



5 Reporting Dashboards Needed to Effectively Manage Your Treatment Facility

And How They Will Evolve

Kipu





Actionable Reporting is a Problem for SUD Facilities

In recent history, we've seen the SUD (Substance Use Disorder) and Behavioral Health industry evolve from using paper for patient documentation and business operations, to using technology in the form of EHRs (Electronic Health Record Systems) or EMRs (Electronic Medical Record Systems), which gave us the promise of efficiency and effective reporting.

While the reporting was a step up from paper, it was still a miss for what SUD facilities need to fuel their growth.

To get that information, businesses typically resort to one or two solutions: the first requires analytical skill, sometimes in the form of an analyst, and a third-party reporting tool which can have a hefty price tag. The second solution is usually more time intensive and requires manual effort of numerous data pulls and stitching together spreadsheets to find the answers you're looking for. Doing this weekly, monthly, quarterly, or annually is not only daunting and costly both with time and money, but also, it increases opportunity for inaccuracies and can make it difficult to project into the future to help answer questions such as, "how many referrals can I expect next quarter," "what will my census likely look like later this year so I can budget appropriately," or "when should I plan to hire more staff."

Make Your Data Work for You

While many EMRs seem similar and offer some type of business intelligence, analytics, or reporting, it's often not until you've already made a hefty investment that you realize that the reporting you need to successfully run your business falls short and you need a new platform.

However, switching systems can be stressful on staff, which is why it's important to ensure you have a solid understanding of the reports available, who has access to it, and how it can be used to answer real-life business problems before making the decision to upgrade to a new EMR. Furthermore, it should be clearly defined where the data came from and how any calculations were performed.

At Kipu, we believe in constantly keeping a pulse on the ever-changing needs and challenges facing addiction treatment facilities, developing technology solutions to solve those, and providing engaging, accurate education to ensure we are best suited to be your long-term technology partner.



Keep Ahead with Kipu Analytics

With those principles in mind, we developed actionable dashboards geared to specific audiences in the facility to not only understand your own data, but also to drive growth with it. In the following section, we'll dive deeper into five dashboards, including: the purpose for each, best-suited audiences, and questions the dashboard could be leveraged to answer that are likely facing an addiction treatment facility. In the effort of full transparency, each dashboard contains its own glossary clearly defining each metric and how it was calculated; so, you're the Subject Matter Expert (SME) of your own data.

Clinical Outcomes Dashboard

Clinical Directors, Clinicians, Clinical Managers, or Marketing Teams may want to find answers to questions like:

- Is there a program or therapist with the least amount AMAs?
What are they doing differently?
- How do I get data to implement a new AMA prevention process?
- Where is our organization showing effective treatment and where are the areas for improvement?

To answer these questions and more, this dashboard is designed so those users can understand key performance indicators and treatment outcome details so that areas of improvement and success can be identified for a given treatment program, location, or level of care.

“I can sum up the Kipu BI Clinical Outcomes Dashboard in two words—
GAME CHANGER! My clinical director and I can see data at a
glance that would normally require many individual reports to compile—
saving time I am grateful to have back in my day! I also appreciate
the glossary and ease of understanding exactly what data is being pulled
to populate the dashboard, so my staff and I are on the same page.”

KATHERINE NISBET, MS, CADAS, CCIP, LISAC
Chief Clinical Officer
New Freedom Behavioral Health





Operations Dashboard

Operations Management, Housing Directors, Technicians, Program Directors, and Admissions Teams may want to locate information like:

- Do I need to hire more staff for the next quarter?
- What is my current census and is there seasonality to my census?
- How does our utilization compare to capacity?

This dashboard helps provide a single spot to review data on operational needs to drive operation management decisions like staffing or location decisions.

Intake Dashboard

Admissions Teams, UR Coordinators, Program Directors, and Care Managers are likely to pose questions like:

- Which payers are giving us the most authorized days?
- Who are my underperforming referrers to nurture and who are my top-performing referrers to express gratitude towards?
- Where can I improve my intake process?


To answer questions like these, this dashboard empowers this audience to gain insights into the intake process and measure intake process efficiency with a focus on insurance authorizations to drive patient satisfaction and secure timely revenue.

Executive Summary Dashboard

Executives, Owners, and Leadership Team would ask:

- What is our quarter performance?
- Is our organization in a place to sell? Acquire?
- Where in the business should we focus our attention?


These leaders can find these answers by getting a holistic bird's eye view of both clinical and operational performance to provide an overall picture of organizational health in this dashboard. They can also leverage the visual aids provided to get everyone on the same page.



Make Confident Projections into the Future with Forecasting

While understanding your data in real-time is key, projections are important to drive future success.

At Kipu, we created a way to get a glimpse into the future with the ability to create data



forecasts with customizable attributes. Within the previously described dashboards, nearly every line chart can quickly build forecast models specified to your desired parameters, including:

- how many periods (months, quarters, years) forward you want to project into the future;
- seasonality where data experiences regular and predictable changes that recur each year;
- percentage of probability of how likely a future observation will occur based on what has already happened; and
- any minimum or maximum boundaries to stay within.

With Kipu's forecasting, you'll confidently be able to make predictions based on your own data and configurable properties—instead of a hunch.

The Next Step to Fuel Growth: Compare Benchmarks Against the Market

With decision-driving dashboards in tow helping to drive growth for your organization, the next question you'll likely ask is "How is my organization's performance comparable to my peers?" That's exactly what we are aiming to answer next with peer-to-peer benchmarking. Having one of the largest data sets in our industry, Kipu is uniquely positioned to start offering peer-to-peer benchmarks soon.

We're looking to enable you to broadly compare your organization with all Kipu clients to understand your performance—which is a big deal considering our Kipu community consists of over 1,500 centers with over 2 million patient records. Get specific and compare your organization against true peers with the ability to narrow by similar census size, service offerings, locations (region, state, city) to paint an accurate ranking.

We do all of this in a de-identified manner to respect everyone's privacy and data, but still allow accurate comparisons. Some examples of questions that could be answered are:

- How do my AMA rates (outcomes) compare to the facility down the street, my state—or the entire nation?
- How does my waitlist size compare to a facility like mine in my state?
- How does my generated revenue compare to other facilities of a similar size and service offered?

We believe these new insights will help organizations understand objective marketable differentiators, or even help build the case why your organization deserves better payor rates.

The behavioral health community is not like other industries. We are all here to better serve an often-overlooked patient population. Together, we have a unique opportunity with real data to advocate for the behavioral health community to outside industries. When we understand how treatment centers are performing at a granular level, we can then create a learning network to improve patient care across the board.

Bringing it All Together for Long-Term Success

While technology can help drive efficiency to your business, it's important to ensure first and foremost, that the software can easily provide you with your data in a manner that is actionable to drive business growth. Second, you need ample support, training, and education to guarantee you're successful. With Kipu, this starts with personalized onboarding, multiple training options for every learning style, and continued support and educational content for life.

While all of that is important to drive success in the near term, a long-haul technology partner should be able to articulate what's next, and it should align with your business goals. With our forecasting abilities and soon-to-be available peer-to-peer benchmarking and predictive analytics, Kipu has your back now, and positions your organization for success far into the future.

Learn more about how access to the right data can fuel the growth of your business.

Get a personalized consultation with an industry expert at no cost to see how Kipu can be your technology partner now and into the future.

kipuhealth.com/book-a-consultation

