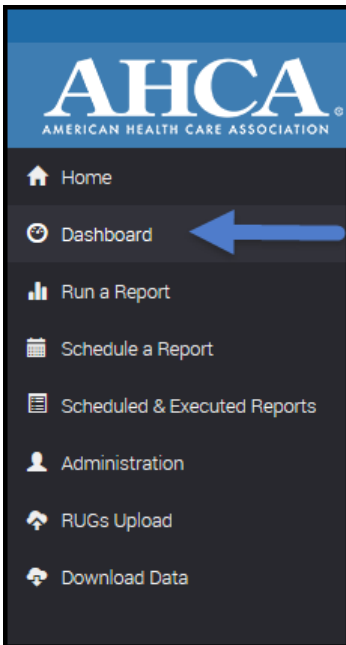


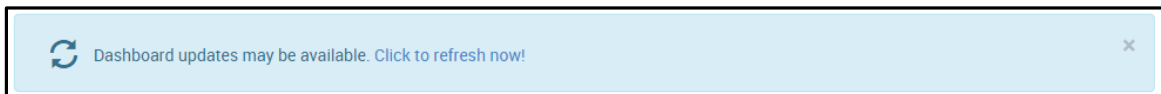
This document provides a summary of how to use the dashboard. The dashboard is a snapshot of selected data elements from various reports in the LTC Trend Tracker System. Please note that your account administrator defines all user permissions and can restrict access to certain centers and reports. Your user permissions will also affect the data you see on your dashboard.

Access the Dashboard

1. Click on “**Dashboard**” on the left-hand side to bring up the dashboard.

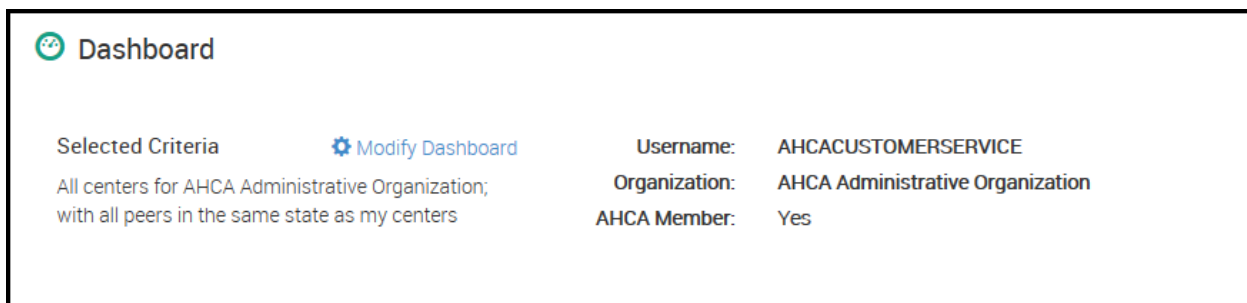


2. Across the top of the Dashboard, the banner below will *only* appear when there have been updates to the data since the last time the user logged in.



“**Click to refresh now!**” will install the updated data. Until you complete this step, your dashboard will not display the updated information.

3. At the top of the dashboard, you will see your **username**, **organization** and **AHCA Member** status, as well as the criteria defining the center(s) from your organization and your desired peer groups that have been applied to generate your dashboard.



- a. To modify your selections defining the center(s) or peer groups whose data is reflected on the dashboard, click the button.
- b. You will now be able to modify the dashboard by:
 - i. Changing your selection of centers - limiting your centers to see results by an entire organization, defined sub-organizations (as established by your account administrator) or specific center(s)
 - ii. Changing your peer group selections - limit your peer group geographically or by center type
 - iii. Including your selected center(s) data in or excluding it from the peer group.

Note: These selections will affect **only** the dashboard. You will need to define your criteria independently when running a report.

How to Read the Dashboard

Key Metrics

The 4 large boxes labeled “**Five Star**”, “**Survey**”, “**Quality Initiative**” and “**Post Acute**” show a snapshot of metrics for **My Org** and **Peers**. The specific metrics displayed **cannot** be changed. **My Org** and **Peers** is based on the selection criteria that the user has defined. See above section for how to modify these selections.

	My Org	Peers
Overall	↘ 4.00	3.21
Health Inspection	→ 3.60	2.85
Staffing	↘ 3.60	3.45
Quality Measures	↘ 2.80	3.19

Five Star

	My Org	Peers
Number of Citations (Standard)	↗ 3.2	4.3
Number of Citations (Complaint)	↗ 4.0	3.0
Substandard Quality of Care	→ 0.0%	3.5%
Special Focus Centers	0	3

Survey

	My Org	Peers
SS Rehospitalization PointRight® Pro 30™	↗ 19.4%	19.5%
Antipsychotic Use	↗ 23.0%	21.2%
DCS Turnover (SNF only)	↗ 21.6%	49.3%
LS Hospitalization PointRight® Pro Long Stay™	↘ 17.3%	17.6%

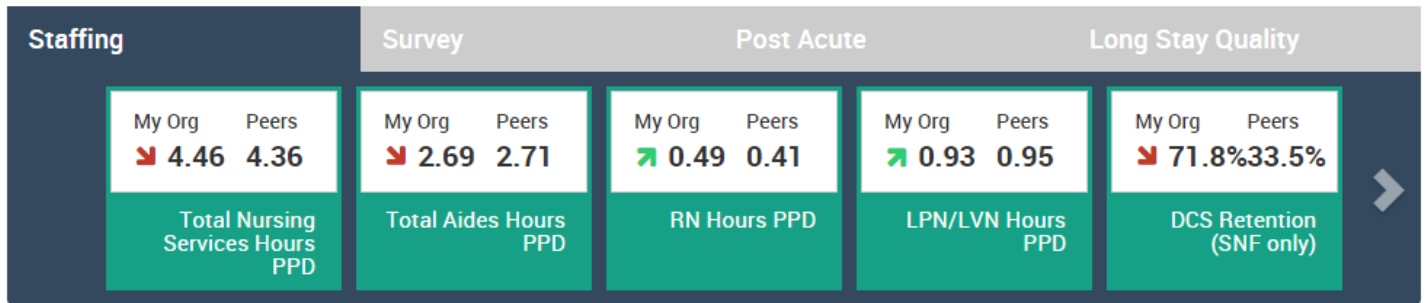
Quality Initiative

	My Org	Peers
Average Medicare Rate (PPD)	\$484.24	\$467.95
Risk Adjusted Discharge to Community	↗ 63.0%	62.1%
SNF RM	↘ 17.3%	17.6%
Risk Adjusted Median Length of Stay	22.2	23.6

Post Acute

Additional Metrics

Along the bottom of this page is a scrolling ticker tape that includes additional metrics in the categories of “**Staffing**,” “**Survey**,” “**Post-Acute**,” and “**Long Stay Quality**.”



- To toggle between the different categories, select a tab by clicking any of the labels in the grey bar (the selected tab will turn dark blue).
- Some of the categories have more metrics than can be displayed on the page at once. This is indicated by the grey arrows. To scroll for more metrics, click the arrow to the right or left.
- Note:** Account administrators within each organization have the ability to restrict user access to Turnover, Medicare RUGs and Medicare Utilization reports. This will also affect metrics from these reports on the dashboard. Any metric that you do not have permission to access will not display on your dashboard. For more information, please contact your account administrator.

Arrows

In the 4 large (blue) boxes and the sliding scroll (green) boxes, some metrics will have arrows to the left of the **My Org** data. These arrows indicate the direction of any changes since the last reporting period for that metric

- Green** arrows indicate a positive change (either decreasing or increasing)
 - when positive change is associated with having a lower value, the arrow will point down (e.g. % of pressure ulcers), when a positive change is associated with having a higher value, the arrow will point up (e.g. % of admissions discharged to the community)
- Red** arrows indicate a negative change (either decreasing or increasing)
 - when negative change is associated with having a lower value, the arrow will point down (e.g. % of admissions discharged to community), when a negative change is associated with having a higher value, the arrow will point up (e.g. % pressure ulcers)
- Blue** arrows indicate no change
- No Arrow indicates that change over time is not monitored for this metric

For more options on each of the metrics shown on the dashboard, such as historical data, ability to download data in Excel format, etc., please build the report that corresponds to the metric.

Background Data

The tables below indicate which reports contain each of the dashboard metrics.

Metric	Dashboard Blue Box Label	Report
Overall	Five Star	Five Star Overall Report
Health Inspection	Five Star	Five Star Overall Report
Staffing	Five Star	Five Star Overall Report
Quality Measures	Five Star	Five Star Overall Report
Number of Citations (Standard)	Survey	Casper Standard Health Survey Report
Number of Citations (Complaint)	Survey	CASPER Complaint Survey Report
Substandard Quality of Care	Survey	CASPER Standard Health Survey Report
Special Focus Centers	Survey	Casper demographics
SS Rehospitalization PointRight® Pro 30™	Quality Initiative	Hospitalization Rate Report
Antipsychotic Use	Quality Initiative	Quality Measure (All) Report
DCS Turnover (SNF only)	Quality Initiative	Staff Turnover and Retention
LS Hospitalization PointRight® Pro Long Stay™	Quality Initiative	Hospitalization Rate Report
Average Medicare Rate (PPD)	Post-Acute	RUGs Medicare Utilization Report
Risk Adjusted Discharge to Community	Post-Acute	Discharge to Community AHCA Measure Report
SNF RM	Post-Acute	Hospitalization Rate Report

Metric	Dashboard Green Box Label	Report
Total Nursing Services Hours PPD	Staffing (Tab 1)	CASPER Staffing Report
Total Aides Hours PPD	Staffing (Tab 1)	CASPER Staffing Report
RN Hours PPD	Staffing (Tab 1)	CASPER Staffing Report
LPN/LVN Hours PPD	Staffing (Tab 1)	CASPER Staffing Report
DCS Retention (SNF only)	Staffing (Tab 1)	Staff Turnover and Retention
DCS Turnover (SNF only)	Staffing (Tab 1)	Staff Turnover and Retention Report
Any SQC Citations (Standard)	Survey (Tab 2)	CASPER Health Survey Report
Any ≥ G Citations (Standard)	Survey (Tab 2)	CASPER Health Survey Report
Any SQC Citations (Complaint)	Survey (Tab 2)	CASPER Complaint Survey Report
Any ≥ G Citations (Complaint)	Survey (Tab 2)	CASPER Complaint Survey Report
Number of Citations (Life Safety)	Survey (Tab 2)	CASPER Life Safety Survey Report
SS Rehospitalization PointRight®Pro 30™	Post-Acute (Tab 3)	Hospitalization Rate Report
Rehospitalization Ratio (Actual/Expected)	Post-Acute (Tab 3)	Hospitalization Rate Report
SS Pain	Post-Acute (Tab 3)	Quality Measure (All) Report
SS Antipsychotic Medication	Post-Acute (Tab 3)	Quality Measure (All) Report
Nursing Case Mix Index (CMI)	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
% Ultra High RUGs	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
% Very High RUGs	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
% High RUGs	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
% Medium RUGs	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
% Low RUGs	Post-Acute (Tab 3)	RUGs Medicare Utilization Report
LS Antipsychotic Use	Long Stay Quality (Tab 4)	Quality Measure (All) Report
LS High Risk Pressure Ulcers	Long Stay Quality (Tab 4)	Quality Measure (All) Report
LS Falls with Injuries	Long Stay Quality (Tab 4)	Quality Measure (All) Report
LS Weight Loss	Long Stay Quality (Tab 4)	Quality Measure (All) Report