PINC AI'
CLINICAL INTELLIGENCE

INSIGHTS:

VALLEY HEALTH CUSTOMER

SUCCESS STORY

Valley Health is a not-for-profit regional health system serving a population of more than 500,000 in northwest Virginia, the eastern panhandle of West Virginia and western Maryland. Valley Health includes six hospitals and services including physician practices, regional medical transport, a retail pharmacy and Urgent Care and Quick Care centers in six communities. Visit *www.valleyhealthlink.com* to learn more.

Accelerating Analytics with INsights

Within health systems, the full potential of patient data is often left untapped. When data is siloed within different applications, accessing and leveraging data can be a huge time and labor drain. The typical analytics team spends *80 percent of its time* just gathering and preparing data, and only 20 percent on the most important work: analyzing it. INsights can help.

THE CHALLENGE

In the past few years, Valley Health, a not-for-profit healthcare system headquartered in Winchester, VA, has focused on reducing the mortality index, and they were eager to adopt any solutions which would further this goal. They needed a tool capable of connecting data and building reports that would really drive conversations and decisions. The health system currently uses Premier technology applications for clinical surveillance (TheraDoc®) and quality management (QualityAdvisor).

THE SOLUTION

For Valley Health, using INsights to access clean, standardized data from a centralized high-performance environment was a logical next step. The team utilized INsights to breathe new life into an old opioid utilization dashboard driven by tracking requirements from The Joint Commission®. The goal is to ensure the safe and appropriate administration of opioids. INsights allowed Valley Health to easily integrate quality outcomes, resource utilization and patient-level clinical data. A business intelligence tool was used to create the visualization, and the dashboard is deployed and automatically updated across all facilities, thereby increasing data visibility throughout the health system. Casey Boyce, Healthcare Quality Data Analyst, is not a clinician but appreciated that "Premier does a really great job with tying data and analytics with a clinical perspective."

Two key success factors for using INsights for Valley Health were ease of use and Premier support. Casey was not familiar with SQL prior to working with INsights. Although new to SQL, with assistance from the INsights enablement team she was able to write the SQL for the opioid dashboard in a matter of weeks. The partnership between the Premier implementation and Valley Health teams facilitated the success of the project as they worked together to ensure the learning pace slowed down and accelerated as needed throughout the project.

After this success, they've launched a new project.

Valley Health's current INsights project examines surgical site infections and factors that may play a role in infections. Initially, this project will track the administration of antibiotics versus incision time, comparative length of stay in relation to which patients develop an infection and connect to patient outcomes. Becky Wilson, Manager Quality Analytics, believes that the project is just the beginning of a different way to visualize infection control.

> "Premier does a really great job with tying data and analytics with a clinical perspective."
>
> –Casey Boyce, *Healthcare Quality Data Analyst, Valley Health*

THE FUTURE

Although they're still new to INsights, Valley Health is enthusiastic about its potential for time and cost savings. Using INsights has already resulted in significant time savings, and as users become more proficient, they expect the impact to be even more profound. Their corporate strategy is working toward further automation to maintain high reliability, and INsights is an integral part of the plan.

As they move forward, Valley Health foresees using INsights to implement standardization across their system, offering increased flexibility in creating new dashboards and communicating with stakeholders in real-time. Not only will this result in time and cost savings, but it will also allow data analysts to focus on what's important — getting to actionable analytics faster and improving care and clinical outcomes.

Valley Health is excited about accessing the library of curated content to keep their momentum going. As their expertise grows, they look forward to implementing additional INsights dashboards across the health system and to adding their contributions to the library of content in INsights.