

Embedding Critical Content in an E-mail Message Body

Potential
of One

Power
of
All

Abstract

Patient satisfaction scores at Kaiser Permanente drive operational improvement efforts, process changes and directly impact physician level compensation. These operational and strategic imperatives drive the need for data quality and validation.

Data quality depends on review by operational stewards of the content. Volumes of complex data disappear as e-mail attachments. Monitoring, reviewing, and triaging critical data shifts are imperative -- and facilitated by embedding a summary image of the results in automated results reporting.

Objectives

- Improve data quality
- Facilitate review by operational stewards of the content
- Highlight critical data shifts
- Reduce downstream error rate
- Ensure accuracy of physician compensation measures

Method

Syntax: `filename fileref email <address><email options>;`

fileref – “output” references external file or device type; <= 8 characters

email – specifies that the external device type is email

to – recipient email address

replyto – specifies sender email address

options – (shown here) include subject, attach, reply to, to, content type (CT), output data set (ODS)

Preserve formatting in email body

Preventatively neutralize long string errors in SAS log

```
filename output email
subject= "(PHI) Encounters by Department for Period &startDate - &endDate (PHI)"
replyto= &user_sender
to= &recipient_list
CT= "text/html";
ods msoffice2k body=output style=styles.movfmt;
option noquotelenmax;

ods escapechar='^';
title font=calibri height=14pt j=center bcolor=white
      "Patient Encounters &startDate - &endDate Data Extract to Press Ganey: ";
footnote font=calibri height=10pt j=left bcolor=white wrap &sig_block;
proc report data=&summary
style(summary)=[background=bilg];
  define Survey_Type / width=25 group order style(column)=[background=bilg];
  define Clinic / width=30;
  define Specialty / width=30;
  break after Survey_Type / summarize suppress skip ;
run;
ods msoffice2k close;
```

Two titles are permitted

The email body is comprised of the titles, footnotes and the contents of summary data set

Embedding Critical Content in an E-mail Message

Results

- Embedding a summary image drives expert data review from 15% to 87%
- Critical data shifts are highlighted
- Downstream error rates are reduced
- Increased accuracy to physician compensation measures results

Former State:

Data consumption rate < 15%
Raw data transmitted in email attachments
Undesirable downstream error capture rate
Increased risk to data confidence

(PHI) Centers for Medicaid & Medicaid Services: HCAHPS Weekly Data Extract (PHI)

1 attachment

2013_08_13291_hcahps.csv

Automated header variables update critical data points:

Date range
Patients served
Surveyable patient count
Team patient load

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New State:

Data consumption rate > 90%
Summary analysis transmitted in email body
Downstream error rate significantly reduced
Increase accuracy to variable physician compensation measures

(PHI) Centers for Medicaid & Medicaid Services: HCAHPS Weekly Data Extract (PHI)

HCAHPS 01Aug2013 – 31Aug2013 Data Extract to Press Ganey:
496 Surveyable Patients of 592 Patients Cared For

Sample_Month

Jun-13

Team	Patients_in_Care	Survey_Patients
HIT - East	132	98
HIT - North	187	173
HIT - West	28	23

Sample_Month

Jul-13

Team	Patients_in_Care	Survey_Patients
HIT - East	130	105
HIT - North	180	176
HIT - West	24	21

Sample_Month

Aug-13

Team	Patients_in_Care	Survey_Patients
HIT - East	361	300
HIT - North	168	164
HIT - West	63	32

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Automated summary statistics populate email body



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