



3M™ Enterprise Analytics, a feature of 3M™ 360 Encompass™ System

FAQs

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Overview questions

Q: What is 3M Enterprise Analytics?

A: 3M Enterprise Analytics is a cloud-based analytics and reporting solution, and part of the 3M 360 Encompass System. It is designed to make the process of data visualization and capture more streamlined and efficient for our clients. This can help clients save time and effort while creating better insights into their businesses and program goals.

Q: Why did 3M develop 3M Enterprise Analytics?

A: As a result of considerable client feedback, changes in the health care market and the desire to provide better insight to clients, 3M recognized the need to make significant improvements in how we provide analytics and data reporting to clients. The goal is to aid clients in making better decisions around important initiatives within their organizations.

Q: What will be included in the 3M Enterprise Analytics?

A: Initially, the 3M Enterprise Analytics tab provided in 3M 360 Encompass will include a clinical documentation integrity (CDI) leader dashboard and a health information manager (HIM) leader dashboard. Both will include key performance indicators (KPIs) for the respective areas. The CDI leader dashboard will be based on the Automatic Impact process and will also include query and coverage information. In addition, soon 3M will debut reporting dashboards.

- Additional leader-level dashboards are being worked on in parallel, including executive, pro fee, audit, quality and physician. Following leader dashboard creation, 3M will work on user-level dashboards, clinically-focused dashboards (e.g., diagnoses, procedures, risk areas), 3M products and client specific ROI and many more additions.

Q: What else can we expect from 3M Enterprise Analytics?

A: There are many initiatives underway for reporting and analytics as 3M evaluates the future and anticipates ongoing client needs.

- **Reports sunset** – 3M 360 Encompass reporting contains more than 400 reports and sub reports, in addition to the ability to create custom reports. 3M is currently reviewing all available reports, client usage and the need for the data in the future. There will be a phased approach to sunset reports, beginning with those unused, infrequently used or duplicative. With each phase of sunset, 3M will communicate with clients through [Report Sunset Answer ID 1002279](#), the 3M 360 Encompass what's new webinar, a notification in the report name and work with individual clients to ensure they continue to receive necessary data. The reports for consideration are any 3M 360 Encompass reports, in addition to performance metrics reports.
- **Content** – 3M will initially provide base dashboard visuals and continue to add content periodically. This will include actionable intelligence, in addition to more filters, visuals, dashboards, reports, client enhancement requests and ROI, etc.
 - o 3M is also working to improve the visibility of information regarding data, including how metrics are calculated, what data is included and why (or why not) and basic definitions.
- **Data extract** – Some clients prefer to extract data rather than using 3M provided analytics and reports. As a result, 3M is working on an automated data extract. More information will be provided as 3M works through the development.

Q: Is 3M Enterprise Analytics available for existing 3M 360 Encompass clients or only new 3M 360 Encompass clients?

A: 3M Enterprise Analytics will be available for both new and existing 3M 360 Encompass clients.

Q: When will 3M Enterprise Analytics be available?

A: Beta roll-out of the CDI dashboard began in September 2022, followed by a soft roll-out with select clients. General release is planned to be a cloud release of both CDI and HIM leader dashboards, in addition to some consolidated reports, in the first quarter of 2023.

Q: What is the cost for 3M Enterprise Analytics?

A: There is no additional charge for 3M Enterprise Analytics.

Q: How is 3M Enterprise Analytics different from other 3M 360 Encompass reporting solutions?

A: The intent of 3M Enterprise Analytics is to help clients make more informed decisions using data. 3M Enterprise Analytics provides more insightful visual representations of client data, in addition to guided analytics and actionable intelligence to improve the client's ability to make informed decisions. The tool and the data are cloud-based, allowing for more frequent content releases.

Technical questions

Q: When clients move to 3M Enterprise Analytics, is there any difference in the functionality, workflow or look and feel of 3M 360 Encompass?

A: Once 3M Enterprise Analytics is live (22.11), clients will see an Enterprise Analytics tab when they log into 3M 360 Encompass. With the initial release, there will be a "coming soon" message in anticipation of the cloud release of the dashboards. Following the March 2023 cloud release, from that tab, the client will see any analytics and dashboards they have access to. Clients will still have access to prior reports, in addition to 3M Enterprise Analytics.

Q: What is the data freshness of 3M Enterprise Analytics?

A: 3M Enterprise Analytics will initially provide data that is 24-hours old or older. The 3M revenue cycle team is currently exploring real time data feasibility with 3M Enterprise Analytics. In addition to the 3M Enterprise Analytics tool, it's recommended that clients use **3M™ Enterprise Workflow**, a feature of 3M 360 Encompass to manage workflow and information associated with day-to-day processes. The 3M enterprise workflow team and the enterprise analytics team work together to provide a seamless experience for these related, yet distinct solutions.

Q: Will clients be able to view data at an enterprise level?

A: Yes, users with enterprise access will have the ability to view their information at an enterprise level and will have the ability to filter by a single facility or clinic, multiple or all; however, users without enterprise access will be restricted to those facilities for which they have access.

Q: Will 3M provide benchmark information?

A: Yes, 3M is working to add baselines and benchmarks for certain KPIs. This will include the ability for clients to enter their baseline metrics and view and compare other 3M client results (benchmarking). This will not be available in the initial release, but 3M is working to develop this functionality quickly. One example is client coding productivity. Clients would enter their productivity goals, see where staff are performing in relation to that metric and see other client's performance. This information will be stored so that clients and 3M can view the information over time to help determine staff performance and overall 3M ROI.

Q: If additional content for 3M Enterprise Analytics is necessary, how can it be requested?

A: Clients should reference the client enhancement request for additional content additions.

Tool specific questions

Q: On the CDI Leader Dashboard, in the Top Targeted Diagnosis and Top Queried Providers tiles, what is the time frame for this data? Is this a period over period comparison?

A: This data is for the current month only.

Q: Will I be able to drill down from every data element within the dashboard?

A: No, not every data element is drillable. Currently the tabs at the top represent the tiles that are drillable.

Q: How do I get back to the 3M Enterprise Analytics tab in 3M 360 Encompass?

A: In the top left of your screen, click 3M Enterprise Analytics (next to set of arrows).

Q: How do I find the item in a list if the list is too long, e.g., facility, location, etc.?

A: If you start typing in the search box on the filter, there is a type-ahead feature, i.e., the tool will start to show you info on what matches that search.

Q: Will dates become more user friendly, e.g., month is 202201 for January 2022 or the quarter is 202201 for Q1 2022?

A: Yes, we are currently working to change the formatting of the dates.

Q: Can the date change from ascending to descending order?

A: While this functionality does not currently exist, we are working to make this change.

Q: How will updates be received for additions or bug fixes?

A: 3M Enterprise Analytics is cloud based and not tied to a 360 Encompass release, when updates are added there is no down time, you simply log out and then back in.

Q: How do I maximize individual tiles or sections of consolidated reports?

A: In the individual tile or section of consolidated report there is a maximize button. When you hover over the upper right portion of the individual tile or section of consolidated report it will appear. If you want to make your whole dashboard bigger, there's an icon on the top right of the dashboard for "fit to window."

Q: What formulas and definitions does 3M use for these metrics?

A: The about tab explains the formulas and definitions for the main dashboards.

Q: What makes the period over period red versus green? On the HIM Dashboard, what indicates a thumbs up versus a thumbs down?

A: Green (thumbs up) indicates a favorable result, i.e., you are trending in the right direction. Red/orange (thumbs down) is an unfavorable result, i.e., trending in the wrong direction.

Q: On the CDI Leadership Dashboard, no date is showing on the CMI MoM tab, why not?

A: Go to the main dashboard and select the View of Month, then click back to the CMI MoM tab. This is an issue we are working to correct with future iterations of this dashboard.

Q: On the CDI Leadership Dashboard, I selected View, but my view didn't change to a different time frame?

A: After you click View, you need to click the year, quarter or month to select which time frame you want to look at. This issue will be corrected with future iterations.

Q: On the CDI Leadership Dashboard, I don't see all the filters I need, including the ability to set custom dates. Will those be added in the future?

A: Yes, we're in the process of adding additional filters, similar to the HIM Leader Dashboard.

Q: On the CDI Leadership Dashboard, is the Query Impact ROI based on Automatic Impact or Legacy Impact?

A: Currently the impact is based on Automatic Impact. We're looking to add Legacy Impact, as well.

