that is other than monthly. Each metric has year-to-date (incremental) threshold and outstanding goals and year-end threshold and outstanding goals.

- The performance indicator (colored box) is determined by comparing the actual performance and the year-to-date goals.
- The column to the left of Actual indicates the three-month performance trend for each metric. An arrow pointing up indicates an improvement in performance; an arrow pointing down indicates a decline in performance and a side arrow indicates no change in the three month performance. A diamond indicates that a three month trend is not available.

This view is also available by shared service, Home and Community Care, region and service area in Tableau. To access these reports, a Tableau account is needed on this server. If you do not have an account please contact IT. Instructions for Tableau can be access using [this link](#). Tableau may be accessed through your browser (preferably Chrome); go to <https://tableauserver.providence.org/#/workbooks/40307/views>.

Helpful hints to read the PSJH System Dashboard

The screenshot shows the 'PSJH System Dashboard' for 'April 2018' under the 'System' entity. The dashboard is titled 'TRANSFORM OUR FUTURE' and displays a table of metrics. Annotations identify key components: 'Performance month' (April 2018), 'Area of Strategic Focus' (TRANSFORM OUR FUTURE), 'Metric name', 'Performance indicator' (colored boxes), 'Three month trend' (arrows), 'Current performance' (Actual values), 'Year-to-date goals' (YTD THRESHOLD and YTD OUTSTANDING), and 'Year-end goals' (YEAR-END THRESHOLD and YEAR-END OUTSTANDING). The Providence St. Joseph Health logo is also visible.

METRIC	ACTUAL	YTD THRESHOLD	YTD OUTSTANDING	YEAR-END THRESHOLD	YEAR-END OUTSTANDING
EBIDA via Incremental Diversified Revenue Sources [Q]		3.0%	5.0%	3.0%	5.0%
Digital Experience					
Digitally-enabled Patient Interactions (online scheduling, telehealth, etc.)	78,221	54,188	72,251	171,328	228,437
New MyChart Activations (2018)	114,487	74,996	93,744	208,000	260,000
Advances in Scientific Research & Publications					
Early Phase & Investigator-initiated Studies	566	456	466	470	480
Publications (e.g. journal publications, book chapters, poster/conference presentations)	376	284	300	850	900

View #3 - PSJH System Dashboard – By Metric

This view provides the performance for each reporting entity; system, regions, service areas, system and Home and Community Care by metric. Each metric is a separate page. Similar to other views, each page/ metric includes actual performance, year-to-date (incremental) threshold and outstanding goals, year-end threshold and outstanding goals, a performance indicator (colored box) and performance trend.

Unique to this view is a trend graph at the top right corner. The default provided in the dashboard publication is the system trend, but can be changed to other entities.

Some metrics have the words *Metric Held in Common* to the right of the metric name in the header. A *Metric Held in Common* is a management incentive metric that is common to all who are eligible for the plan.

Additional information (metric description, update frequency and notes) about each metric is provided in a note in the bottom right hand corner. Footnotes at the bottom of the page may site data sources and provide a link to additional scorecards if applicable.

Helpful hints to read the PSJH System Dashboard by Metric

PSJH System Dashboard

Performance month: April 2018

Area of Strategic Focus: STRENGTHEN THE CORE

Metric name: Clinical Care – Safe (# Health Care Acquired Infection Harm Events) **Metric Held in Common**

	ACTUAL	YTD THRESHOLD	YTD OUTSTANDING	YEAR-END THRESHOLD	YEAR-END OUTSTANDING
System	370	530	523	2,122	2,094
Shared Svcs					
Continuum Svcs					
AK	17	18	18	73	72
NCA	23	26	25	103	102
OR	61	71	70	283	279
SCA	83	178	175	711	701
LA	27	72	71	289	285
OC-HD	56	105	104	422	416
Swedish	33	62	61	247	244
TX-NM	23	41	41	164	162
WA-MT	130	135	133	541	534
NW WA	32	36	35	142	141
SW WA	42	28	27	110	109
PHC	47	46	46	185	182
SE WA	6	17	16	66	66
WMT	3	9	9	37	37

YTD Trend for System

Actual values: Feb 2018 (150), Mar 2018 (259), Apr 2018 (370)

YE Threshold (2,122), Baseline (2,299), YE Outstanding (2,094)

Metric description: # healthcare-acquired infection harm events (target progressively lower to 75th%ile by 2022, lower is better).

Update frequency and additional notes: UPDATE FREQUENCY: Monthly. There is a one-month data lag for this metric (e.g. values reported in the February Dashboard reflect January data).

DATA SOURCE(S): National Healthcare Surveillance Network.

STATUS (YTD): BELOW THRESHOLD (Red), THRESHOLD (Yellow), OUTSTANDING (Green)

3-mo PERFORMANCE: PERFORMANCE DECLINED (Down arrow), PERFORMANCE IMPROVED (Up arrow), PERFORMANCE FLAT (Right arrow), NOT AVAILABLE (Diamond)