



Data & Analytics: COVID-19 Response Dashboard

Esperanza Health Centers developed a dashboard using Microsoft Power BI as a data decision tool to help guide senior management in COVID-19 response efforts. The dashboard was created at the end of March 2020 and has evolved over time based on feedback from internal and external stakeholders and due to operational changes reflecting CDC guideline changes. The dashboard is updated every day and contains visualizations that displays data necessary to make the most efficient decisions.

COVID-19 testing and positivity rate

- The first page of the dashboard shows number of patients tested, number of employees tested, number of confirmed cases in patients and employees, positivity rate over time, average turnaround time for sars-cov-2 lab results and patient outcomes. As of June 30th, we've tested 6724 patients.
- This has helped the senior management make data-driven decisions related to staff and patient safety, with developing and improving COVID-19 testing and follow up workflows, and with planning for re-opening sites that were closed early in the pandemic.
- This also allowed us to easily pull data for the HRSA weekly COVID-19 survey and a daily survey required by the Illinois Department of Public Health.

ESPERANZA health centers COVID-19 Dashboard
Last Updated: 6/30/2020 8:30 am

Filter by Zip Code (Top 5)
 All

Cumulative Totals (3/1/2020 - today)

Patients Tested	Confirmed Cases	Employee Cases	Positive Patients Tested Elsewhere
6724	2467		371

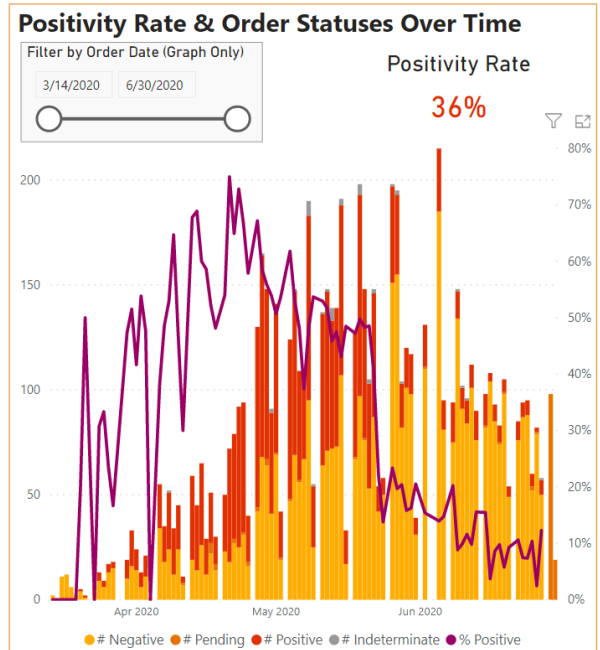
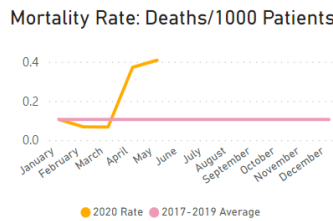
Biweekly Totals (Last 14 Days)

Patients Tested	Confirmed Cases	Positivity Rate	Avg Turnaround Time
926	65	8% <small>(Does not include pending tests)</small>	1.97 Days

Outcomes are tracked for patients who tested positive for COVID-19. The **Mortality Rate** is the total number of deceased patients divided by the total patient population. This rate includes deaths unrelated to COVID-19.

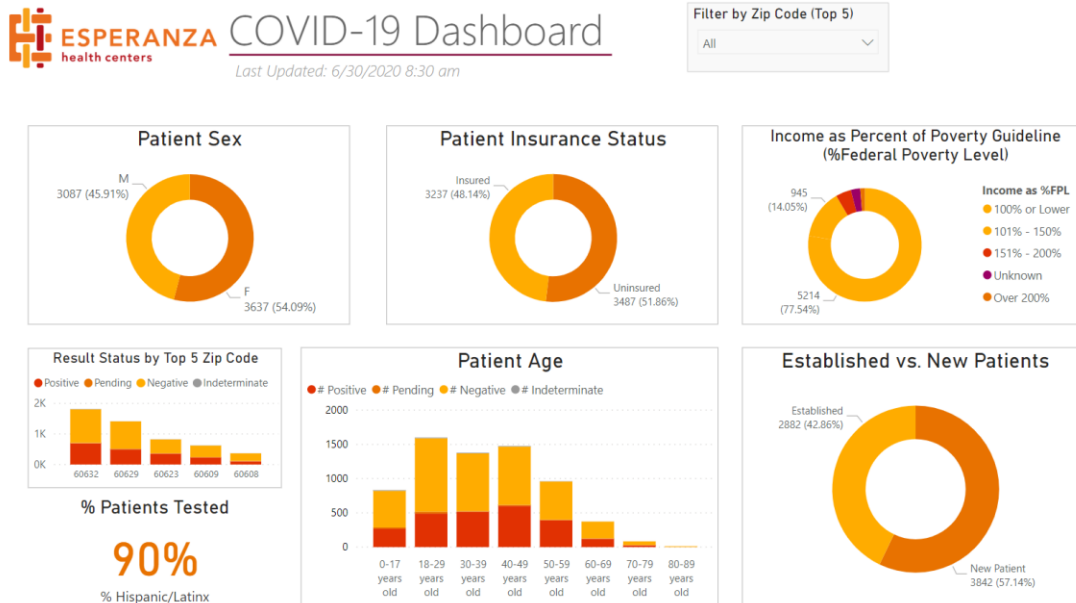
Positive Patient Outcomes

Discharged from ED	Managed at Home
78	2323
Discharged from Hospital	Deceased
51	11



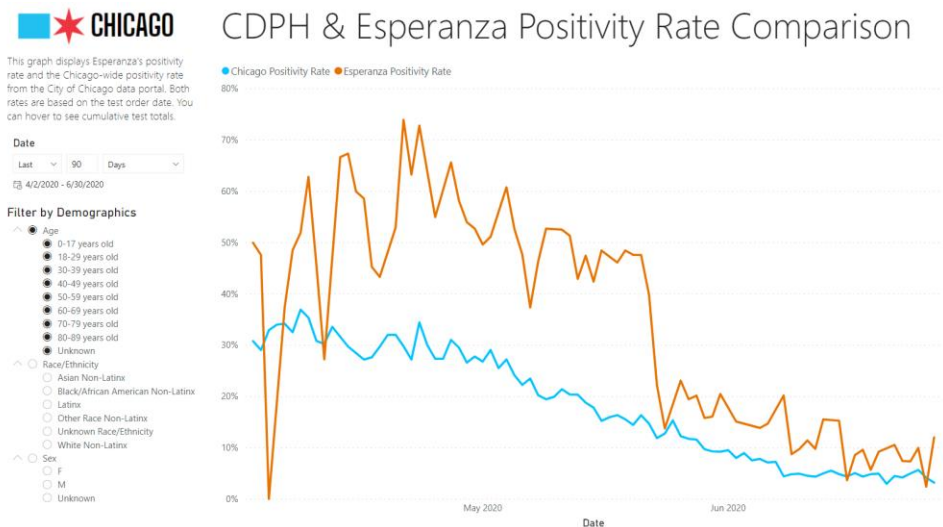
Demographics

- The second page contains demographics data of patients tested aggregated by zip code
- This was instrumental for us to immediately identify COVID-19's disproportionate impact on the Latino community, and allowed us to inform community partners, elected officials and our public health systems in Chicago and Illinois so that quick action could be taken. In addition, we created an abbreviated community dashboard that is accessible on our website so we can transparently share data with patients, staff and any member of the public.



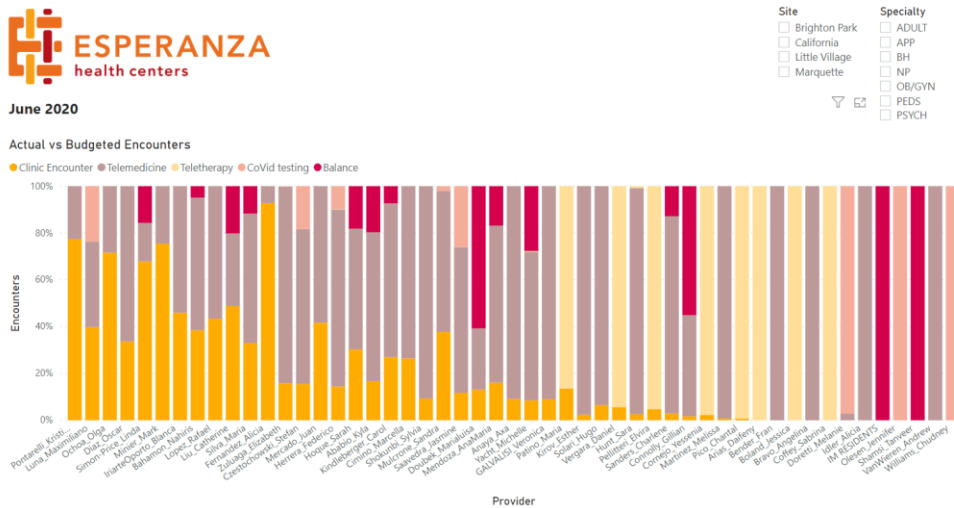
Public Health Surveillance: City of Chicago data

- The third page compares Esperanza Health Center's positivity rate with the City of Chicago
- Esperanza has diagnosed 4.8% of all cases in Chicago, though our patient base comprises just less than 1% of the city's population.



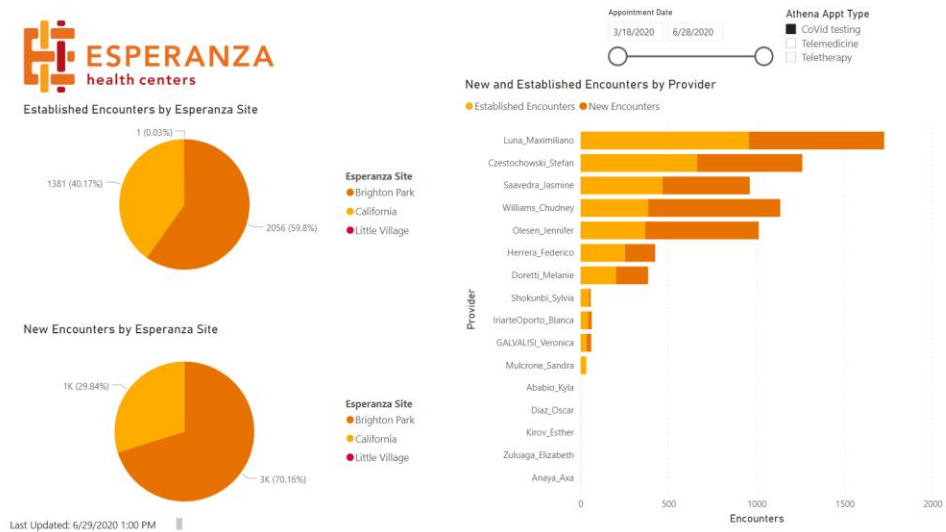
Telemedicine Transition

- Pages four through seven on the dashboard contain encounter type data stratified by provider. We launched telemedicine at the end of March and began tracking this information to assess progress with telehealth and to track progress towards our productivity goals.
- Page eight shows current encounters compared to historical data where we saw improvements with incorporating telemedicine visits. We were also able to analyze percentage of open slots by provider type and by site so we can better determine capacity.



Financial Impact

- Pages nine and ten compare established vs. new patient by payer mix and encounter type
- Because Esperanza was one of the first organizations to begin testing in the Chicago area, we started offering testing to both established patients and new patients. A provider exam was critical part of the testing process because we were seeing very sick patients in our drive through testing tents. Accordingly, we saw an influx of new patient and allowed us the ability to see changes in payer mix as it was happening, helping us to better plan our budget for FY 21.



Last Updated: 6/29/2020 1:00 PM