

“Incorrectly entered data and longer than scheduled appointment times are now easily identified and corrected. Doctors now have the ability to access patient exam histories for research projects and we anticipate many more benefits as we roll out.

—Dennis Green, Clinic Informatics Analyst, Marshall B. Ketchum University

## Marshall B. Ketchum University Gains Visibility into Clinic Metrics with iDashboards

### CUSTOMER

Marshall B. Ketchum University (MBKU) is a comprehensive healthcare university, built upon a legacy of over 100 years of academic excellence and clinical training. Born as the Southern California College of Optometry, it has expanded to offer a range of inter-professional programs and healthcare initiatives. Following their core values of excellence, integrity, innovation, compassion and respect, the university's superior optometric clinical education program provides patient care experiences in community optometric clinics and exposure to the delivery of optometric care in multi-disciplinary settings.

### CHALLENGE

MBKU owns and operates two premier eye and vision care centers. MBKU noticed that analytical reports from their health practice management application were only created per request and on a need to know basis. This was not giving them the visibility or consistency needed to utilize the information behind their data, revealing the need for a solution that would not only be proactive, but also show correlations and patterns using data that had never been reported on in the past. MBKU also needed to find a user-friendly software solution that provided the ability to develop dashboards using only in-house resources, showing flexible functionality and proving ease of use.

### SOLUTION

MBKU performed extensive research, looking into a number of dashboard software companies, but found exactly what they needed in iDashboards. Along with an affordable pricing structure, the superior functionality and flexibility of the software eliminated the need for complex hardware or infrastructure that normally comes along with an enterprise dashboard solution. This gave MBKU the ability to provide their users with vital insight into their healthcare data on a daily basis, exceeding their expectations and requirements.

### RESULTS

MBKU now uses iDashboards in their university eye care clinic to track valuable healthcare and education KPIs. Pulling data from NextGen Healthcare EPM, OfficeMate and Excel, MBKU has been able to gain unprecedented visibility into metrics for appointments, exams, provider care, intern experience, patient check-in to check-out duration, diagnosis vs. provided medical services, faculty grading, patient counts and care at satellite clinics.

iDashboards is currently being utilized in the eye care clinic, from the staff to the VP level. Plans of tracking staff performance measures, financials and payer profitability through dashboards are also in the works.

Since implementation, MBKU has seen changes that directly correlate to providing an excellent education. An immediate rise in consistency of patient care and identification of incorrect information has been seen and incorrectly entered data or appointments running longer than scheduled have become easily identified and corrected. Doctors now have the ability to search on the fly dashboards and group patient diagnoses, procedures, and demographics for research projects. Prior to iDashboards, doctors would request information which required an analyst to create a custom report that often took several days to receive.