

## LMP National Dashboard Handout #2: Getting Around

Once you log into the Dashboard, the first thing you will see will be the "Value Compass" page. The metrics that are available in the Dashboard are organized under each point of the compass (items in gray will be added in the future): Quality, Service, Affordability, and Best Place to Work.

To view the data for a particular "point," simply click on the blue text at the top of each list. This will take you to the next layer down, known as the Menu Selection page for those metrics. NOTE: It may take some time for the page to load because the system will be generating multiple charts.



To the left is a picture of the Menu Selection page. It displays "thumbnail" graphs of all the metrics on this "point" of the Value Compass. From here you can navigate to any of the metrics by clicking on the blue title at the top of each metric. If you need more information about a particular metric, you can click on the help icon (question mark in a circle) directly to the right of each title.

Click on the blue title to see a larger version of this graph

In the picture on the right, you can see that the line graph looks very "busy" because all of the regions are displayed. You can use the menu box on the left hand side to select only the regions you want to see. Hold down the CTRL key when selecting to select more than one.

Click here to choose what you want to see





In the picture below, the user wants to compare the performance of Southern California on the HCAHPS "Nurse Communication Composite" measure to the National CMS 50<sup>th</sup> percentile, a major national benchmark. After selecting the benchmark and NCAL from the list, the user clicks on the "Submit" button. The report now only displays one region and the national benchmark.



In each graph, you'll notice two green arrows to the left. These show you which direction is better performance. Up arrows mean a higher number is better, down arrows mean a lower number is better. While we want to be higher on quality and service, we want to be lower on things like workplace safety and sick leave utilization.

	56.0% 52.0% 10Q1 10Q2 The California Region, do	10Q3 s Associa es not par	10Q4 tion, whic ticipate in Nurse C	11Q1 1 h represe the Labor	1Q2 11 nts nursin Managerr	Q3 11Q g staff in t ent Partne	24 12Q1 the Northe ership.	m		
				(% alv	ways)					
	Region	10Q1	1002	10Q3	10Q4	1101	11Q2	1103	1104	1201
	National CMS 90th Percentile	82.0%	82.0%	83.0%	83.0%	83.0%	83.0%	83.0%	83.0%	84.0%
	National CMS 75th Percentie	79.0%	79.0%	79.0%	79.0%	79.0%	80.0%	80.0%	80.0%	80.0%
	National CMS 50th Percentile	75.0%	75.0%	75.0%	76.0%	76.0%	76.0%	76.0%	77.0%	77.0%
	National CMS 25th Percentile	71.0%	71.0%	72.0%	72.0%	72.0%	73.0%	73.0%	73.0%	73.0%
	National CMS 10th Percentile	66.0%	67.0%	68.0%	68.0%	69.0%	69.0%	69.0%	69.0%	69.0%
	Kalser Permanente	70.4%	71.3%	72.1%	72.4%	72.8%	73.3%	74.1%	75.0%	75.0%
	Low	58.7%	55.0%	59.5%	62.2%	60.7%	63.2%	66.3%	65.8%	67.8%
	High	75.3%	77.6%	77.6%	78.2%	77.1%	79.7%	78.3%	78,4%	84.2%
	H									
	NCAL	68.3%	69.1%	70.8%	71.0%	71.6%	71.8%	73.0%	74.5%	75.7%
	NW	75.1%	73.3%	74.7%	73.2%	75.5%	74.7%	74.6%	74.6%	76.1%
	SCAL	73.0%	74.3%	73.6%	74.2%	74.0%	75.2%	75.6%	75.7%	76.8%
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Some of the graphs in the Dashboard can display subregional (e.g. medical center level) data. To view this data, scroll down to the chart below the line graphs and look to see if any of the regions are highlighted in blue. This indicates that subregional data is available. Click on the link to view it.

If a region's abbreviation is highlighted in blue, you can click on it to view sub-regional data.

**IMPORTANT:** When you want to return to the previous level, do NOT click the back button on your browser. Because of a problem with Internet Explorer, this may cause the system to crash. Instead click on one of the blue navigation buttons in the upper left hand corner.

For more information, please contact Peter Nixon in the Office of Labor Management Partnership at Peter.Nixon@kp.org

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