

Boston Children's Hospital: Development of a Self-Service Reporting Environment

MicroStrategy World
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Institution Profile

- 404-licensed-bed not-for-profit children's hospital in the Longwood area of Boston, Massachusetts
- Three satellite locations, five physician office locations and multiple community of care members
- Approximately 25,000 inpatient admissions, 557,000 specialized clinic visits, 26,500 surgical procedures and 214,000 radiological examinations per year
- Over 200 specialized clinics and 100 inpatient service areas, with 1,025+ physicians (900+ residents, interns and fellows) and 1,600 nurses



Timeline

2013

- EDW Foundation
- Building MicroStrategy functionality

2015

- EDW Improvements
- Expanding data sources
- Retirement of legacy reporting systems

2017

- Server improvements
- Super User group creation

2014

- Staffing
- User adoption
- Training classes started

2016

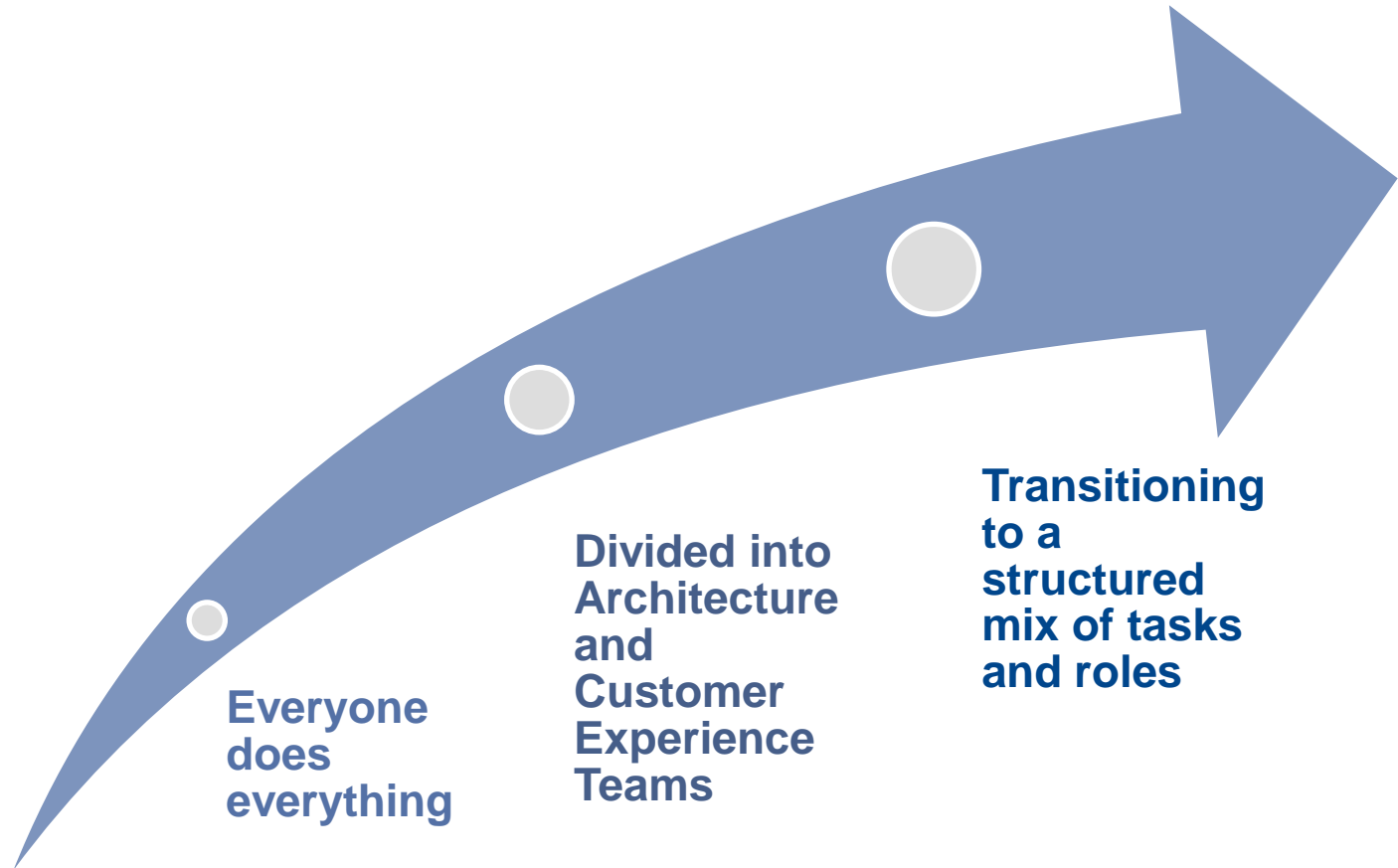
- Newsletter creation
- Brown Bag lectures
- Help Desk ticket system

2018

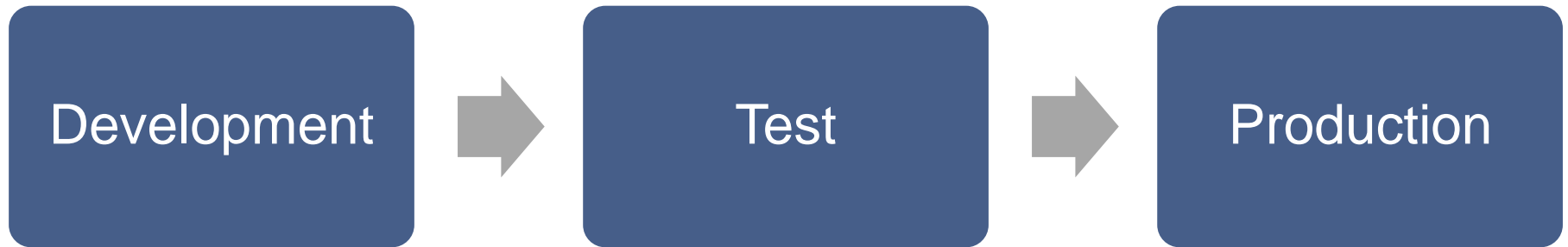
- Training improvements



Evolution of the Enterprise Reporting Group

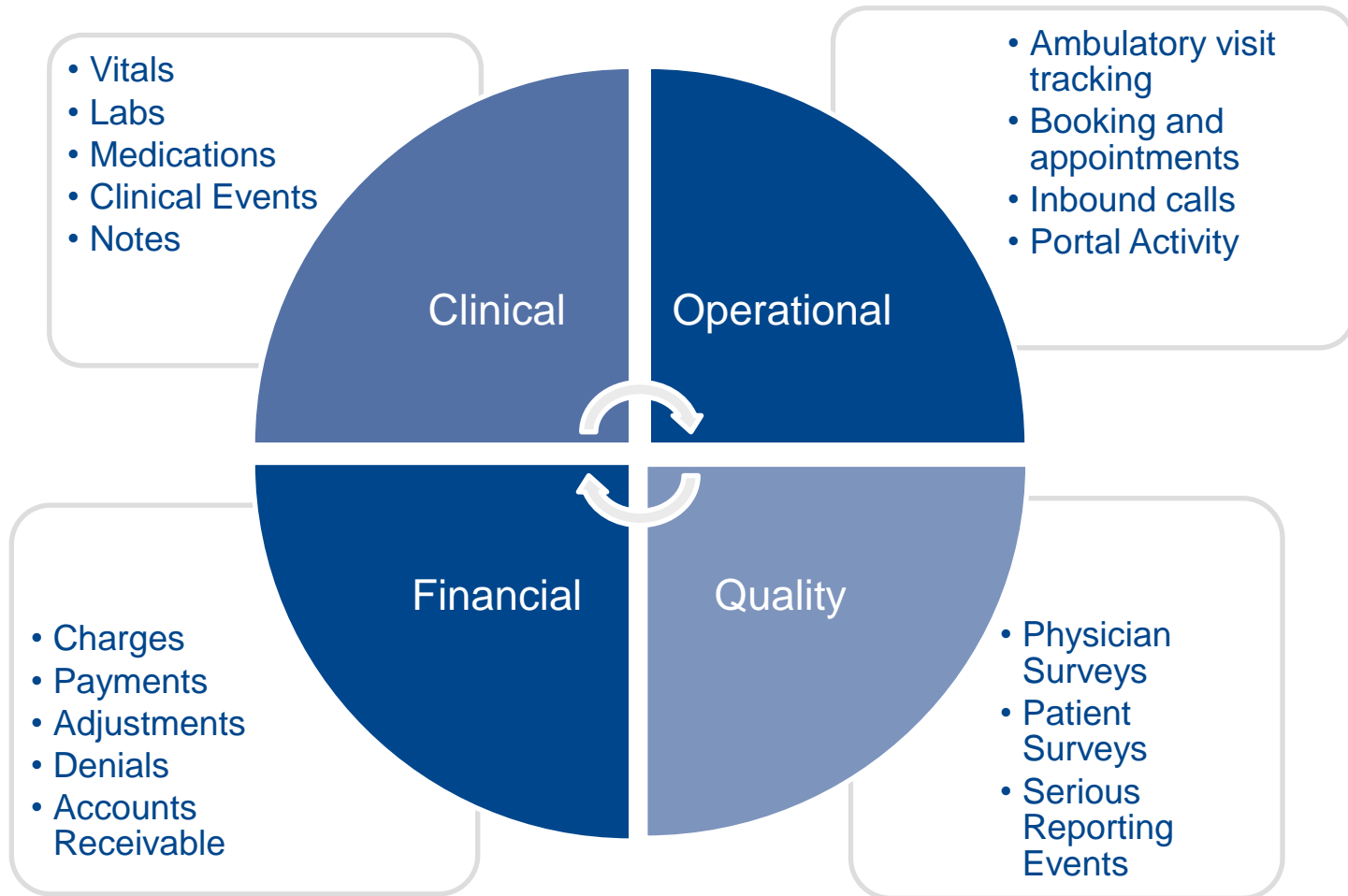


Reporting Environments

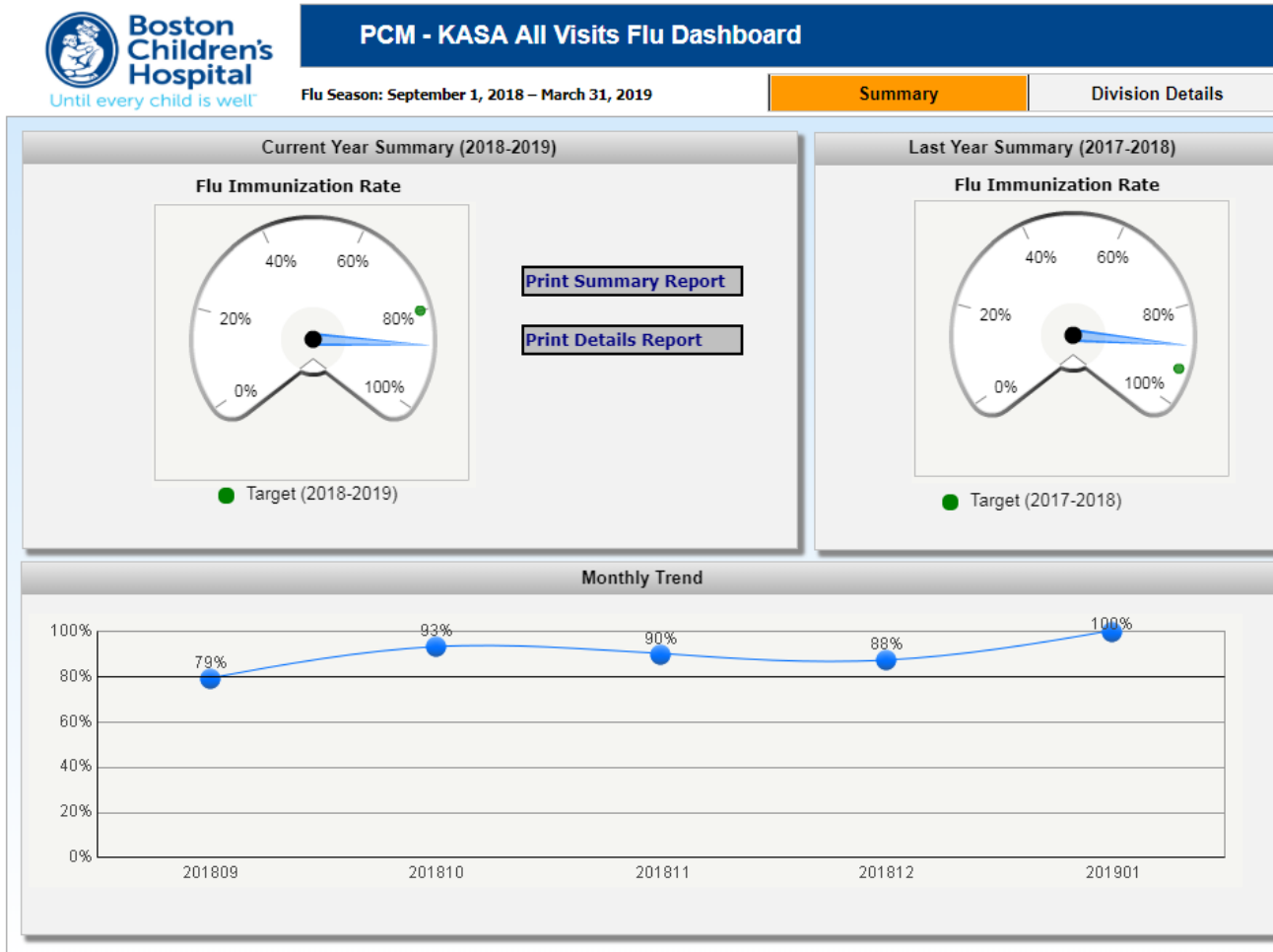


- 24/7 access

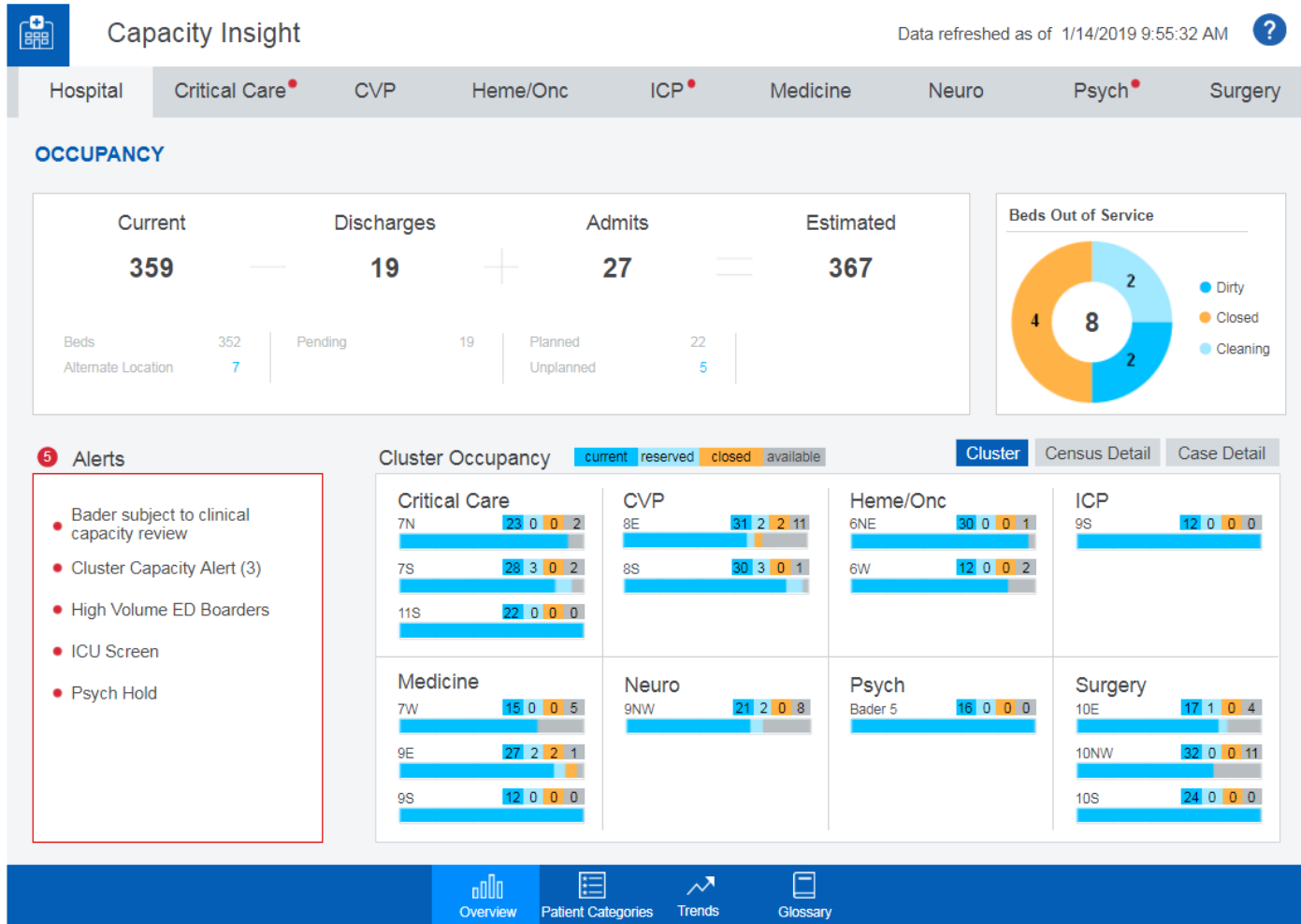
EDW Subject Areas



Dashboard Examples-Flu Dashboard



Dashboard Examples-Capacity Insight



Gaining Access

- OAR
 - Keeps a record of who has access to PHI
- Formal in-person training for full access
- View only available with training waived

BostonChildren's360
Welcome Doherty, Ashley (ISD)
Data updated as of 1/10/2019 11:59:59 PM
Load Audit Status

Subject Area Templates

- Appointment
- Future Appointments
- Outpatient MRN/Visit Count
- Inpatient MRN/Visit Count
- Census
- Bedded Days
- PowerForm
- Flowsheet
- Lab Results
- CPT
- Other Templates

Self Service Portal

- Appointment 360 Template
- Encounter 360 Template
- Dashboard Favorites

Doherty, Ashley (ISD) most used reports/documents

- [Case Management Pool Message Center](#)
- [MLD Gen Surg AMB Np Pool V2](#)
- [Medications](#)
- [Internal and External PKU Lab](#)
- [Blank Report](#)

Guides, Forms & Links

- Report Request: Help Desk
- Access: OAR Form
- Training: Net Learning
- User Guides and Recordings
- Technical User Documentation
- Email Us: ISD Reporting
- Microstrategy Tutorials
- Newsletters

Powered by the Enterprise Data Warehouse
BCH360 is for hospital operational and quality use only – not permitted for research

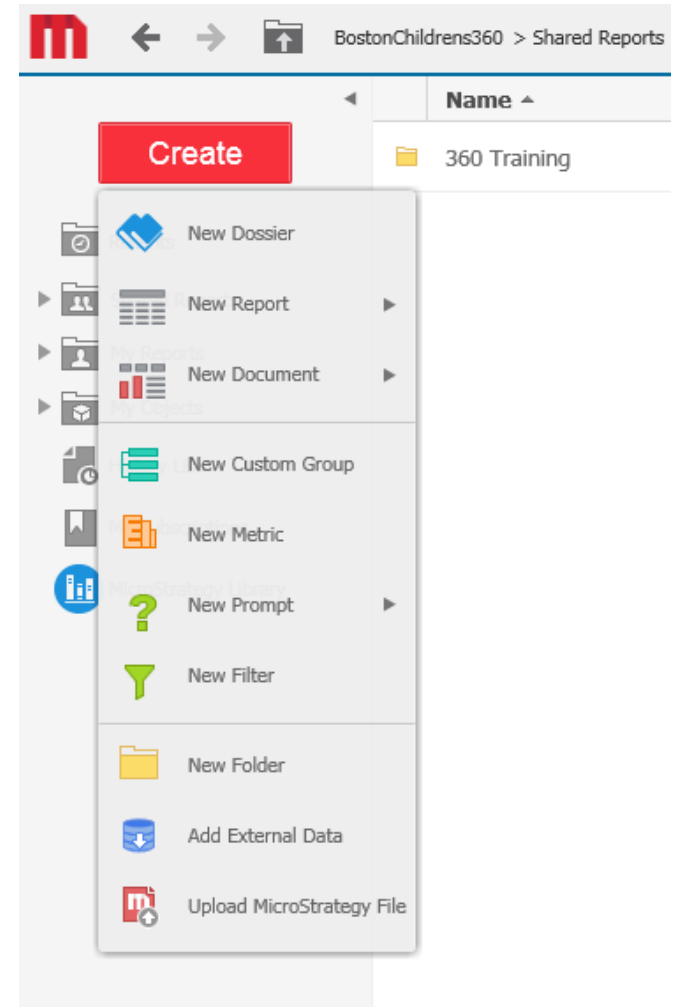
Beginner Training

- In-person demonstration
- Prompted reports for many subject areas
- Beginner guide sent out after training, also stored on SharePoint

Subject Area Templates
Appointment
Future Appointments
Outpatient MRN/Visit Count
Inpatient MRN/Visit Count
Census
Bedded Days
PowerForm
Flowsheet
Lab Results
CPT
Other Templates

Advanced Training

- Data Boot Camp
- Visualization Workshop



Additional Information Exchanges

- Brown Bags
- General videos and How-Do-I documents
- Dashboard specific How-Do-I documents and videos

Guides, Forms & Links

Report Request: Help Desk

Access: OAR Form

Training: Net Learning

User Guides and Recordings

Technical User Documentation

Email Us: ISD Reporting

Microstrategy Tutorials

Newsletters

Creating a Community

- Distribution list of all users
- Road shows
- Newsletters
- New attribute announcements
- SME list
- Adjunct employees
- Super Users
- Encouraging Super Users to attend Microstrategy events



Challenges

- Demand management
- User resistance to change
- Knowledge transfer
- Governance

Thank You!

For more information on Boston Children's
Hospital, please visit

<http://www.childrenshospital.org>



Boston Children's Hospital
Until every child is well™



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

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