



# TRUE NORTH HOSPICE ANALYTICS

---

## Frequently Asked Questions

### **What is True North Hospice Analytics?**

True North Hospice Analytics (TNHA) is a decision support tool created for hospice agencies by a hospice agency. It lets you bring together data from your EMR, payroll, finance and CRM seamlessly. With True North Hospice Analytics, you can make your data work for you.

### **Can I customize True North Hospice Analytics to fit my agency's needs?**

Absolutely. True North Hospice Analytics is fully customizable. We'll help you create any number of custom metrics to maximize your data's effectiveness. Not sure what you want? Our standard metrics and templates are a great place to start. You'll have access to the Impact Portal, Power BI and standard metrics, all of which can be tailored to meet your organization's goals.

As we help you get started, you can adjust or rename key entities as part of your specific rollout. Power BI gives you the flexibility to create custom metrics and reports at any point. All these options will be covered prior and during the implementation and provided in the training.

### **Is True North Hospice Analytics secure? What protects my agency's data?**

Your users will each receive secured, unique logins with authentication provided by the industry-leading Azure Active Directory system. You'll also have the option to enable multifactor authentication.

Your data will be stored in siloed repositories that only your users and system administrators can access. All True North Hospice Analytics web and data transfers are protected SSL encryption, and we are HIPPA compliant via the Business Associate Agreements.

### **Can our team give different users unique levels of access?**

Yes. You can assign all users to different levels of security directly in the application. You can also create groups and teams that give members specific clearance. Within those different levels everyone will be able to access exactly what you want them to. If you want executives to see everything, managers to see slightly less and everyone else to be able to see only their team's data, we can help you create a tiered access list.

### **How many users can we enroll?**

Initially, you'll be able to register 50 users, divided between Power and Base User classifications. Power Users have administrative access and can author reports; Base Users work within defined dashboards, reports and data entry worksheets as assigned.

### **What kind of training is included?**

Your base plan includes up to three hours per month of training and support. Of course, if you need more help we'll be there for you. Additional training and support hours are available on a change order basis. We initially recommended training your administrators and Power Users.

### **What if I have other key data sources not listed above?**

That's not a problem. The base configuration gathers EMR, general ledger financials and timecard/payroll system information. If your agency has other KPIs or data sources, they can be added. For example, data sources like budgets and targets that usually kept in Excel can be configured to be compatible with the TNHA system. We can also add in custom data sources on a change order basis. We're happy to discuss timing, cost and details of any custom needs. Typically, we can add other data sources in fewer than 10 days.

### **How often is my data refreshed and how current is my information?**

Typically, your data updates overnight, but you can manually refresh the reports at any time. You can also set certain custom filters. For example, core system updates, such as patient events, can be scheduled to update hourly throughout the day, even if you want more static numbers like payroll updates to appear less frequently.

### **How future proof is this system? When can I expect updates?**

You can add additional measures and metrics to your base plan at any time. True North Hospice Analytics is based on Microsoft's leading BI platform that includes Power BI, Azure and SQL Server-based data services. These services are routinely updated and will continue to grow. Your True North Hospice Analytics Impact Portal will be updated quarterly to introduce new capabilities. New datasets will be added based on our clients' needs.

### **Are there options for more advanced features like predictive analytics?**

We're looking forward to adding machine learning and predictive analytics to future versions of True North Hospice Analytics. Also, as Microsoft adds more data science tools into Power BI, additional data analytics will be available to use with your organization's data. If your agency is interested in these capabilities, we can recommend trusted data scientists on a contracted basis.

If there are specific capabilities you want to see in the future, please let us know. As a member of True North Hospice Analytics, your insight will help guide which features we prioritize in future builds.