

# DASHBOARD USER GUIDE

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## DASHBOARD

After logging in, you will be brought to your palliative care program's National Palliative Care Registry™ dashboard. The main dashboard is where you can add service sites, start surveys, edit existing surveys, and access all longitudinal and comparative reports. You can always return here by clicking "Dashboard" in the black navigation bar.



The screenshot shows the dashboard interface with the following elements and callouts:

- 1**: User name "Acadia Healthcare Company, Inc. ACME" in the top right.
- 2**: Dropdown menu for "ACME Adult Palliative Care" with a downward arrow.
- 3**: Link to "Invite a Colleague" below the dropdown.
- 4**: "+ Add Service Site" button in the "SERVICE SITES & SURVEYS" section.
- 5**: "Start/Edit Survey" button for the "Patient's Home" service site.
- 6**: "REPORTS" section header.

1. **Your Program Information:** The top right of the dashboard overviews some details about your palliative care program. First is the health system your program's administrative home is part of. Second is your administrative home. Third is the name of your program. To make updates or edits to any of these sections click on "Program" in the top black navigation bar or see the section on "PROGRAM" on page 8 in this user guide.
2. **Multiple Program Toggle:** If your personal account is attached to multiple palliative care programs in the National Palliative Care Registry™, you will see the "carrot" button to toggle between your programs. By clicking on this button you can navigate between multiple dashboards. Each dashboard is specific to each program and houses each program's individual information, surveys, data and reports.



If you're interested in joining additional programs out of your administrative home or adding additional programs that are not currently registered, please see the section on "PROGRAM" on page 8 in this user guide.

3. **Invite a Colleague:** The "invite a colleague" button on the dashboard allows you to invite palliative care team members directly to your program's dashboard. When you click this button, a new screen will open. The first part of the screen will show you who is already registered. If there is someone listed who is no longer part your palliative care team, please contact us and we will remove that person's access to your program's dashboard.

The second part of the screen is where you will input your colleague's information to invite them. As soon as you submit the form, your colleague will receive an email invitation inviting them to the program and asking them to set their password. As soon as they set their password, they will have access to the program's dashboard as well.

**Current Program Participant(s)** ✕

User 1 Name	User 2 Name
user1@capc.org	user2@capc.org
Last Login: 03/28/2016	Last Login: 10/03/2016

---

**Invite a Colleague**

Please enter the following information to invite a colleague to Sign Up to the Registry.

**Email \***

**First Name \*** **Last Name \***

CANCEL
SEND

4. **Add Service Site:** The Registry allows you to add multiple service sites (the locations where your palliative care program [one palliative care team] provides services). When you first join the National Palliative Care Registry™, your default service site will be the facility you selected as your administrative home. If your administrative home is a home health agency, then your default service site will be “Patients Home” and if your administrative home is a hospice, you will not have a default service site. If your default service site is not a facility where your program provides palliative care, or if you added a service site in error, please contact the Registry to remove the service site for you.

To add a new service site to your palliative care program’s dashboard, click on “Add Service Site”. This will open a new screen displayed below. First, select which type of facility you provide services at (options: hospital, home, long term care, and office/clinic). If you select “home” then your process is done. If you are adding a service site other than home, enter the location of that facility and/or the name and press “search”.

**ADD SERVICE SITE** ✕

Please enter the type of facility from the list below.

**Where does your palliative care program provide services? \***

**Location \***

**Facility**

CANCEL
SEARCH

The search will return a list of facilities, if your facility is listed here, you can select it. Once you select a service site from the list, your service site will appear on your program's dashboard and you can start submitting data on that service site.

Bellevue Hospital Center  
462 First Avenue  
New York NY 10016-9198

Gracie Square Hospital  
420 East 76th Street  
New York NY 10021-3396 **SELECT**

Harlem Hospital Center  
506 Lenox Avenue  
New York NY 10037-1802

Henry J. Carter Specialty Hospital and Nursing Facility  
1752 Park Avenue  
New York NY 10035

Hospital for Special Surgery  
535 East 70th Street  
New York NY 10021-4898

Facility not listed?  
**ADD YOUR FACILITY**

If the facility where you provide palliative care is not listed, you will need to press the black box that says “Add Facility”. “Add Facility” will open a new screen where you will input your service site’s type, name, address, city, state, and zip code. Once you add a facility, it will appear as a service site on your dashboard and you can start submitting data on that service site. Please note that “Patients Home” can only be added once as a service setting to your dashboard.

**ADD YOUR FACILITY** ✕

Please enter the following fields below.

Which type of facility are you adding? \*  
Select One

Name of your Facility \*  
Enter name of your Facility

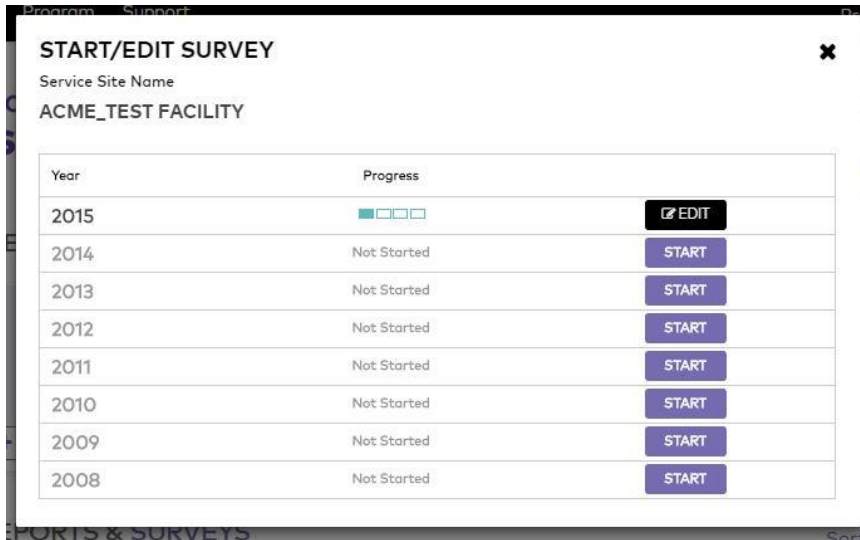
Address 1 \*  
Enter address of your Facility

Address 2  
Enter address of your Facility

City \*      State \*      Zip Code \*  
Enter city name      Select state      Enter Zip Code

**CANCEL**      **ADD FACILITY**

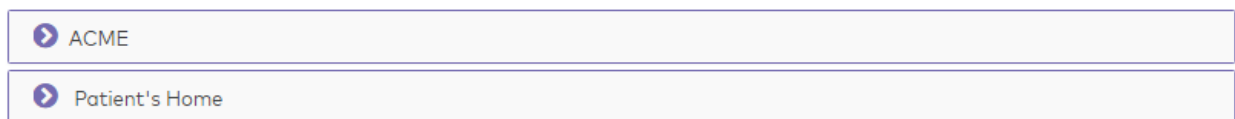
5. **Start/Edit Survey:** To start a new survey for a service site or edit an existing survey, click on “start/edit survey” that appears under a specific service site tile. This will open a new screen that will show you which service site you’re starting a survey for, what years are available for data entry, and the survey progress. You can either click on “edit” to edit an existing survey or click on “start” to start a new survey.



Once you select an option, your survey will open and you can start entering or updating your data. See the section about “SURVEYS” on page 12 in this user guide for more details about the survey.

6. **Reports:** This is where you will find your program’s reports. All your service settings that your program has entered data for at some point in time will be listed here.

## REPORTS



By clicking on the service site name, the section will expand to reveal your available reports. By clicking on each report, a web-version will be displayed. From there you can download a PDF of the report or the data in excel.

For more information on your reports, see the section on “REPORTS” on page 14 in this user guide.

## PROGRAM

The second tab along the top black navigation is “Program”. This is where you can edit your palliative care program’s information, update your administrative home’s health system, network or ACO, join other programs operating out of your administrative home, and change the visibility settings for your dashboard.



Dashboard **Program** Support
Profile Sign Out

**National Palliative Care Registry™**

Acadia Healthcare Company, Inc.  
ACME\_Test Facility

Flagstaff Adult Palliative Care ▼

[Who else is in my program?](#)

### Manage Program

**Palliative Care Program**  
Flagstaff Adult Palliative Care  
123 Main Street  
Flagstaff, AZ 12345-1234  
111-111-1111

**Year Established**  
1999

**Registry ID**  
401449

**Website**  
https://registry.capc.org

**EDIT**

### Manage Administrative Home

**Administrative Home**  
ACME\_Test Facility  
1 Main Street  
FlagStaff, AZ 86001  
www.acme-az.com

**Health Care System**  
Acadia Healthcare Company, Inc.

**Network**  
1st Medical Network

**Accountable Care Organization (ACO)**  
Access East Community-based Transitional Partnership CCTP Partner

**EDIT**

### Current Programs out of ACME\_Test Facility

Flagstaff Adult Palliative Care  
123 Main Street  
Flagstaff, AZ 12345-1234  
111-111-1111

**LEAVE PROGRAM**

Flagstaff Pediatric Palliative Care  
123 Main Street  
Flagstaff, AZ 88990  
111-111-1111

**LEAVE PROGRAM**

**ADD PROGRAM**

### Manage Service Sites

**ADD SERVICE SITE**

SERVICE SITES

Facility Name	Facility Type	Visible on Dashboard
ACME_Test Facility	Hospital	<input checked="" type="radio"/> Yes <input type="radio"/> No
ACME_Test Facility2	Hospital	<input checked="" type="radio"/> Yes <input type="radio"/> No

1

2

3

4

5



1. **Edit Program:** Here you can edit your program's information including name, address, city, state, phone number, website, and year established. Information on your program is included in the listing on GetPalliativeCare.org so please make sure that your program's contact information is complete and up-to-date. The Registry ID cannot be changed but is for your reference when speaking with the Registry staff, if needed.
2. **Edit Administrative Home:** Here you can view information about your program's administrative home and add or edit a website. Here you can also specify which Health system, Network, or ACO your administration home is part of. If you need to change your administrative home to a different facility, you will need to contact the Registry directly.
3. **Join or Create Additional Programs:** This section lists additional programs that operate out of your administrative home. For example, your administrative home may have an adult palliative care program and a pediatric program. Any other programs registered with your administrative home will be displayed here. If you are also part of that program, you can click "Join Program". If you leave a program and no longer want access to their dashboard, you can click "Leave Program".

If another program that operates out of your administrative home is not listed here, you can press "Add Program" to create another program. If you are part of multiple programs, you can toggle between program dashboards as shown in the "

**DASHBOARD**" section #2 "Multiple Program Toggle" on page 4.

If you want to join or add a new program that has a different administrative home from your current program, you will need to contact the Registry team directly, or if that program already exists, you can ask someone from that program to invite you using the "Invite a Colleague: The "invite a colleague" button on the dashboard allows you to invite palliative care team members directly to your program's dashboard." option discussed on page 4.

4. **Add Service Site:** This button works exactly the same as the button on your main dashboard. Use it to add additional sites where your program provides palliative care. See "
5. **DASHBOARD**" section #4 "Add a Service Site" on page 5 for additional information.
6. **Manage Service Sites:** Here you can choose to hide or display specific service sites on your dashboard. If your program previously entered data for a facility where you no longer provide palliative care, you can hide it. If there are facilities listed here that

should not be here and were added in error, please contact the Registry to remove these sites for you.

## SUPPORT

If you would like to contact the Registry staff directly from your account, click on “Support” in the upper black navigation bar. Here you can find contact details for the Registry Help Desk or you can submit a support form directly.

The support form pulls your name and email from your account so there is no need to include these additional details.



Dashboard Program **Support** Profile Sign Out

National Palliative Care Registry™

Acadia Healthcare Company, Inc.  
ACME\_Test Facility  
Flagstaff Adult Palliative Care

### Support

You can reach us at [registryhelpdesk@capc.org](mailto:registryhelpdesk@capc.org) or call us during regular business hours (EST) at 212-201-2689.  
You can also use the form below and we will get back to you promptly.

**Phone \***

**Comments \***

CANCEL SUBMIT

## PROFILE

If you would like to edit or update your personal information, select “Profile” from the black navigation bar. Here you can update your email address, name, phone, palliative care team role and professional credentials. Please make sure that you remember to save your changes.

**1**

**PROFILE**

**Edit Profile**

Email  
registryhelpdesk@capc.org

First Name \*  
Registry

Last Name \*  
Help Desk

Phone \*  
212-201-2689

Palliative Care Team Role  
Administrator (non-physician)

Professional Credentials  
PhD

**SAVE**

**2**

**Change Password**

Old Password \*  
Enter Old Password

New Password \*  
Enter New Password

Confirm Password \*  
Confirm Password

**CHANGE PASSWORD**

- 1. Edit Profile:** Here, you can edit your personal information (name, phone, team role, credentials and email). If you edit your email, you do not need to update your password. However, you must use this email to log in to the National Palliative Care Registry™ moving forward. Please remember to click “save” to save your changes.
- 2. Change Password:** If you would like to change your password, click on the words “Change Password.” This will expand the section. You are required to enter your old password, new password and provide confirmation of your new password. Once you enter the required fields, click the “change password” button.

## SURVEYS

The National Palliative Care Registry™ survey is collected on an annual basis at the beginning of the following year. You can start, edit, or update a survey at any time.

The screenshot shows the survey interface for the 2015 Survey at ACME\_Test Facility. The interface includes a navigation bar at the top with 'Dashboard', 'Program', and 'Support' on the left, and 'Profile' and 'Sign Out' on the right. The main header displays the 'National Palliative Care Registry' logo and the facility name 'ACME\_Test Facility' and 'Flagstaff Adult Palliative Care'. A summary bar at the top contains a 'Download Survey' button (1), facility details (2), a 'Survey Progress' indicator (2), and a 'Back to Dashboard' button (3). Below this is 'Module 9 Standardized Processes' (4) with a dropdown arrow and a 'Module In-Progress' status. The survey questions are as follows:

- 1. Does your inpatient palliative care program have the following plans in place? (5)
  - Marketing Plan
  - Bereavement Plan
  - Education Plan
  - Quality Improvement Plan
- 2. Does your palliative care program measure patient and family satisfaction?
  - Yes
  - No
- 3. Does your palliative care team provide telemedicine services?
  - Yes, audio and video
  - No, audio only (phone only)
  - No
- 4. Do you have policies and procedures that promote palliative care team wellness?
  - Yes
  - No

At the bottom of the survey, there are 'BACK' and 'SAVE & CONTINUE' buttons (6).

1. **Download Survey:** To download a copy of the full survey, including the answers you have entered, click on the “download” link. You will have the option of downloading the survey with question guidance or without question guidance.
2. **Survey Progress:** The progress bar shows how much of the survey has been completed. The data you enter will be captured whether or not your progress bar is completely full.
3. **Back to Dashboard:** By clicking on this button, you will be brought back to your main program dashboard. By clicking on this button any survey changes you have made will be saved into the Registry database.
4. **Module Menu:** To navigate from module to module you can click on the “v” or carrot button that appears to the right of the module title. Programs entering data into the Registry have the option to move through the survey chronologically or by selecting a specific module. Simply click on the module you would like to navigate to.

Progress for each module is shown with:



Yellow clock: in progress, not all questions have been answered



Blue check mark: module is complete

No icon: module has not been started on yet

<b>Module 1</b>	Hospital Metrics, Patient Demographics	⌵	✓
<b>Module 1</b>	Hospital Metrics, Patient Demographics		🕒
<b>Module 2</b>	Patient Visits		✓
<b>Module 3</b>	Screening and Referrals		✓
<b>Module 4</b>	TJC Certification, Services Integration		✓
<b>Module 5</b>	Electronic Health Record (EHR)		🕒
<b>Module 6</b>	Diagnosis and Code Status		✓
<b>Module 7</b>	Discharges		✓
<b>Module 8</b>	Length of Stay		🕒
<b>Module 9</b>	Standardized Processes		✓

5. **Question Guidance:** The **i** appears for questions that come with additional guidance or descriptions of the questions or answers. Survey guidance is important to check especially for a question you are unclear about. By clicking on the button, the guidance for that question will appear.

6. **Survey Navigation:** On the bottom of each module there is survey navigation. The “back” button will bring you to the previous module’s page and the “save & continue” button will save your survey progress to the Registry database and precede the survey to the next module.

## REPORTS

Reports for hospital palliative care are available through the National Palliative Care Registry™ main dashboard as soon as data are entered. Reports for additional service sites are currently being developed.

## REPORTS

ACME

I YOUR PROGRAM OVER TIME 1

II COMPARISONS OVER TIME

III ANNUAL COMPARATIVE REPORTS

**Summary Table**

- Hospital Consult Program - Summary Table 2

**Staffing**

- Interdisciplinary Team and Certification
- Interdisciplinary Team Head Count and Funding
- Interdisciplinary Team FTE and Funding
- Full Team FTE and Penetration

**Penetration and Patient Outcomes**

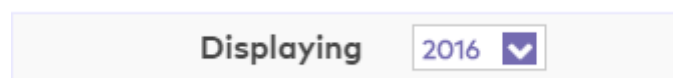
- Total Consults and Penetration
- Length of Stay by Discharge Status
- Discharge Status and Location

3 Request Combined Reports

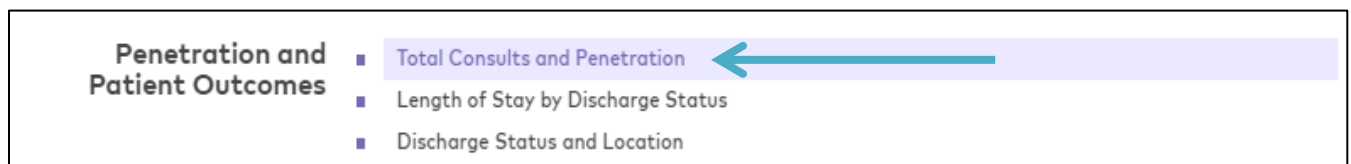
Patient's Home

1. **Report Menu:** There are currently three categories of reports available on your program dashboard for hospital settings.
  - I. **Your Program Over Time:** Multiple reports that are specifically for your program. These reports will show your program longitudinally for up to eight years of data.
  - II. **Comparisons Over Time:** Multiple reports showing how your program compares to similar sized hospitals (total beds) over time. These reports will show your program growth compared to other programs.
  - III. **Annual Comparative Reports:** Multiple reports showing how your program compares to similar programs on variables like hospital size, staffing and penetration (percentage of annual admissions receiving a palliative care consult).

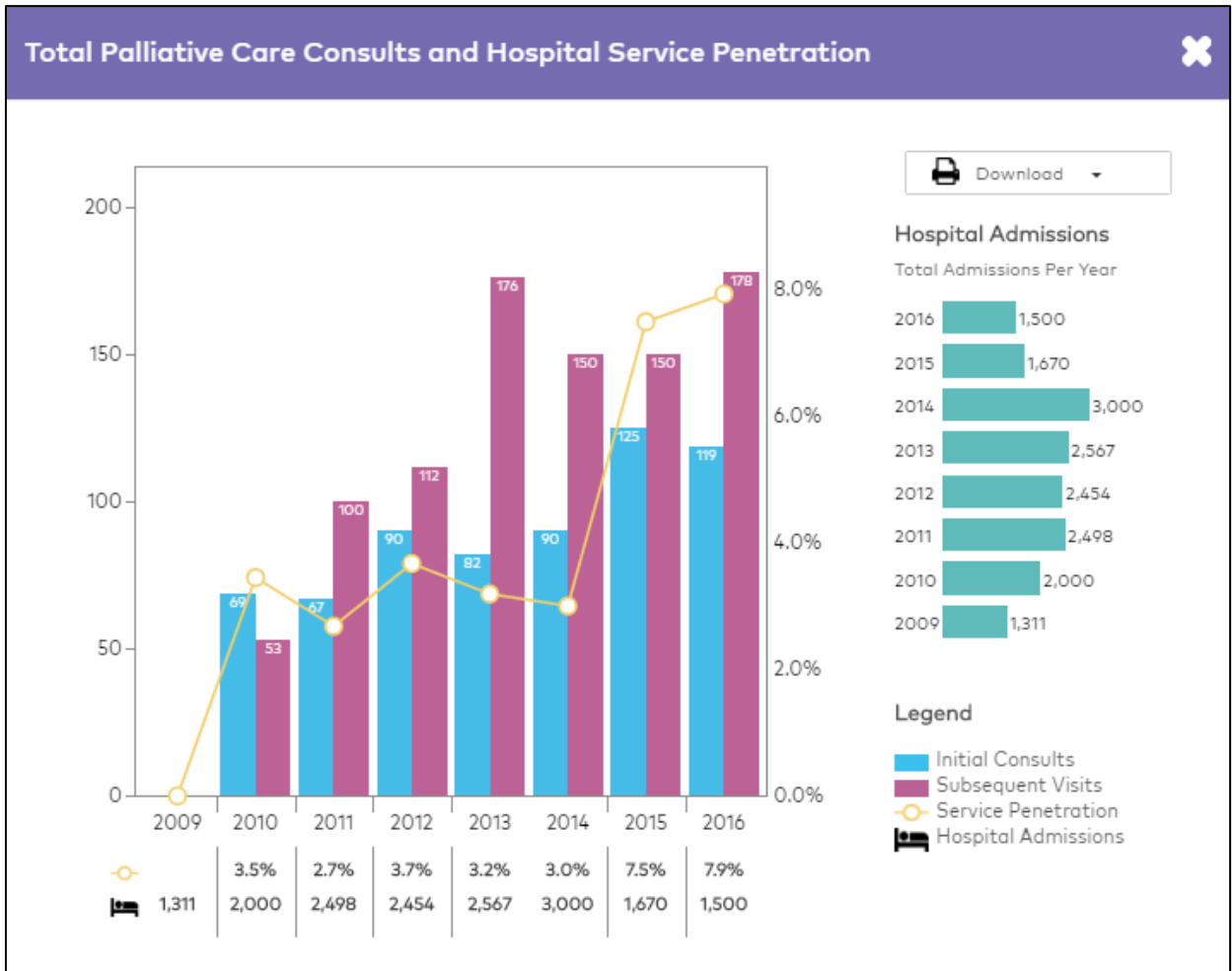
These reports in group III are specific to one year so be sure to select the current year from the menu.



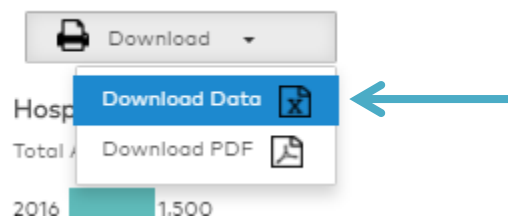
2. **Viewing and Downloading Reports:** Hovering with your mouse over a report will highlight the report name in light purple.



If you click on the selected report, an interactive web version of the report will appear on your screen. You can hover over certain data points and they will appear on the graph.



In the upper right hand corner of this screen, you will see a “download” drop-down menu. This provides two options, you can either download the data table from the report into excel or you can download a 1-page PDF version of the report that is branded and includes some additional data. You can go through this process to explore each report that is available.



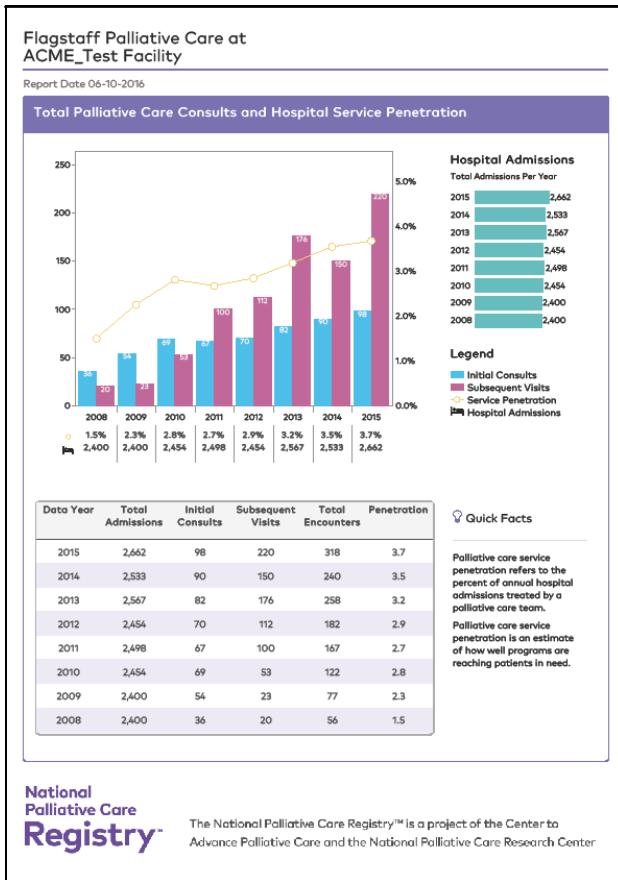


An example of the data excel download and 1-page branded PDF report is shown below:

### Download Data

	A	B	C	D	E	F
1	Data Year	Total Admi	Initial Cons	Subsequer	Total Enco	Penetration
2	2015	3000	98	220	318	3.3
3	2014	3000	90	150	240	3
4	2013	2567	82	176	258	3.2
5	2012	2454	70	112	182	2.9
6	2011	2498	67	100	167	2.7
7	2010	2454	69	53	122	2.8
8	2009	1311	0	0	0	0
9	2008	1311	0	0	0	0

### Download PDF



If you find any errors in your reports, you can easily update the data in the survey. Please see the section on “SURVEYS” on page 12 for more details.

3. **Request Combined Reports:** Reports can also be downloaded in bulk. The “request combined reports” button appears within each of three types of reports available. Once you click this button a menu will appear and you can select which reports you would like to receive. There is also a “Select All” button.

## REQUEST COMBINED REPORTS ✕

You can review and directly download individual reports on the main dashboard. Use this page to combine two or more reports into a single PDF. You will receive the combined report via email to: `you_email@email.com` Report generation may take 30-60 minutes.

### ANNUAL COMPARATIVE REPORTS

Select All

#### Comparisons by Hospital Size

- Penetration by Hospital Size
- Full Team FTE per 10,000 Admissions by Hospital
- Length of Stay by Hospital Size
- Full Team Workload by Hospital Size

#### Comparisons by Penetration Quartile

- Full Team FTE per 10,000 Admissions by Penetration Quartile
- Length of Stay by Penetration Quartile
- Clinical Workload by Penetration Quartile

#### Comparisons by Staffing Quartile

- Palliative Care Service Penetration by Staffing Quartile
- Length of Stay by Staffing Quartile

**SUBMIT**

Once submitted, a PDF of the combined reports are emailed to your address on file with the Registry in less than 1 hour.