

STG Compliance Dashboard Manual

December 2020

Objectives of dashboard

NHA rolled out STG guidance documents on 15th August 2020 and since then has been increasing the number of procedures under STG. The document serves as check list at different level of approval of treatment/claim payment. Dashboard provides a platform to NHA/SHA officials to validate their hypothesis on the following:

- **Overview** of utilization of packages post where STG have been launched, **highlighting** areas of further analysis and monitoring
- **Level of Compliance** by States/ hospitals/ PPDs/ CPDs
- **Improvement** in Quality of mandatory documents submitted
- **Highlight** the reduction in queries raised to the hospitals
- **Areas** of training needs &/or relaxation of mandatory doc based on level of care

Link for dashboard: <https://insights.pmjay.gov.in/powerbi/?id=43f8003f-62c2-4f33-9a67-7f3c054b1c3e&formatLocale=en-IN>

Notes:

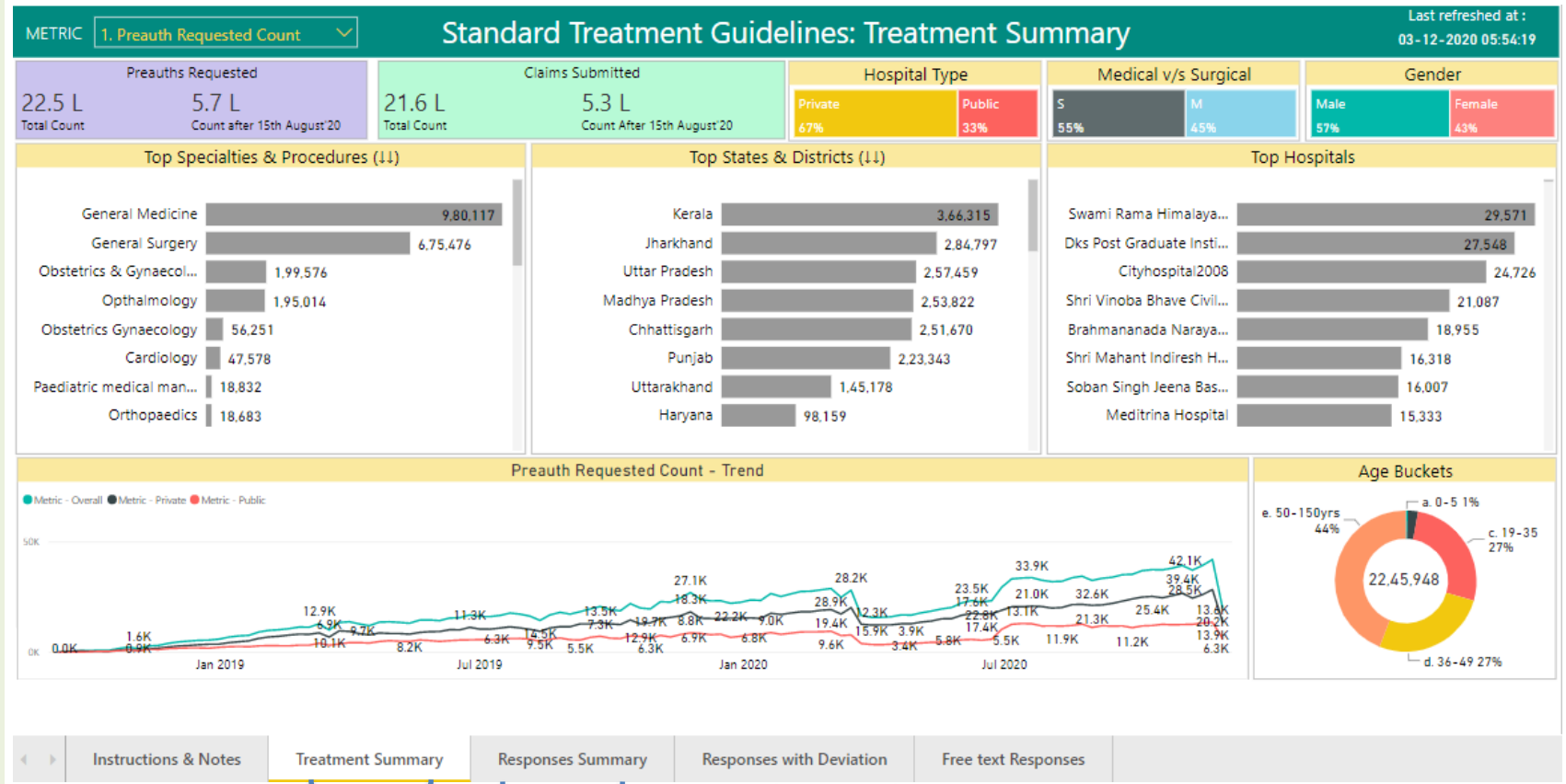
- Data in all the dashboards relates to beneficiaries supported under PM-JAY in alliance with state schemes
- STG dashboard shows data only for states that use PM-JAY TMS and the packages in which STG have been launched

Overview of Standard Treatment Guidelines (STG) Dashboard

Dashboard to monitor the trends in utilization, level of compliance at State/user level, and the reasons for deviations from the expected answer

Services are monitored from three major perspectives:

- Treatment Summary**
 Information on the utilization pattern, trends in claim rejection for the procedures in which STG have been launched
- Response Summary**
 Information about the volume of responses, monitoring the level of compliance by states/hospitals/PPDs/CPD
- Responses with Deviations**
 Summary of responses and questions with deviation from expected answer



Treatment Summary

Focus on volume of responses

Focus on all the deviated responses

STG Dashboard – Treatment Summary

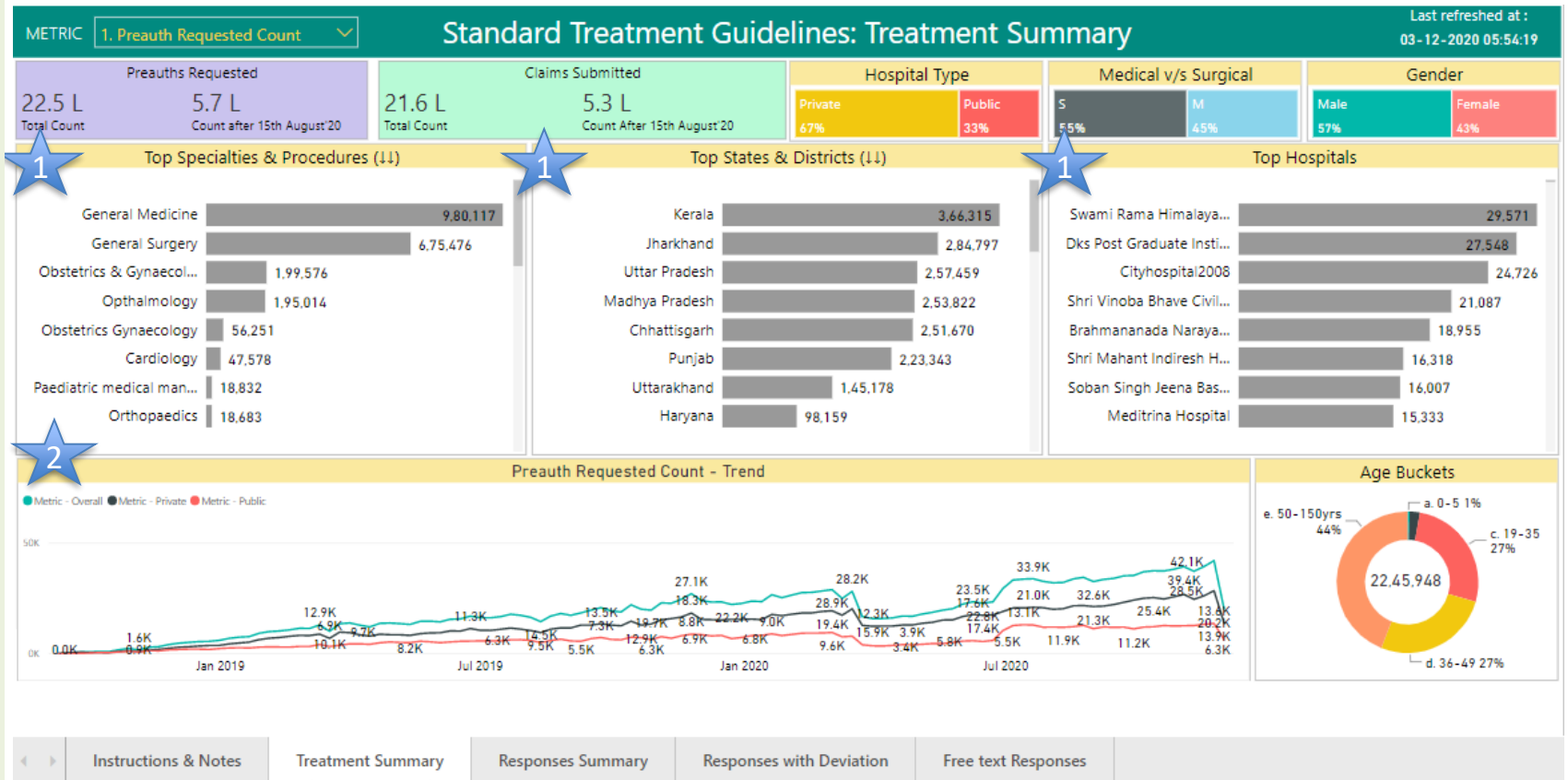
Treatment summary page of the dashboard will help the users to monitor the trends in utilization across state/district, specialty/procedure, and hospitals

Objective of the page:

1 Dashboard is made to monitor and compare the utilization for all the procedures in which STG have been implemented. Impact of implementation can be monitored across Specialties, states, districts, and hospitals

2 It provides overview of the trends for metrics such as preauth requested count, preauth requested amount, preauth cancel count, and claim rejected count

- These trend will help users to identify if implementation have affected the utilization or claim processing across the shown dimensions



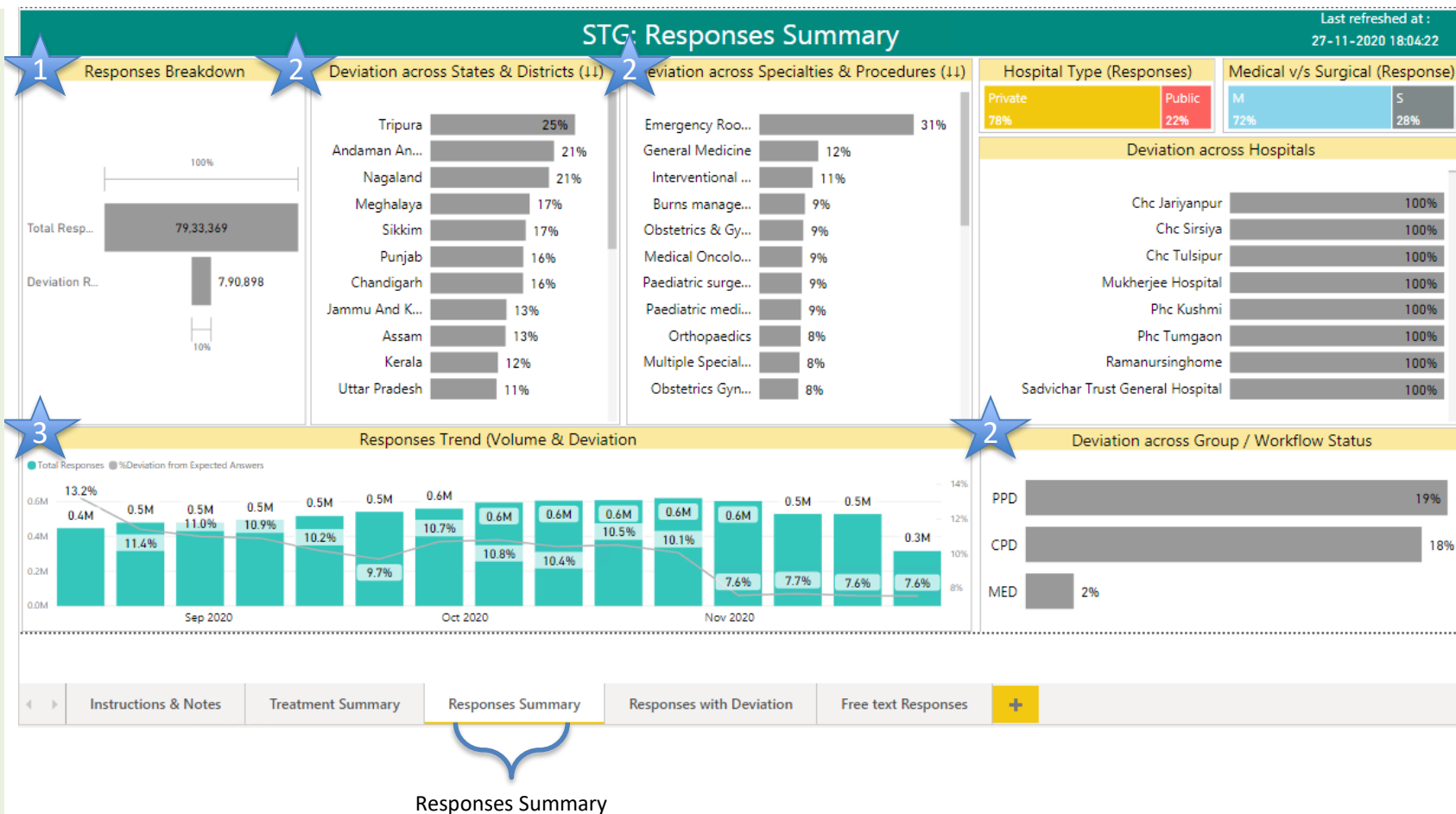
Treatment Summary

STG Dashboard – Responses Summary

- Response Summary page of the dashboard helps users in monitoring the level of compliance by states/hospitals/PPDs/CPDs
- It does so by highlighting the highest deviation from the expected response to the questions in guidance documents
- Deviation refers to the response which is different than the specified answer to each question

Objective of the page:

- 1 Responses breakdown provides the total volume of responses that have been provided across all procedures and also the number of responses with deviation
- 2 States/districts, Specialties/procedures, hospitals, and group chart highlight the deviation out of all responses in their respective domains
- 3 Trend chart helps the users to see how the adoption of STG have been across procedures, states, hospitals and users. It also highlights the possibility of any loophole identified by users to skip the compliance



STG Dashboard – Responses with Deviation

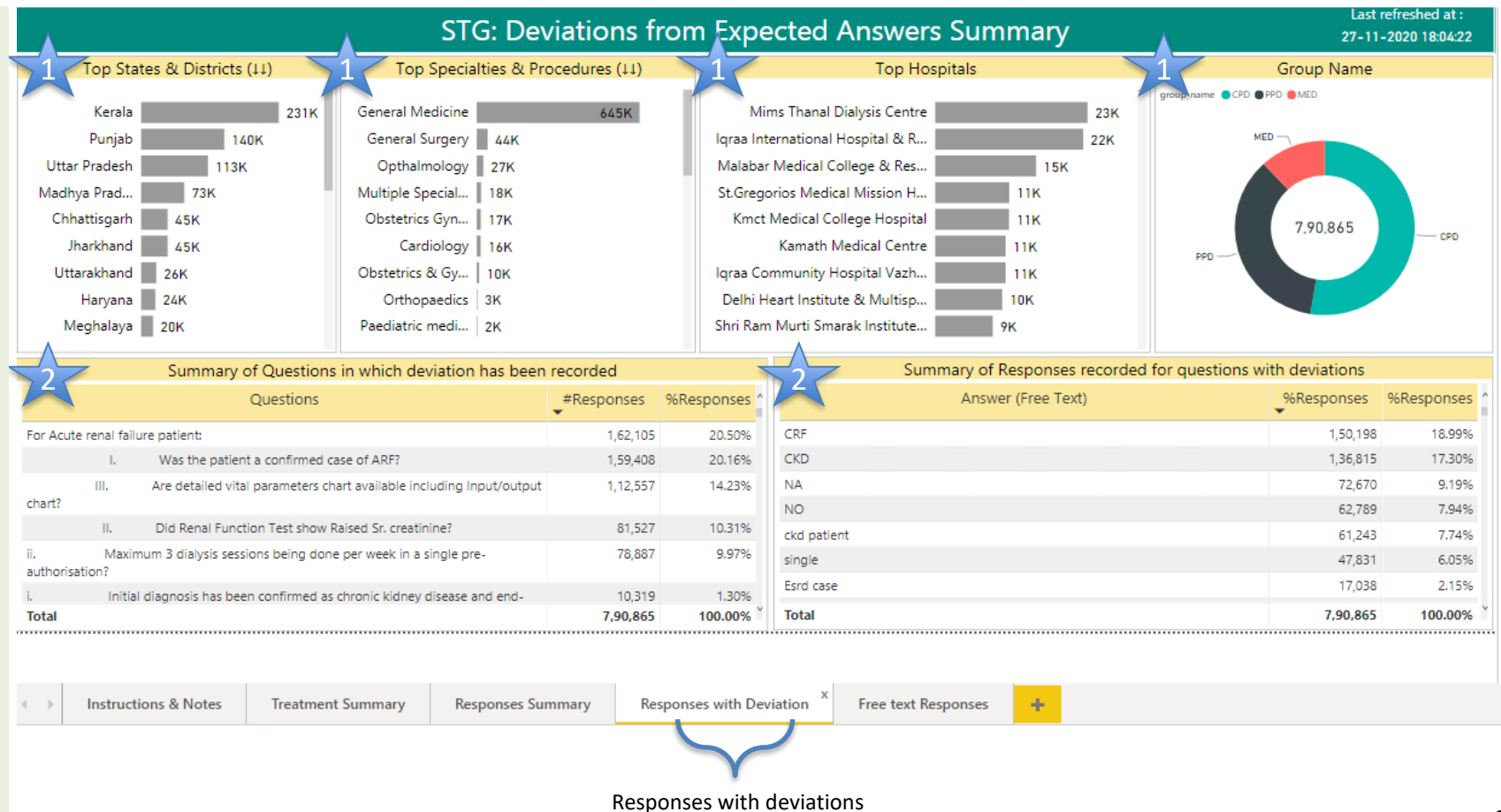
- Responses with deviations provides visibility into the reasons for which there are deviations
- Analysis of responses help in realizing the areas of training needs or relaxation of mandatory doc based on level of care
- It will also help in identifying gaps in package design, renaming, and infrastructural challenges highlighted by respondents in case of deviating from the expected answer

Objective of the page :

1 States/districts, specialties/procedures, hospitals, and group with the highest number of deviated responses from the expected answers. It will help users to identify the reasons of these deviations (using the charts in point 2) and take necessary actions

2 Summary of Questions and responses with the deviations.

- Focusing on top questions and responses will address most of the challenges in implementation of the STG and document requirements



Responses with deviations

STG Dashboard – Free Text Responses

Free Text Response summary

A summary of all questionnaires, responses with deviations across state, district, specialty, procedure, hospital

This will help user to analyze the data as per their need and Identify area for deep-dive and flag cases for auditing

STG: Responses not matching with expected Answer									Last refreshed at : 03-12-2020 05:54:19
State	District	Specialty Name	Procedure Name	Hospital Name	Hospital Type	Group	Workflow Status	Questions	
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Mims Thanal Dialysis Centre	Private	CPD	Claim Forwarded by CEX	I. Was the patient a confirmed case of ARF?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Mims Thanal Dialysis Centre	Private	CPD	Claim Forwarded by CEX	For Acute renal failure patient:	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Mims Thanal Dialysis Centre	Private	CPD	Claim Forwarded by CEX	ii. Maximum 3 dialysis sessions being done per week in a single pre-authorisation?	single
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Mims Thanal Dialysis Centre	Private	CPD	Claim Forwarded by CEX	III. Are detailed vital parameters chart available including Input/output chart?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Mims Thanal Dialysis Centre	Private	CPD	Claim Forwarded by CEX	II. Did Renal Function Test show Raised Sr.	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Iqraa International Hospital & Research Centre	Private	CPD	Claim Forwarded by CEX	I. Was the patient a confirmed case of ARF?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Iqraa International Hospital & Research Centre	Private	CPD	Claim Forwarded by CEX	For Acute renal failure patient:	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Iqraa International Hospital & Research Centre	Private	CPD	Claim Forwarded by CEX	III. Are detailed vital parameters chart available including Input/output chart?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Iqraa International Hospital & Research Centre	Private	CPD	Claim Forwarded by CEX	II. Did Renal Function Test show Raised Sr. creatinine?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Iqraa International Hospital & Research Centre	Private	CPD	Claim Forwarded by CEX	ii. Maximum 3 dialysis sessions being done per week in a single pre-authorisation?	single
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Malabar Medical College & Research Centre	Private	CPD	Claim Forwarded by CEX	I. Was the patient a confirmed case of ARF?	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Malabar Medical College & Research Centre	Private	CPD	Claim Forwarded by CEX	For Acute renal failure patient:	CRF
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Malabar Medical College & Research Centre	Private	CPD	Claim Forwarded by CEX	ii. Maximum 3 dialysis sessions being done per week in a single pre-authorisation?	single
Kerala	Kozhikode	General Medicine	Haemodialysis Dialysis	Malabar Medical College & Research Centre	Private	CPD	Claim Forwarded by CEX	II. Did Renal Function Test show Raised Sr.	CRF
Total									

Instructions & Notes	Treatment Summary	Responses Summary	Responses with Deviation	Free text Responses
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Focused on all cases in which deviation happened

STG Dashboard – Treatment Summary

METRIC		STG: Treatment Summary				Last refreshed at : 27-11-2020 05:56:54			
1. Preauth Requested Count		Claims Submitted		Hospital Type		Medical v/s Surgical		Gender	
22.1 L Total Count	5.3 L Count after 15th August'20	21.3 L Total Count	4.9 L Count After 15th August'20	Private 67%	Public 33%	S 55%	M 45%	Male 57%	Female 43%

Preauths Requested

Total Count: Denotes the total count of all preauths initiated by healthcare providers excluding the ones that got cancelled for the procedures in which STG got launched

Count After 15th Aug: Denotes the count of all preauths initiated by healthcare providers after 15th Aug for the procedures in which STG got launched

Claims Submitted

Total Count: Denotes all claims for reimbursement that were submitted by healthcare providers. These claims are only for procedures in which STG got launched

Count After 15th Aug: Denotes all claims for reimbursement that were submitted by healthcare providers after 15th August for the procedures in which STG got launched

Hospital Type

Denotes the split of 'metric selected' between public and private hospitals empaneled under PMJAY

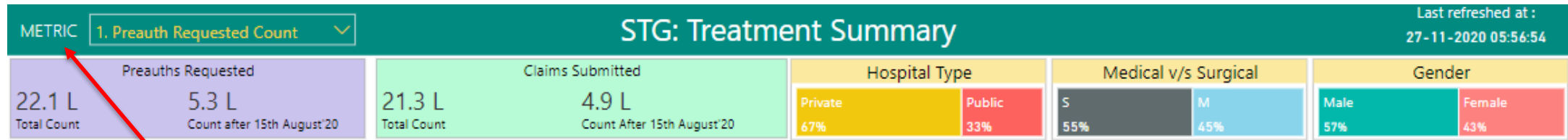
Medical v/s Surgical

Denotes the split in utilization/Claim between medical and surgical treatments

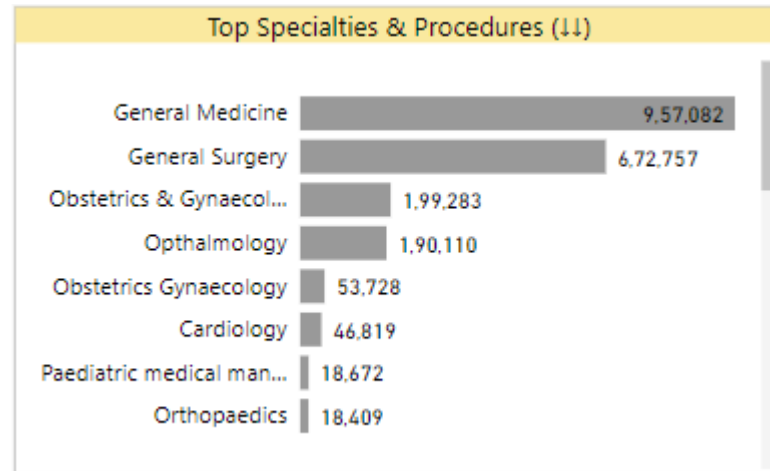
Gender

Denotes the split between the gender-male and female of the beneficiaries verified under PMJAY

STG Dashboard – Treatment Summary



Metric can be toggled between preauth requested count/amount, preauth cancel count, and claim rejection count

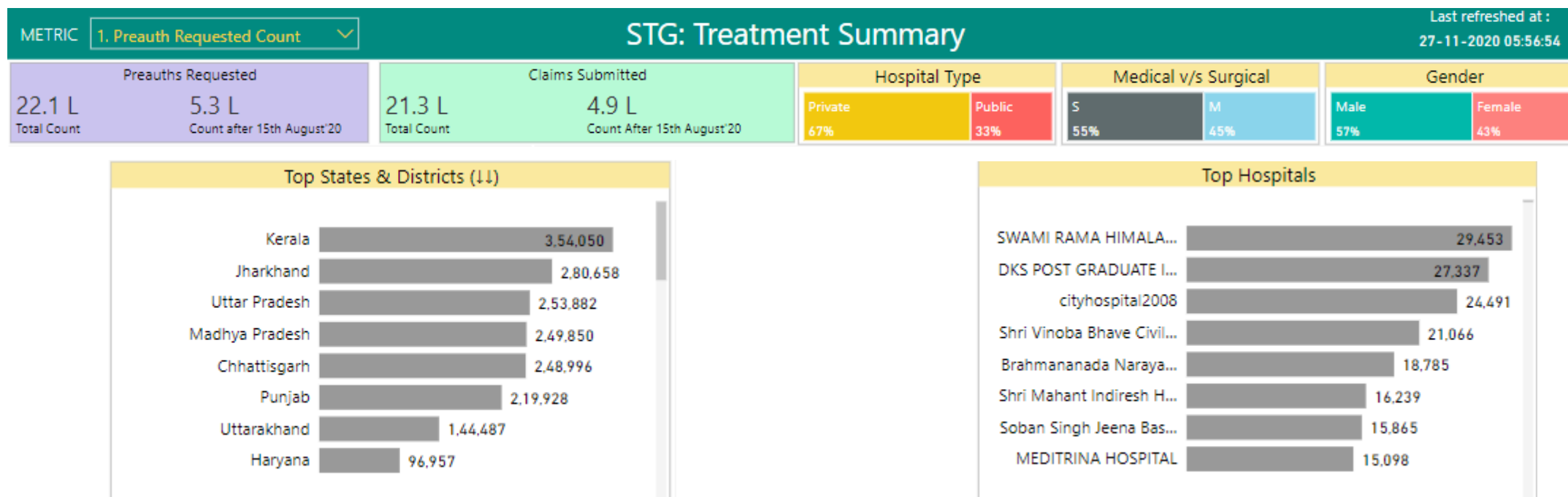


Top Specialties & Procedures

Rank ordered list of all specialties based on the “metric selected”

It is a useful metric to identify and compare utilization metrics across specialties. It can be drilled down to look at procedure level utilization as well.

STG Dashboard – Treatment Summary



Top States & Districts

Rank ordered list of all states based on the 'metric selected' (count of preauths requested, claim rejected, and preauth Cancelled)

It is a useful metric to identify and compare utilization metrics across all states. It can be drilled down to district level as well.

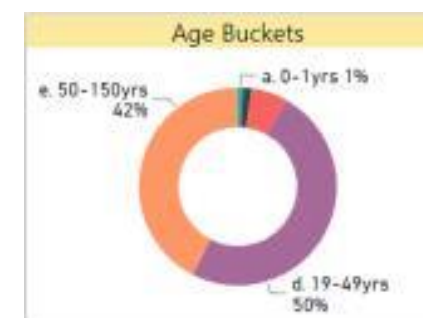
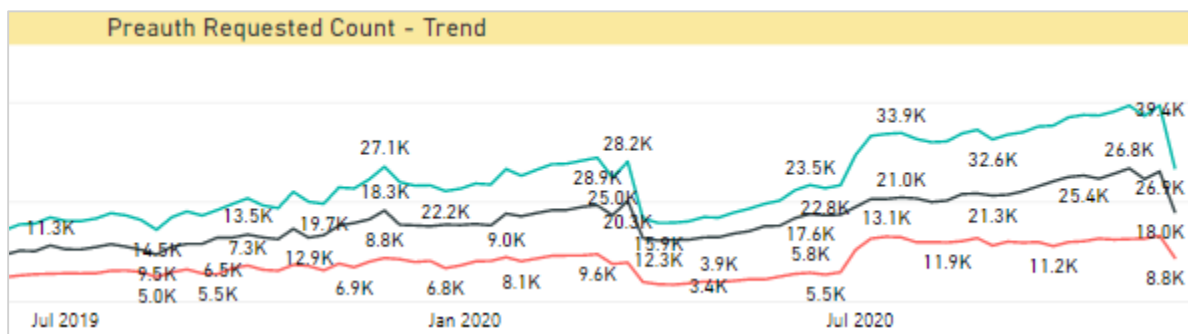
Top Hospitals

Rank ordered list of all empanelled hospitals based on the 'metric selected' (preauths requested, claim rejected, preauth Cancelled)

It is a useful metric to compare level of activity across hospitals.

STG Dashboard – Treatment Summary

METRIC		STG: Treatment Summary				Last refreshed at : 27-11-2020 05:56:54					
1. Preauth Requested Count		Preauths Requested		Claims Submitted		Hospital Type		Medical v/s Surgical		Gender	
22.1 L	5.3 L	21.3 L	4.9 L	Private	Public	S	M	Male	Female		
Total Count	Count after 15th August'20	Total Count	Count After 15th August'20	67%	33%	55%	45%	57%	43%		



Metric - Trend

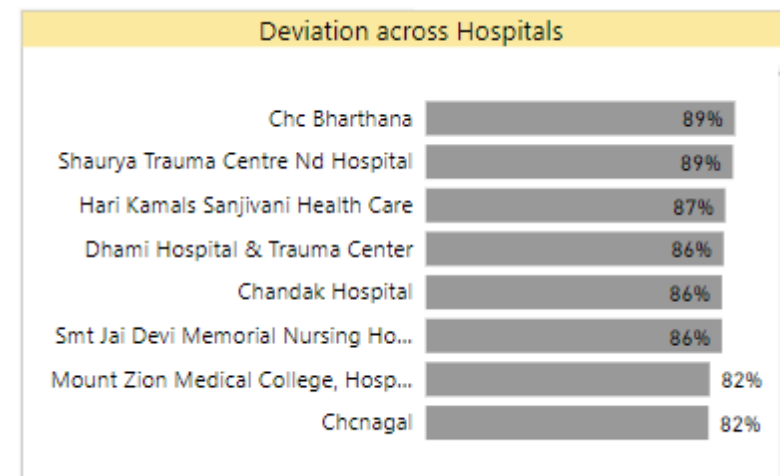
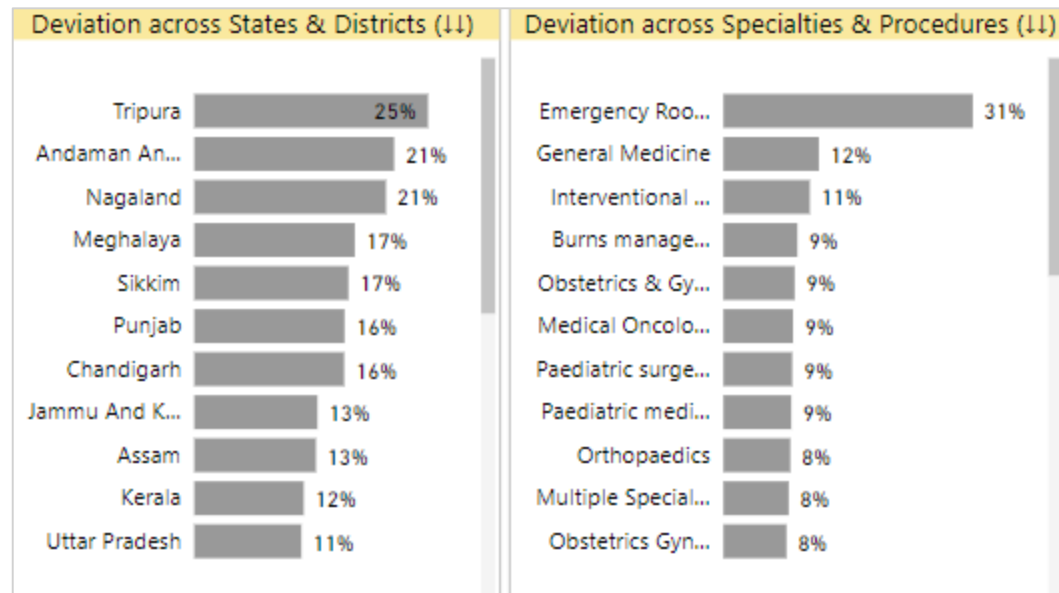
Denotes the monthly/weekly trend of the number of preauths requested since the inception of scheme

This helps to keep track and identify any sharp increase or decrease in the utilization under PMJAY after launch of STG

Age Buckets

Denotes the age distribution of the beneficiaries that have availed services under the scheme

STG Dashboard – Responses Summary



States/Districts and Specialties/Procedures

Rank ordered list of all states, procedures based on the volume of responses and % responses with deviation

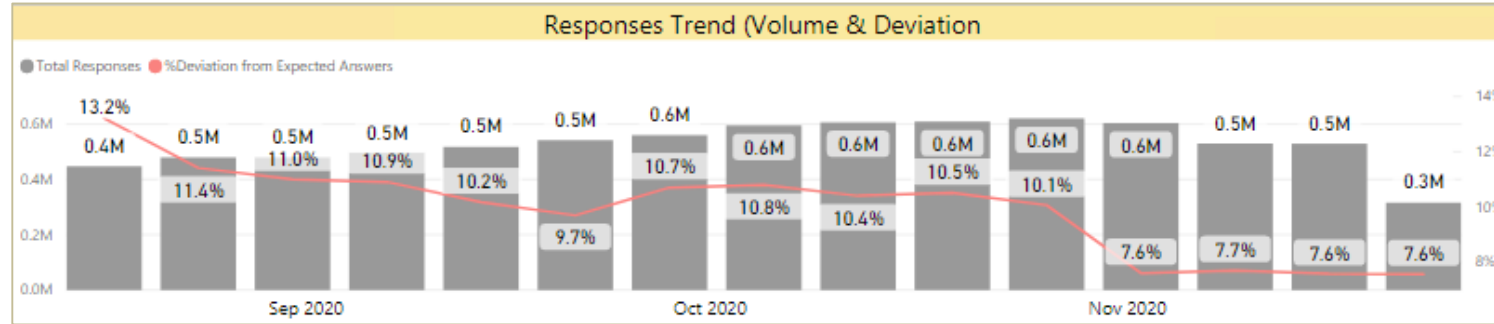
It is a useful metric to identify and compare the implementation of STG across all states/districts and specialties/procedures

Top Hospitals

Rank ordered list of all empanelled hospitals based on the count of preauth requested, claim rejected, and preauth Cancelled

It is a useful metric to identify and compare the implementation of STG across all hospitals..

STG Dashboard – Responses Summary



Total Responses Trend

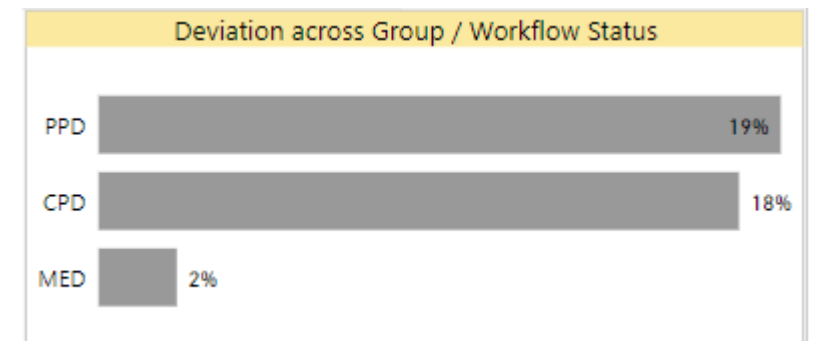
Denotes the monthly/weekly trend of the volume of responses and % responses with deviation

This helps to keep track and identify any sharp increase or decrease in the volume of responses as well as responses with deviations

Group/Workflow status

Denotes the volume of responses handles at different user level across preauth and claim. Also shows the % of responses with deviation across these user

It is a useful metric to identify the challenges on processing level of STG implementation. It can be drilled down to workflows status level



Further Support

- **NAFU Triggers**: In addition to the dashboard, deviations and any abnormal pattern will be flagged for further review/medical audit by the NAFU team to check for potential abuse and ensure quality of care
- **Login Credentials**: [Dashboard](#) can be accessed using SHA credential that is being used for all other dashboard on Insights portal. Please reach out to state coordinator in case one does not have access to dashboard
- **Feedback and Suggestion**: Please reach out to stg.hnqa@nha.gov.in for providing any feedback or in case of any queries