



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

FAQs

Table of contents

- Overview questions** **4**
- What is 3M Enterprise Analytics? 4
- Why did 3M develop 3M Enterprise Analytics? 4
- What will be included in the 3M Enterprise Analytics? 4
- What else can we expect from 3M Enterprise Analytics? 4
- Is 3M Enterprise Analytics available for existing 3M 360 Encompass clients or only new 3M 360 Encompass clients?. 5
- When will 3M Enterprise Analytics be available? 5
- What is the cost for 3M Enterprise Analytics? 5
- How is 3M Enterprise Analytics different from other 3M 360 Encompass reporting solutions? 5
- What future dashboards will be available as part of Enterprise Analytics? 5
- Can you have two roles if you manage both CDI and coding? 5

- Technical questions** **5**
- When clients move to 3M Enterprise Analytics, is there any difference in the functionality, workflow or look and feel of 3M 360 Encompass?. 5
- What is the data freshness of 3M Enterprise Analytics?. 5
- Will clients be able to view data at an enterprise level? 6
- Will 3M provide benchmark information?. 6
- If additional content for 3M Enterprise Analytics is necessary, how can it be requested?. 6
- Does 3M have any plans to open up the data to its clients; allowing for more in-house customization/authoring?. 6
- Is there a way to retain your dashboard settings? 6
- What is the source of the data provided in the dashboard - is it on-premise or Amazon Web Service? 6
- Is the data shown in the dashboards based on the daily Self Service Report (SSR) export? 6
- Is historical data available for comparison? If yes, since when? 6
- Do you need to be an SSR client to have access to 3M Enterprise Analytics? 6
- If you see internal server error on the 3M Enterprise Analytics dashboards, should you contact support? 6
- Will there be a Concurrent Coding Dashboard/Concurrent Coding Productivity Dashboard?. 7
- The query financial impact dollars on the CDI Leader dashboard does not match the Impact ROI report financial impact dollars for a given month. Should they match? 7
- Will 3M Enterprise Analytics replace SSR? 7

- Tool specific questions** **7**
- 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? 7
- Will I be able to drill down from every data element within the dashboard? 7
- How do I get back to the 3M Enterprise Analytics tab in 3M 360 Encompass?. 7
- How do I find the item in a list if the list is too long, e.g., facility, location, etc.? 7

Table of contents

- Will dates become more user friendly? 7
- Can the date change from ascending to descending order? 7
- How will updates be received for additions or bug fixes? 7
- How do I maximize individual tiles or sections of consolidated reports? 8
- What formulas and definitions does 3M use for these metrics? 8
- What makes the period over period red versus green? On the HIM Dashboard, what indicates a thumbs up versus a thumbs down?. 8
- On the CDI Leader Dashboard, no date is showing on the CMI MoM tab, why not?. 8
- On the CDI Leader Dashboard, I selected view, but my view didn't change to a different time frame? 8
- On the CDI Leader Dashboard, I don't see all the filters I need, including the ability to set custom dates. Will those be added in the future? 8
- On the CDI Leader Dashboard, is the query impact ROI based on automatic impact or legacy impact? 8
- Do the normalized CMI info and capture rates info include all inpatient cases or just the CDI reviewed cases? 8
- Is there a dashboard for CDI code acceptance method? 8
- On the CDI Leader dashboard, the site listed apparently has all of the facilities in it, can we break them out separately?. 8
- Can users make changes to the dashboard formulas — for query rate for example? 9

This is a compilation of the frequently asked questions related to the newest reporting, analytics and dashboard feature within 3M 360 Encompass: 3M Enterprise Analytics. While this is a comprehensive list, there may be other questions that get asked or that you might have. Please contact support or your sales representative if you have other questions and continue to check back as we will continue to update this document.

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 migration** – 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 migrate reports, beginning with those unused, infrequently used or duplicative. With each phase, 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 the 3M provided dashboard. 3M Enterprise Analytics allows you to manually extract and save reports and information to PDF, CSV or Excel formats. 3M also offers a solution for automating data extracts, 3M™ 360 Encompass™ Data Delivery Services (DDS). More information will be provided as 3M works through 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. A cloud-based general release of both CDI and HIM Leader dashboards, in addition to some consolidated reports, began 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.

Q: What future dashboard will be available as part of 3M Enterprise Analytics?

A: 3M is continuously developing new dashboards and updating the available content. For example, a Quality Leader Dashboard will be available where you can view HACs, PSI, etc. As additional 360 Encompass data gets added to 3M Enterprise Analytics dashboards such as care quality, CDI activity and CDI productivity will be added.

Q: Can you have two roles if you manage both CDI and coding?

A: Yes, we do allow individuals to have more than one role.

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: 3M Enterprise Analytics functionality allows for the visualization of information for your entire enterprise without needing to run and combine multiple reports. This can save time and money, in addition to helping you improve the performance of your program and resources.

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

A: 3M Enterprise Analytics will provide data that is 24 hours old. 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 3M Enterprise Analytics team are working 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, clients will have the ability to view their information at an enterprise level and will have the ability to filter by a single site (pillar), multiple or all. The full benefit of 3M Enterprise Analytics will require pre-normalization of the data.

Q: Will 3M provide benchmark and baseline information?

A: Yes, 3M is working to add benchmarks for certain KPIs. These benchmarks include national quality and client comparative data. This includes the ability for clients to enter their benchmarks and view and compare other 3M client results. 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 clients' 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.

Q: Does 3M have any plans to open up the data to its clients? Will 3M allow in-house customization/authoring?

A: We will be introducing an author-like feature in the future to “build” dashboards with information you feel is important that best tells your story. Currently, clients do have the option to manually export the information from 3M Enterprise Analytics into their own data warehouse. 3M also provides a secure daily feed of 3M 360 Encompass data with 3M DDS.

Q: Is there a way to retain your dashboard settings?

A: Yes. To truly save your settings, filters and controls, you need to set a bookmark; however, when you exit a dashboard, the settings you have selected remain the same the next time you come back into the dashboard.

Q: What is the source of the data provided in the dashboard? Is it on-premise or Amazon Web Service?

A: 3M Enterprise Analytics is a cloud-based tool.

Q: Is the data shown in the dashboards based on the daily SSR export?

A: Yes. Every workflow dashboard within 3M Enterprise Analytics has a date on which the data is based.

Q: Is historical data available for comparison? If yes, since when?

A: Yes, historical data is available for comparison. It goes back to as far as your SSR data goes back.

Q: Do you need to be an SSR client to have access to 3M Enterprise Analytics?

A: No, you don't need to be using SSR. It's the same data pipeline, but you don't need to have SSR itself turned on.

Q: If you see internal server error on the 3M Enterprise Analytics dashboards, should you contact support?

A: Yes, if you see this error you should contact 3M support.

Q: Will there be a Concurrent Coding Dashboard/Concurrent Coding Productivity Dashboard?

A: While there will be information available for users on concurrent coding it will not be a separate dashboard.

Q: The query financial impact dollars on the CDI Leader dashboard does not match the impact ROI report financial impact dollars for a given month. Should they match?

A: The data is from the same source but what filters you have set play a part in the information matching. 3M has had clients verify that their information does match. If you are having trouble making the information match, please let 3M know and we can review the data with you.

Q: Will 3M Enterprise Analytics replace SSR?

A: Eventually, 3M Enterprise Analytics will replace all other 3M reporting functionality. The migration will be gradual for some platforms. More information on the reports can be found at Answer ID 100279.

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, meaning it can be taken one level further into the dataset. 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 3M 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 Leader 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 Leader 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 Leader 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 Leader 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.

Q: Do the normalized CMI info and capture rates info include all inpatient cases or just the CDI reviewed cases?

A: The normalized CMI information presented in the dashboard is for all cases not just those CDI reviewed cases.

Q: Is there a dashboard for CDI code acceptance method?

A: Yes, it is currently available and live in production. It is called computer-assisted coding.

Q: On the CDI Leader dashboard, the site listed apparently has all of the facilities in it, can we break them out separately?

A: Yes, you have the ability to select individual sites with the multiselect functionality and then select different facilities which is also multiselect.

Q: Can users make changes to the dashboard formulas — for query rate for example?

A: No, currently users may not author their own formulas. However, we are adding additional information such as query rate and visit query rate that will be available for clients to use.

Thank you for taking the time to explore this FAQ. We hope that this comprehensive collection of common questions has helped address any concerns or doubts you may have about Enterprise Analytics. If you were unable to find the information you were seeking or require further assistance, please do not hesitate to contact our support team (800-435-7776). We value your feedback and continuously strive to improve our offerings.



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