

Hospital Utilization Reporting Manual

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Questions?

Technical Specifications

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I. Wisconsin Hospital Association Information Center (WHAIC)

WHA Information Center (WHAIC) is dedicated to collecting, analyzing, and disseminating complete, accurate and timely discharge data and reports about charges, utilization, and quality of care provided by Wisconsin hospitals, ambulatory surgery centers and other healthcare providers.

WHAIC is a wholly owned subsidiary of the **Wisconsin Hospital Association** and was incorporated on October 1, 2003. WHAIC began collecting data in January 2004 under contract with the Wisconsin Department of Administration.

A. Introduction

Historically, this report has been referred to the Milwaukee Report, moving forward WHAIC has **renamed it and will refer to it as to the Hospital Utilization Report (HUR)** to better reflect its use and application. At this time, the completed reports will continue to be posted to the <u>Wisconsin Hospital Association's</u> website with no changes in outward appearance to the PDF.

Questions about this report or details related to this report may be directed to the whainfocenter@wha.org

B. Use of Secured Portal

WHA and WHA Information Center (WHAIC) has a single sign-on (SSO) functionality for each application, enabling all WHA and WHAIC users to have just one login for all WHA and WHAIC products. The SSO process streamlines the experience for all users as well as those that enter data into the secured portals.

Users will be asked to enter their email address in order to request access to the system. This allows WHAIC to validate the email address and check our records to see if an account with that email address already exists in our system. If it does, the registration page will be completed according to the information we have on file. If not, the user must proceed to registration.

For users that have never accessed the WHA/WHAIC sites. To register, open site <u>Hospital Utilization</u> Report Login" simply click the Orange Button "Hospital Utilization Report Login"

Thank you for registering at WHA Information Center site. We will review this account for proper WHAIC Member Portal access. Once approved, you will receive an email to confirm your account. Once you have verified your email you will be able to login using your WHA account.

Analytics Data Products Data Submitters Provider Services Transparence

Hospital Utilization Review

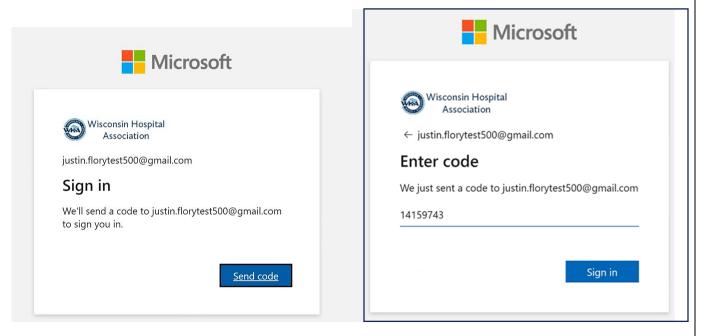
The Hospital Utilization Report contains basic information on patient services provided at general medical services hospitals during the previous month in the Milwaukee area. If applicable, the data includes the number of admissions and patient days, by specific bed classification, number of live births, and number of Emergency Department (ED) visits, including the number of admissions resulting from ED services. Utilization Data is collected monthly on a voluntary basis and compiled in a PDF format from 31 Southeastern (Milwaukee) Wisconsin area hospitals.

The Report is referred to as the Milwaukee Area Hospital Utilization Report because it is specific to the region and not all hospitals participate in the reporting. This is a public report that has been produced since 1965 and passed through multiple agencies over the past 50 years. In January 2019, Wisconsin Hospital Association (WHA) transferred responsibility for the collection, processing and posting of the data to the WHA Information Center (WHAIC).

The Milwaukee Hospital Utilization Report is a voluntary report produced only for the hospitals listed in the report. This report along with multiple communications to remind facilities to complete the monthly report is automated. WHAIC staff make every effort to reach out and request cooperation and completion of the report to any facility that fails to complete it before it's posted on the 15th of each month. Once the report is posted, WHAIC does not reprocess or repost missing facility data, any missing or overlooked data will be updated with the next monthly cycle.

Hospital Utilization Report Login

Users trying to access the Hospital Utilization page will automatically be placed in a "User" role. Please be sure to check all affiliated hospitals. Once you have an approved account, most monthly reminders to complete the report and future communications will be sent through an automated email system. Hospitals are responsible for notifying WHAIC staff of any user changes.





Wisconsin Hospital Association (via Microsoft) <account-security-noreply@accountprotection.... 10:54 AM (0 minutes ago)



Wisconsin Hospital Association

Account verification code

To access Wisconsin Hospital Association's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:



If you didn't request a code, you can ignore this email.

Hospital Utilization Report

Sign In

Register

What is the Hospital Utilization Report "Milwaukee Report"? Ш.

The Hospital Utilization Report (HUR) presents selected inpatient hospital utilization data for Southeastern Wisconsin hospitals. Inpatient data is manually data entered by the facility monthly. Select Milwaukee area hospitals submit their Utilization data to WHAIC to compile it to come up with an analysis of hospital performance by month and year to date totals.

The Milwaukee Area Hospital Utilization Report has been produced since 1965, when Comprehensive Health Planning Agency of Southeastern Wisconsin (CHPSEW) first began compiling and reporting regional hospital data. Southeastern Wisconsin Health System Agency (SEWHSA) assumed the maintenance of the regional hospital utilization data in 1976. In 1987, SEWHSA merged with The Planning Council for Mental Health and Social Services to become the Planning Council for Health and Human Services, Inc. The Report eventually became the property of the Hospital Council of Greater Milwaukee Area (HCGMA). In 1996 HCGMA went out of business. In 1996, Wisconsin Health and Hospital Association assumed the responsibility of continuing to provide this Report.

In January 2019, WHA Information Center (WHAIC) began collecting, processing, and posting of the utilization data for the 32 Milwaukee County participating hospitals.

III. Reporting and Entering Hospital Utilization Data

Effective January 1, 2019, all reporting is done through the WHAIC secured portal. The portal is multifunctional and serves many data reporting purposes and users. To that end, some hospital utilization report submitters may also have accounts related to WIpop, Survey or Kaavio.

A. Hospital Reporting Due Dates

Reporting should begin on the first day of the month. An automated email will be sent notifying registered users the report is available/due as follows.

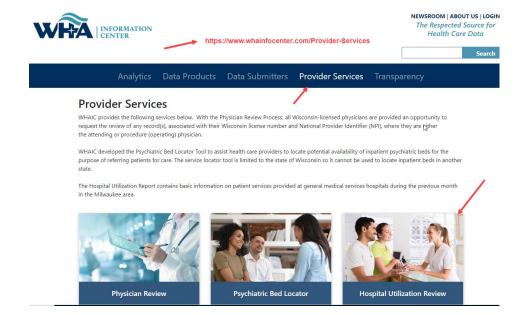
To the degree possible, we will automate data submission reminder emails as follows:

- 1st of the month System automatically available for submission
- 7th of the month Reminder to submit by 12th for those who have not already submitted
- 12th of the month Due today reminder for those who have not already submitted
- 14th of the month Final reminder that data must be submitted

The Hospital Utilization Report will be <u>posted</u> on the WHA site on the 15th of the month or the next business day following if it falls on a weekend or holiday. Data not submitted by this date will not be <u>included</u> in the report and will need to be entered for the following reporting period to be reflected going forward. Changes will not be made to the Hospital Utilization Report once it is already posted.

B. Using the Secured Portal to enter your Hospital Utilization Data

While we are still in the process of gradually moving each application over to the new single sign-on functionality, we ask that you access the HUR site via the WHAIC website. We anticipate we'll have the central portal login/landing page available by the first of the year.



Hospital Utilization Review

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Hospital Utilization Report Login

If you have questions about the Milwaukee Area Hospital Utilization Report data or would like more information on the multiple types of patient discharge data or reporting tools available through WHAIC, please contact a member of their team at WHA Information Center or call 608.274.1820.





Last Updated: 9/2023

C. Choose a report to update!

For those that manage multiple facilities within a system, all data entry can be performed through a single sign-on in the portal utilizing our hospital dropdown list.

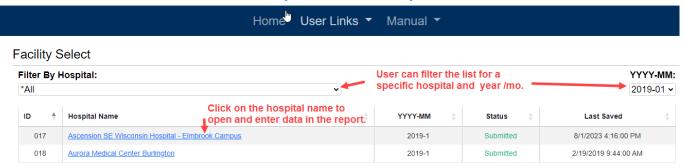
Users may request additional "Milwaukee" hospitals at any time. Email whainfocenter@wha.org to request changes to the list of hospitals available for reporting.

The user must first choose a report from the list of available reports. If multiple hospitals were chosen during the registration process, choose one hospital to begin.

Prior reports are available for review/update by selecting a different year/month in the **YYYY-MM** dropdown filter.

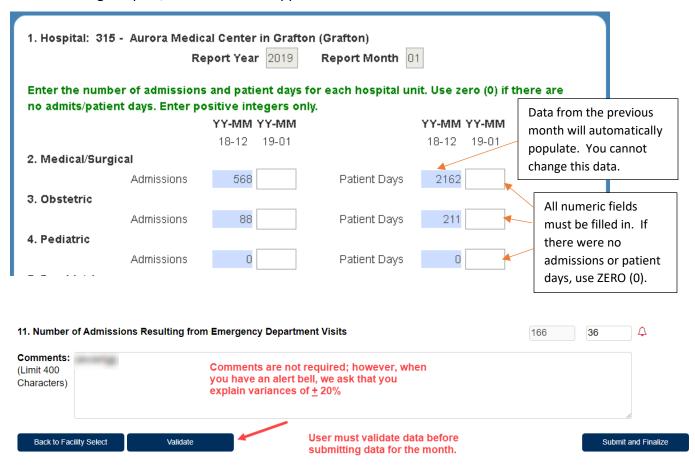


Hospital Utilization Report



D. Data Entry in the form

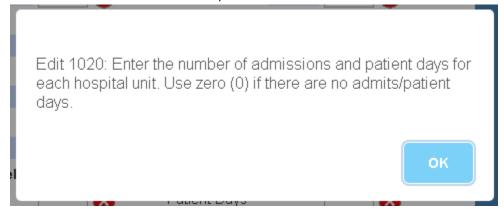
After selecting a report, the form below appears.



WHAIC does not perform internal validation of hospital utilization data. The data sets we produce will be a direct result of the input from the hospital.

<u>The data entry form contains validation checks</u>. These validation checks are intended to create efficiencies for hospital staff reporting and a more reliable data set with fewer caveats each month.

- * Refer to the top of the page for an explanation of the edit or the Edit tab for a list of Edits.
- ❖ All fields must have a numeric value zero (0) is acceptable.
- ❖ Report Year and Report Month are auto populated user may not change these fields.
- ❖ A variance of <u>+</u> 20% will be flagged from month to month in both the Admissions and Patient Days.
- Checks are set up to verify under or over reporting of admissions from month to month.
- * There are some logic validation checks in place in specific fields, such as Emergency Room.
 - Example 1) A hospital cannot have more admissions resulting from ER visits than ER visits in total. This type of reporting will result in a Hard Edit.
 - Example 2) Negative numbers are not allowed if entered, a hard edit will appear.
- Once you have entered your data, click the Validate button. Edits will be noted with icons:
 - Indicates a hard edit, such as required data missing, invalid number format, or patient days less than admissions. A report with hard edits cannot be submitted, but it can be saved.
 - Indicates a soft edit, such variance of over 20% from the previous month. Soft edits do not prevent report submission.
- To see the edit number and text, click on the icon:



The buttons at the bottom of the form have these functions:

- **Cancel**: Discards changes and returns to the main menu.
- **Undo Changes**: Reverts to the previously saved data, but stays on this screen.
- ❖ Validate: Checks the data for edits.
- Save & Exit: Not visible until after clicking Validate. Saves the currently entered data, even if it has errors, and returns to the main menu. The report is marked with Status = Incomplete.
- Submit Final: Not visible until after clicking Validate. Disabled if hard edits are noted on the form. Saves the currently entered data, then returns to the main menu. The report is marked with Status = Submitted.

E. Correcting Current/Previous Data Submission Errors

HUR users can correct a previous month's report by choosing the month requiring updating. There is no need to notify WHAIC staff. Your credentials, date and time will be stored along with any comments for historical purposes. Any data changed for previous months in the current year will be reflected in the year-to-date totals for subsequent reports for that year.

Edits in red must be corrected before submitting.

Edit Number	Edit/Message	How to Fix
1030	Each field must contain a value. Use positive whole numbers only.	This edit requires action. All number fields are required. Cannot use negative numbers or alpha text in fields. Report cannot be saved if the field contains a non-numeric value.
1035	The number of ED admissions cannot be greater than the number of ED visits.	This edit requires action. User must verify the number of emergency department <u>admissions</u> is not greater than the number of emergency department <u>visits</u> before proceeding.
1037	The number of admissions should not be greater than the number of patient days. Please verify and correct.	This edit requires action. User must verify the number of patient admissions is not greater than the number of patient days before submitting the monthly report.
1038	Patient days cannot be greater than zero when the number of admissions is zero.	This edit requires action. User must verify the number of patient admissions is not zero when the number of patient days is greater than zero.
1040	Please use the comment section below to explain the >20% variance in this unit before submitting.	Comments are not required. WHAIC would like an explanation to document significant variances in data.

IV. Processing the Hospital Utilization Report

This report is available in both PDF and Excel format on the 15th of each month. It is a **14-page report** located on the Wisconsin Hospital Association (WHA) website: https://www.wha.org/DataandPublications/Hospital-Utilization-Report.

Sample of the finished HUR report.

HOSPITAL UTILIZATION REPORT TABLE 1 Admissions & Days - Current Period & Year-To-Date For December 2018

Page 1

		Curren	t Period		Admissions		Patient Days			
Hospital	ADMISSIONS PATIENT DAYS		l ,	YEAR-TO-DATE		YEAR-TO-DATE				
· ·	Number P	ercent	Number	Percent	2017	2018	% Change	2017	2018	% Change
ALL SAINTS HEALTHCARE										
ALL SAINTS MEDICAL CENTER	997	5.7%	4,466	5.2%	12,693	11,979	-5.6%	56,245	55,045	-2.1%
ALL SAINTS SUBTOTAL	997	5.7%	4,488	5.2%	12,693	11,979	-5.6%	56,245	55,045	-2.1%
AURORA HEALTH CARE										
LAKELAND MEDICAL CENTER	193	1.1%	741	0.9%	2,686	2,773	3.2%	9,064	9,658	6.6%
AURORA MEDICAL CENTER, HARTFORD	131	0.7%	375	0.4%	1,537	1,664	8.3%	5,011	5,263	5.0%
AURORA SINAI MEDICAL CENTER INC.	576	3.3%	2,511	2.9%	8,150	8,098	-0.6%	30,549	31,625	3.5%
ST. LUKE'S - MILWAUKEE	2,691	15.3%	17,033	19.8%	34,785	32,598	-6.3%	203,664	199,682	-2.0%
WEST ALLIS MEMORIAL	984	5.6%	3,866	4.5%	11,789	11,509	-2.4%	42,310	44,329	4.8%
AURORA MED CTR KENOSHA	470	2.7%	1,539	1.8%	5.570	5,689	2.1%	17,691	18,532	4.8%
AURORA MEDICAL CENTER SUMMIT	362	2.1%	1,246	1.4%	3.931	4,191	6.6%	13.842	15.526	12.2%
AURORA MEDICAL CENTER GRAFTON	745	4.2%	2.649	3.1%	7,922	8,920	12.6%	28.325	31,371	10.8%
MEM HOSP OF BURLINGTON	184	0.9%	648	0.8%	2,290	2.147	-6.2%	7,180	7,929	10.4%
AURORA SUBTOTAL	6.316	38.0%	30,608	35.6%	78.660	77.589	-1.4%	357,638	363,915	1.8%
								,		
WHEATON FRANCISCAN HEALTHCARE										
ELMBROOK MEMORIAL	349	2.0%	1,476	1.7%	4,428	4,525	2.2%	19,102	19,189	0.5%
ST. FRANCIS	468	2.7%	2,207	2.6%	6,648	5,681	-14.5%	34,107	29,390	-13.8%
ST. JOSEPH'S	485	2.8%	1,805	2.1%	6,779	6,023	-11.2%	28,599	24,783	-13.3%
FRANKLIN	251	1.4%	1,164	1.4%	2,827	3,150	11.4%	12,200	13,138	7.7%
MIDWEST ORTHOPEDIC SPECIALTY HOSPITAL	130	0.7%	226	0.3%	1,443	1,607	11.4%	3,023	3,107	2.8%
WHEATON FRANCISCAN SUBTOTAL	1,683	9.6%	6,878	8.0%	22,125	20,986	-5.1%	97,031	89,605	-7.7%
COLUMBIA-St. MARY'S										
COLUMBIA ST. MARY'S MILWAUKEE	957	5.4%	4,914	5.7%	11,826	11,553	-2.3%	55,907	58,405	4.5%
COLUMBIA ST. MARY'S OZAUKEE	391	2.2%	1,585	1.8%	4,488	4,885	8.8%	21,245	22,934	8.0%
ORTHOPEDIC HOSPITAL of WI	130	0.7%	296	0.3%	1,394	1,485	6.5%	3,178	3,189	0.3%
COLUMBIA 2. MARY'S SUBTOTAL	1,478	8.4%	6,795	7.9%	17,708	17,923	1.2%	80,330	84,528	5.2%
FROEDTERT HEALTH										
COMMUNITY MEMORIAL - M.F.	853	4.9%	3,301	3.8%	9,036	9,949	10.1%	34,077	38,098	11.8%
FROEDTERT MEMORIAL	2,525	14.4%	15,608	18.2%	30,222	31,239	3.4%	168,623	181,968	7.9%
ST. JOSEPHS-WEST BEND	360	2.0%	1,264	1.5%	3,792	4,110	8.4%	13,097	14,548	11.1%
FROEDTERT HEALTH SUBTOTAL	3,738	21.3%	20,173	23.5%	43,050	45,298	5.2%	215,797	234,614	8.7%
PROHEALTH CARE										
WAUKESHA MEMORIAL	980	5.6%	3,816	4.4%	12,828	12,644	-1.4%	48,439	49,736	2.7%
OCONOMOWOC MEMORIAL	242	1.4%	779	0.9%	2,903	2,934	1.1%	7,895	9,108	15.4%
REHABILITATION HOSPITAL of WI	77	0.4%	954	1.1%	895	900	0.6%	12,517	12,029	-3.9%
PROHEALTH SUBTOTAL	1,299	7.4%	5,549	6.5%	16,626	16,478	-0.9%	68,851	70,873	2.9%
CHILDREN'S HOSPITAL OF WIS.	750	4.3%	4,435	5.2%	8,544	8,173	-4.3%	49,172	45,840	-6.8%
COLUMBIA CENTER	0	0.0%	0	0.0%	570	259	-54.6%	1,458	658	-54.8%
POST ACUTE SPECIALTY (KINDRED)	30	0.2%	759	0.9%	495	494	-0.2%	11,930	10,968	-8.1%
VETERANS AFFAIRS MED CTR	601	3.4%	3,268	3.8%	7,667	7,580	-1.1%	44,482	40,990	-7.9%
FROEDTERT SOUTH	673	3.8%	3,045	3.5%	7,448	7,862	5.6%	33,724	35,949	6.6%
SUBTOTALS	17,565	100%	85,976	100%	215,586	214,621	-0.4%	1,016,654	1,032,985	1.6%

V. Creating and Managing a Hospital Utilization Reporting Account

A. Use of the Secured Portal

Facilities must use the WHAIC Secured Portal to submit hospital utilization data. To submit data to the portal, users must register and have an active account. Responsibility for managing access to the portal and all users lies with each facility.

The facility is responsible for managing the security and use of the portal. Should changes to the list of users need to be made, the hospital staff must reach out to and inform WHAIC staff at whainfocenter@wha.org.

B. Hospital Utilization Roles

Roles are designations assigned by the facility to manage and oversee the timely data submission of the hospital utilization reports. At this time, WHAIC has one "User Role" assignment set up for those that submit the Hospital Utilization Report.

Registered users agree that use of the secured portal site is for authorized users only. Registering

WHAIC requires all data submitters and data users to register for a role in our secured database, prior to reporting. WHAIC staff generally approves all registrations with an affiliated hospital email address within 24-48 hours, followed by an approval email unless additional information is needed.

Questions about the registration process may be directed to the WHAIC email WHAInfoCenter@wha.org.

- **WHAIC cannot add users to the portal or hospital utilization reporting system.
 - 1. To register, please open site https://hospitalutilizationreport.whainfocenter.com/ in your web browser and either Sign In or click the Register link:

Hospital Utilization Report

If you registered using a Microsoft account (hotmail, outlook.com, or business active directory account) you will log in with that username and password.



2.



Create WHAIC Account

Please enter your work email address to create a WHAIC user account. Note: Enter your hospital or business email so that we can check our records to see if an account already exists.



New users must complete the User Details screen to create an account.

B

Create Account

Hospital Utilization Report

User Information First Name* Last Name* Cindy Case Job Title* Email* HUR Reporter cjaecase@yahoo.com Business Phone* Mobile Phone 5555555 Organization* The Organization field is required. **Previous** Next

Hospital Utilization Report

STOP: Check ALL facilities that you represent **HUR** users will be assigned a "User" role Select Role: and are responsible for entering hospital utilization data for. User Please select your affiliated facilities: 017 - Ascension SE Wisconsin - Elmbook Campus(Brookfield) 018 - Aurora Medical Center Burlington(Burlington) Choose ALL facilities you will enter data for. 032 - Aurora Lakeland Medical Center(Elkhorn) 043 - Aurora Medical Center - Washington County(Hartford) 072 - Froedtert Menomonee Falls Hospital(Menomonee Falls) Register **Previous**

C. Hospital Utilization Report Login and User Management

Once your account is activated you will receive an auto-generated email. If you do not receive an email response from WHAIC within 5 days of registering, please contact a member of our staff to review.

D. Account Activity

Inactive accounts will automatically deactivate after 15 months.

VI. Definitions

NAME	DEFINITION				
Admission from	The number of patients who are formally admitted to the hospital as inpatients during				
Emergency Dept.	an emergency visit.				
Admissions	The number of patients who are formally accepted as inpatients from outside the hospital. This excludes newborns born in the facility or transferred to the facility. Excluded from this definition are patients transferred from one unit to another within the hospital without being formally discharged from the initial unit.				
Chemical Dependency	A unit designed for the purpose of diagnosing or treating conditions related to alcoholism, alcohol abuse, or other drug dependency or abuse. This includes detoxification services.				
Deliveries	The sum of the number of live births and still births in the hospital. A multiple birth delivery counts as one delivery.				
Emergency Dept. Visit	 The total number of visits to a hospital emergency department by patients. Patient triaged out of emergency department, after emergency department registration, are to be included as an emergency department visit. Patient first registered in the emergency department, that becomes inpatient, is counted as an emergency department visit. Patient registered in an emergency department and subsequently triaged to a walk-in clinic, is counted as an emergency department visit and not an outpatient visit. If the triage was done prior to registration, it would then be an outpatient encounter, not an emergency department visit. 				
Hospital Utilization Report	The Hospital Utilization Report, also known as the Milwaukee Report, is specific to Southeastern Wisconsin hospitals. This report is produced monthly to identify specific targeted inpatient admissions and patient days. Once the data is entered from the target area hospitals it is compiled to come up with an analysis of hospital performance. The report is produced and published in a PDF file along with an excel file. The report contains data for the current period, year to date admissions and year to date patient days. The report is located https://www.wha.org/DataandPublications/Hospital-Utilization-Report				
Medical / Surgical	Units for patients who are being served by physicians trained and/or practicing the following specialties - allergy, dermatology, pulmonary disease, cardiology,				

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VII. Frequently Asked Questions

Question	Response	Date
Why did the reporting	Once WHAIC took over the reporting, it was not practical to	January 22,
format change?	maintain two systems. Our policy is to use our secure environment	2019
	for all data collection routines.	
What if I miss the	You can enter them the following month. WHAIC sends out	January 22,
deadline to submit the	numerous emails and reminders. The data will be absent for that	2019
monthly admissions?	month and a caveat will be noted to address that data was not	
	received.	

I forgot to include one of our hospitals, how do I get it added?	Users may request to add additional hospitals at any time, email the whainfocenter@wha.org to request changes to the list of hospitals available for reporting.	February 2019
How come my total patient days don't match or equal what I reported?	Review your Neonatal totals. The neonatal data is not included in the totals.	Historical
How come my quarterly discharge data we provide to the WHAIC can't be used?	This report is as near to real-time reporting you can get and used by a specific group of facilities based on admissions and patient days only. The WHAIC data is state mandated inpatient and outpatient discharge data. There are over 250 hospitals and ASCs that submit using an 837 claims file format. The WHAIC discharge data is not distributed for public use for several months following the close of the quarter.	Historical
I entered the wrong totals for the month of October of the previous year, what can I do to fix that?	The reporting format allows users to make changes to correct historical data in the reporting portal. Select a Hospital Utilization Report to review. Click on column headers to sort. Filter for Hospital: *All The reporting portal of the reporting portal of the report to review. Click on column headers to sort. YYYY-MM: *All *Al	February 2019
What is meant by inpatient location admission counts?	Include any new patients that are assigned to a bed in the specific inpatient location at the time of the location-specific admission count. Qualification as a new patient means that the patient was not present on the previous calendar day at the time of the patient day count. The daily admission counts are summed at the end of the calendar month for a monthly inpatient location-specific admission count.	April 2019
Should I count previously reported bed days.	This report represents a new set of inpatient data each month and is independent of previously reported data. Each new patient represents one bed and the number of days in that bed. The report output located on the WHA website includes year to date totals.	April 2019
What if I had zero patients in a given month?	You will be allowed to enter zero admissions and enter current month patient days (any existing patients in beds from previous months) plus any new admit patient days. In the case of zero patients, you bring forward the number of patient days still in use from previous month.	April 2019

End