



## Presbyterian Healthcare Services Albuquerque, New Mexico

### About Presbyterian Health Services

Presbyterian Healthcare Services is a not-for-profit system of hospitals, a health plan and a growing medical group. Presbyterian has been committed to a single purpose -- improving the health of individuals, families and communities throughout New Mexico. With more than 9,000 employees serving over 650,000 residents of New Mexico, PHS is the largest provider of healthcare services, managed care and insurance company in the state, serving one in three residents.

PHS operates seven acute care hospitals in Albuquerque and regional areas in New Mexico, with 41 primary, specialty clinics. Each year, Presbyterian clinics handle more than 1,200,000 patient visits.

While the face of healthcare has changed dramatically in 100 years, Presbyterian's dedication to healthcare excellence has remained the same. As a national leader in patient safety, Presbyterian continues to implement leading-edge improvements in all aspects of care and quality as they strive to achieve "The Three Things:"

1. An "AA" financial rating from Standard and Poor's and from Moody's and Fitch
2. A ranking in the top 10% of the nation's hospitals for patient safety
3. The National Malcolm Baldrige Award for Quality



### PROFILE

**Industry:** Healthcare

**Website:** [www.phs.org](http://www.phs.org)

**# of Employees:** More than 9,000 employees, one of New Mexico's largest employers

"ActuateOne for Performance Analytics is an easy-to-use tool that enables our operational areas to track, manage, and communicate their performance across the enterprise. Its variety of graphical presentations is professional yet flexible enough that I am able to customize the system for each department or unit, whether the department is clinically oriented or financial/administrative. Through consistent use of this tool, I am more easily able to hold a wide range of departments accountable for their performance using a variety of measures in each department, and under-performing areas are more quickly identified."

Jim Brown, Chief Operating Officer,  
Presbyterian Health Plan

## Committing to Performance

Having made a decision to pursue the prestigious Malcolm Baldrige Quality Award for Healthcare, the management team at PHS decided it was necessary to take tight control over measure configuration and accountability to ensure success in their Performance Management initiatives. While pursuing the Malcolm Baldrige Quality Award for Healthcare, Presbyterian Healthcare Services takes a tight control.

PHS purchased ActuateOne for Performance Analytics with the Chief Information Officer at the helm of the project. During the initial implementation, they created separate Performance Views for each board, committee, and council. Shortly after, PHS realized they were tracking too many measures, lacking consequences for the “gray measures” which contain no measure information, and found that they had the same measure in multiple Performance Views which created repetitious data entry and multiple handling of the same measure. Decisions were made in a vacuum and users were making arbitrary changes based on personal needs.

Once this discovery was made, PHS began again with a clean slate – eliminating the unnecessary measures which were hampering their reporting, and decision-making efforts. They streamlined their performance management system to the key measures they needed to run the business and have made significant improvements in performance and reporting which align with the Baldrige Criteria, tracking Clinical Outcomes, Customer Loyalty, Staff Focus, Financial Outcomes, and Growth & Mission. ActuateOne for Performance Analytics has become the foundation of an integrated Performance Improvement system at PHS, providing a central hub from which all important information can be reported and reviewed.

### Focusing on Quality of Care

Committed to improving the quality of care it delivers, PHS now uses ActuateOne for Performance Analytics for all of its performance analysis and reporting requirements, both internally for improved effectiveness and service delivery, and externally to regulatory bodies. Currently, PHS is tracking over 1,200 measures across 200 locations.

### Streamlined Performance Reporting

Executives are now able to review customized Performance Maps, which allows them to dynamically drill into further information about their specific department without having to view multiple reports. PHS has also begun to take advantage of the BIRT reporting capabilities to provide more interactive and customized reports throughout the organization. As part of an ongoing plan, they will be rolling out Active Web Publishing to over 9,000 users and increasing the reporting from 800 to 1,300 people in 6 months time. PHS also relies on ActuateOne for Performance Analytics to report to both state and federal regulatory bodies, including the Centers for Medicare and Medicaid Services, The Joint Commission (TJC), the National Committee for Quality Assurance (NCQA), and the Department of Insurance.

“We have been using the reporting tools more and more since we upgraded,” said Molly Payne. “The Actuate reporting tools allow us to display performance data quickly and efficiently, providing both high-level views of performance along with a powerful drill-down capability that we can use to identify best practices and root causes for improvement. Using the reporting tools in conjunction with live ActuateOne for Performance Analytics data in meetings is a powerful way to engage business leaders in meaningful discussion and brainstorming sessions and to ensure accountability. One of the best features of the reporting functionality is the ability to store multiple types of commentary with each measure. Process owners can create a running commentary to be used at the operational level, and can also create more succinct remarks for use at higher-level strategic meetings.”

## IMPLEMENTATION SUMMARY

### Customer Since

2002

### Primary Area of Focus

Malcolm Baldrige

### Primary Users

- Information Technology
- CEO/CFO
- Human Resources
- President of the Health Plan

### Highlights

- Personalized Briefing Books.
- Customized Performance Maps.
- Good cultural fit embraced throughout the organization.
- Reporting to both state and federal regulatory bodies.
- Automated process.
- Reporting to a large number of people.
- Alignment across the organization.