

Hawai'i Health Partners Primary Care Dashboard Frequently Asked Questions (FAQs)

1. What is Hawaii Health Partners?

Hawaii Health Partners is a physician-led accountable care organization (ACO) with the goal of providing high quality care, increased efficiency, and optimal patient health.

2. What is the Hawai'i Health Partners Primary Care Dashboard?

The dashboard is intended to provide primary care physicians (PCPs) with a snapshot of their practice with sections dedicated to defining patients within their panel, medical cost trend and quality measures.

3. Where does the data come from?

The data comes from a variety of sources outlined below and is updated on a monthly basis. New data will be available at the beginning of each month.

Section	Data Source	Comments
Panel Composition	Epic	Patients identified based on PCP defined in Epic. Includes all insurance payors.
Management & Access	Epic	Based on patient visit history. Includes all insurance payors
Patient Experience	Press Ganey	From completed patient surveys under the Clinic and Group Consumer Assessment of Healthcare Providers & Systems (CGCAHPS). Includes all insurance payors.
Medical Cost Trend / Potentially Avoidable ED	HMSA claims	Specific to patients with an HMSA Commercial plan (HMO or PPO). Includes claims paid to HPH and non-HPH hospitals.
Ambulatory Quality	Epic & HMSA claims	Specific to patients with an HMSA plan: Commercial HMO or PPO, Akamai Advantage or Quest

4. How often is the dashboard updated?

The dashboard will reflect updated data at the beginning of each month. Some sections within the dashboard are subject to lags in availability, particularly the Medical Cost Trend and Potentially Avoidable ED sections. Both of these sections are based on paid HMSA claims and subject to at least a 3 month data lag.

5. How can I access the dashboard?

The dashboard is available via a hyperlink in your Epic primary care dashboard under the "Hyperlinks" section entitled "Hawaii Health Partners Primary Care Dashboard." Clicking this hyperlink will open the dashboard in your existing Epic screen.

For immediate assistance, please feel free to email:

- pcp.dashboard@hawaiihealthpartners.org
- Melanie Nordgran at melanie.nordgran@hawaiihealthpartners.org

6. How do I navigate in the dashboard?

A menu bar with clickable grey buttons to each of the various sections is available at the top of the dashboard. Each section provides an overview of relevant key performance indicators. For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. Certain sections will also include blue buttons that take users to relevant patient and/or visit-level detail.



7. How do I use the “Selection Filters?”

Where relevant, “Selection Filters” are provided that allow users to control what level of detail is displayed. To select filters, identify a filter of interest and click the option provided. Multiple filters can be selected at a time. To remove a filter, click the “Clear Filter(s)” button.

8. Why are some sections colored black?

These are areas that are currently under construction and will be provided to users at a later date.

9. Who can see this information?


The dashboard is available to PCPs affiliated with HHP, and select RN, Medical Assistant and Patient Service Representative team leads. Each user is able to see the PCP’s in their assigned clinic.

10. What is the Physician Summary?

The Physician Summary provides an overview of major key performance indicators from each of the sections within the dashboard. Where applicable, green and/or red dots are provided to identify the presence of a goal and to also provide a status on the physician’s performance in relation to that goal (green = meeting goal; red = not meeting goal).

From this view, users are able to access the various sections in 2 ways:


1. Click the grey buttons located in the menu bar at the top of the screen
2. Click the box containing the performance metric in the middle of the screen

For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

11. What is Panel Composition?


Panel Composition summarizes each PCP’s patient panel as identified in Epic. The Adjusted Patient Panel metric only includes patients with a primary care visit within the last 24 months and is adjusted to account for patient age / gender as well as severity score based on Hierarchical Condition Categories (HCC).

Patient-level information is provided via the blue “Patient List by Payor and Chronic Condition” button on the left-hand side of the screen. Please feel free to use the filters on the left-hand side of the screen to customize the level of detail you would like to view. Chronic Conditions are based on diagnoses identified on the patient’s Epic Problem List.

For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

12. What is Management & Access?


Management & Access displays measures related to patient visit patterns to their PCPs documented in Epic.

For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

13. What is Patient Service?

Patient Service is sourced from Press Ganey's Clinic and Group Consumer Assessment of Healthcare Providers & Systems (CGCAHPS) patient surveys. Such information is displayed for all patients and insurance payors. The Composite Summary displays the physician's performance in the survey's 5 major composite areas.

The Patient Response section on the right-hand side of the screen provides the specific questions related to each composite area and the percent distribution of how patients answered each. Please feel free to use the "Selection Filters" at the top of the screen to select specific composite areas of interest. Filtering for specific composites will cause the Patient Response section to only display question response information for those specific areas.

For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

14. What is Patient Safety & Quality?

The Patient Safety & Quality section is a hub for all major quality metrics related to the physician. When viewing this page, you may notice sub-sections appearing under the menu bar on the top of the page. These sub-sections are the various quality-related areas relevant to the physician. When users click the Patient Safety & Quality section, Ambulatory Quality information will be displayed.

Ambulatory Quality measures and performance percentiles are defined by HMSA. Performance information determined based on a combination of Epic and HMSA claims information. You can select the HMSA Line of Business in the Selection Filter at the top.

The table in the middle of the page displays available and earned points utilized to calculate physician compensation as well as the number of measures applicable and who have met each measure.


The blue "Patient Gap Report" button on the bottom left-hand corner of the screen displays the specific patients who are not currently meeting each measure. Please feel free to use the "Selection Filters" section on the right-hand side of the screen to select specific measures of interest. Clicking the patient MRNs highlighted in blue will take users to the patient's chart.

15. What is Medical Cost Trend?

Medical Cost Trend information is based on paid medical claims information specific to patients with an active HMSA Commercial plan (HMO or PPO). The financial information on the claims is the amount HMSA has reimbursed to the specific servicing facility and/or provider. Moreover, the claims capture services rendered at Hawaii Pacific Health facilities as well as other out of network providers and facilities (i.e. Queen's Medical Center, Out of State / Country services).

The data appearing in this section is subject to at least a 3 month lag due to the timing in which such claims are paid by HMSA.

When viewing this page, you may notice sub-sections appearing under the “Medical Cost Trend” section of the menu bar on the top of the page. These sub-sections are areas HHP has identified as cost savings opportunities and are working to implement interventions to reduce the cost figures appearing on the page.


For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

16. What is Potentially Avoidable ED?

Potentially Avoidable Emergency Department (ED) is an area HHP has identified as an opportunity to control cost and utilization. An ED visit is classified as potentially avoidable based on the principal diagnosis associated in accordance with an algorithm developed by New York University (NYU). Please see the hyperlink below for more information:

<http://wagner.nyu.edu/faculty/billings/nyued-background>

Information displayed on this page is based on paid medical claims information specific to patients with an active HMSA Commercial plan (HMO or PPO). The claims capture services rendered at Hawaii Pacific Health facilities as well as other out of network providers and facilities (i.e. Queen's Medical Center, Out of State / Country services).

For descriptions of each measure, please feel free to hover over the blue question mark bubbles next to the name of the metric in question. 

17. What is High Risk Patients?

High Risk Patients is meant to identify patients that are at high risk for chronic illness and that may potentially need intervention. The page currently focuses on patients that have been or are at risk for being diagnosed with Chronic Kidney Disease (CKD). Each patient's lab results are analyzed against a CKD heat map to determine their risk.

You may use the filters to filter patients for any of the risk levels. You can also filter for HMSA Commercial patients only, or view patients with any payor.

The CKD heat map can be found in the Hawaii'i Health Partners Chronic Kidney Disease guidelines at:

https://www.hawaiihealthpartners.org/media/1339/0706_ckd_web.pdf