

KeyMetrics Dashboard Frequently Asked Questions (FAQs)

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For follow-up questions related to these FAQs, or if you have a new question not reflected here, please contact KeyMetrics@superiorhealthqa.org for support.

General KeyMetrics Information

What is KeyMetrics and how can we use it?

[KeyMetrics](#) is Superior Health's secure data collection and reporting tool. Within KeyMetrics, there is a Participant Dashboard which visualizes:

- Regional (Michigan, Minnesota and Wisconsin), state, nursing home level and partnerships for community health level data.
- Dependent on the measure, data is stratified by various categories including age, gender, Medicaid status, race/ethnicity and rural status, where available.
- Metric baseline and performance period data and improvement calculations.
- Improvement targets for Quality Innovation Network-Quality Improvement Organization (QIN-QIO) metrics.

Metric dashboards are available to assist with monitoring metric progress and supporting participants with improvement activities.

If participating with Superior Health Quality Alliance (Superior Health) in our quality improvement efforts, you will be able to request access to regional (Michigan, Minnesota and Wisconsin) dashboards to monitor progress on specific metrics. Data is available at the state-level, nursing home-level (where applicable), and partnership (community)-level. Where available, organizations can analyze their data and compare their performance on measures to other like-organizations. We continue to build additional features and views, and plan to have Zip code-level data available for the Partnerships for Community Health dashboards, among other features.

How do new employees or participants request access to KeyMetrics?

New users may request an account using the request access link on the [KeyMetrics](#) homepage.

- For Superior Health staff, please select "Superior Health - QIN-QIO" under managing organization and "Quality Innovation Network-Quality Improvement Organization (Task Order 1)" under projects. For facilities, write in Superior Health, which lets the KeyMetrics administrator know to add you to the internal Superior Health staff project. **It is important to complete all steps to ensure appropriate dashboard access.**
- For external participants, please select "Superior Health - QIN-QIO" under managing organization and "Quality Innovation Network-Quality Improvement Organization (Task Order 1)" under projects. For facilities, write in the organization name the new user is from. The KeyMetrics administrator will ensure the account is mapped to the correct organization during account activation.

Who do I contact for help with new users, user access updates, and locked or expired user accounts within KeyMetrics?

New or existing users should contact KeyMetrics@superiorhealthqa.org for support with account access or updates.

When do user accounts expire within KeyMetrics?

User accounts will automatically deactivate if a log-in does not occur within six months. The user will be notified a week in advance via email before deactivation occurs. Contact KeyMetrics@superiorhealthqa.org for assistance with reactivating an account.

Navigating the Dashboard

What training is available for learning to use KeyMetrics?

Participants will need to review the KeyMetrics training recording(s). The process for gaining access and entering this data will be outlined in the training materials. All recorded trainings are available on our [website](#). They are also linked directly in KeyMetrics, under “Education” in the top toolbar. Additional materials (such as Encyclopedia of Measures [EOM] or measure specification documentation) are also available directly within KeyMetrics under “Resources” in the top toolbar.

What if I cannot see the entire view of the dashboard?

Due to the different sizes of monitors, the dashboard views may appear different between devices. All the same information is still available, but if part of the view is missing, check if there is a vertical or horizontal scroll bar for the dashboard. Please note, that the webpage itself may have a vertical scroll bar, and so does the dashboard view (just to the left of the webpage vertical scroll bar). If you are still experiencing issues, please reach out to KeyMetrics@superiorhealthqa.org for assistance.

How do I use filters on the dashboard, and what do the different filters do?

Please start by watching the training videos made available for KeyMetrics and the Metric Dashboard. A walkthrough is provided addressing how to use the various filters and features in the dashboards. Generally, there are a variety of filters available via dropdowns that change the view or stratify the data. When selecting filters, one or more sections of the dashboard will automatically update, reflecting the selected filters.

Note: Additional FAQ questions and responses will be added as we receive them. For this reason, it is best to access the most recently posted version of this document on the Superior Health [website](#).