



Analytics Survey 2021

1. OneCare currently offers four core ways to access ACO data.

1. Static Reporting available on the OneCare Portal
2. Self-service tools accessible via Workbench One log in
3. Data requests via email at Data@onecarevt.org
4. Meeting with OneCare representative to review data

Descriptions:

OneCare Portal- The function of the OneCare Portal is to provide a secure vehicle for participants, collaborators, and OneCare staff to send and retrieve information that may contain Protected Health Information (PHI). This document serves to confirm the processes that are required to gain access to this functionality.

Workbench One- The function of the WBO app is to provide a secure vehicle for identified users within the OneCare Vermont (OneCare) network and Collaborators to analyze, identify and find trends within their attributed patient population. Data will be displayed only for patients who have received services by your organization. All applications require attribution to gain access.

2. Are you currently using OneCare Data and reporting accessed in any of the above methods to drive your decision making or other improvement activities?

3. Which way(s) are you accessing OneCare data you are using? Please select all that apply

- a. Static Reporting available on the OneCare Portal
- b. Self-services tools accessible via Workbench One log in
- c. Data requests via email at Data@onecarevt.org
- d. Meeting with OneCare representative to review data
- e. Other
- f. None

4. In your experience, what types of decisions or activities do you think OneCare data is useful for? Please select all that apply

- a. Financial decision making
- b. Quality Improvement work
- c. Workflow refinement decisions
- d. Opportunity Identification (in what areas are you different from others)
- e. Coordinating across communities/within or outside of Health Service Areas
- f. Other

- 5. Please share with us one or more examples of how you have used OneCare data**
- 6. What are some non-technical ways OneCare could make it easier for you to use data and reporting in our decision making process? (ex. Expanding available data, providing more support around how to use data, aligning with existing efforts etc.)**

OneCare is able to use data including enrollment, claims, and care coordination information to answer questions. With this information we can comment on primary and clinical prevention efforts, chronic condition management, utilization of services, impact of intervention and health inequities.

- 7. With this in mind, what do you feel OneCare should be providing for you that is not currently available?**
- 8. Most OneCare reporting is provided on patients assigned to a provider's panel based on evidence of a primary care relationship from payer provided data. Do you find this structure helpful to track panel management efforts?**
- 9. OneCare has a vested interest in providing data that allows or encourages providers to take action. In what areas do you see opportunity for OneCare to provide more actionable data to your organization? Please select all that apply**
 - a. Financial Accounting
 - b. Utilization Metric
 - c. Prevention (Primary and Clinical)
 - d. Chronic Condition Care
 - e. Elder Care
 - f. Indicators of Access Issue (ex. Emergency Department Utilization)
 - g. Utilization of Services
 - h. Care Management
 - i. Health Inequities
 - j. None
 - k. Other

- 10. How would you describe actionable data from your perspective within your organization?**

11. Generally, who within your organization should be receiving reporting from OneCare to make actionable changes? Please select all that apply

- a. Providers
- b. Care Coordinators
- c. Practice Managers
- d. Financial Teams
- e. Corporate Level Leadership

12. How do you disseminate or share OneCare Reports within your organization currently? Please select all that apply

- a. Regular data review meetings
- b. Informal data review meetings
- c. Via email
- d. Posting in community areas in the office
- e. Other

13. To help us better understand your needs, please provide an example of actionable data insights that OneCare could provide to help better serve your organization.

Thank you for your time and attention to these questions. OneCare Analytics intends to use this information to inform how we focus our efforts in coming year. This survey will impact our tool choices, report creation, data management prioritization and help us create a committee committed to informing how we make data and reporting available to our network.