



# Universal Reports Requests Process

# Universal Report Request Overview

## Objective

- Funnel all data and report requests (standard, ad-hoc, automated and special/custom report) from all stakeholders enterprise-wide into a single, common access point in order to more quickly route and process report development, to avoid duplicate development efforts and to allow for a better understanding of the types and volume of reports requested across the enterprise.
- Build Report Requests database to track requests, volumes, status etc.

## Success is...

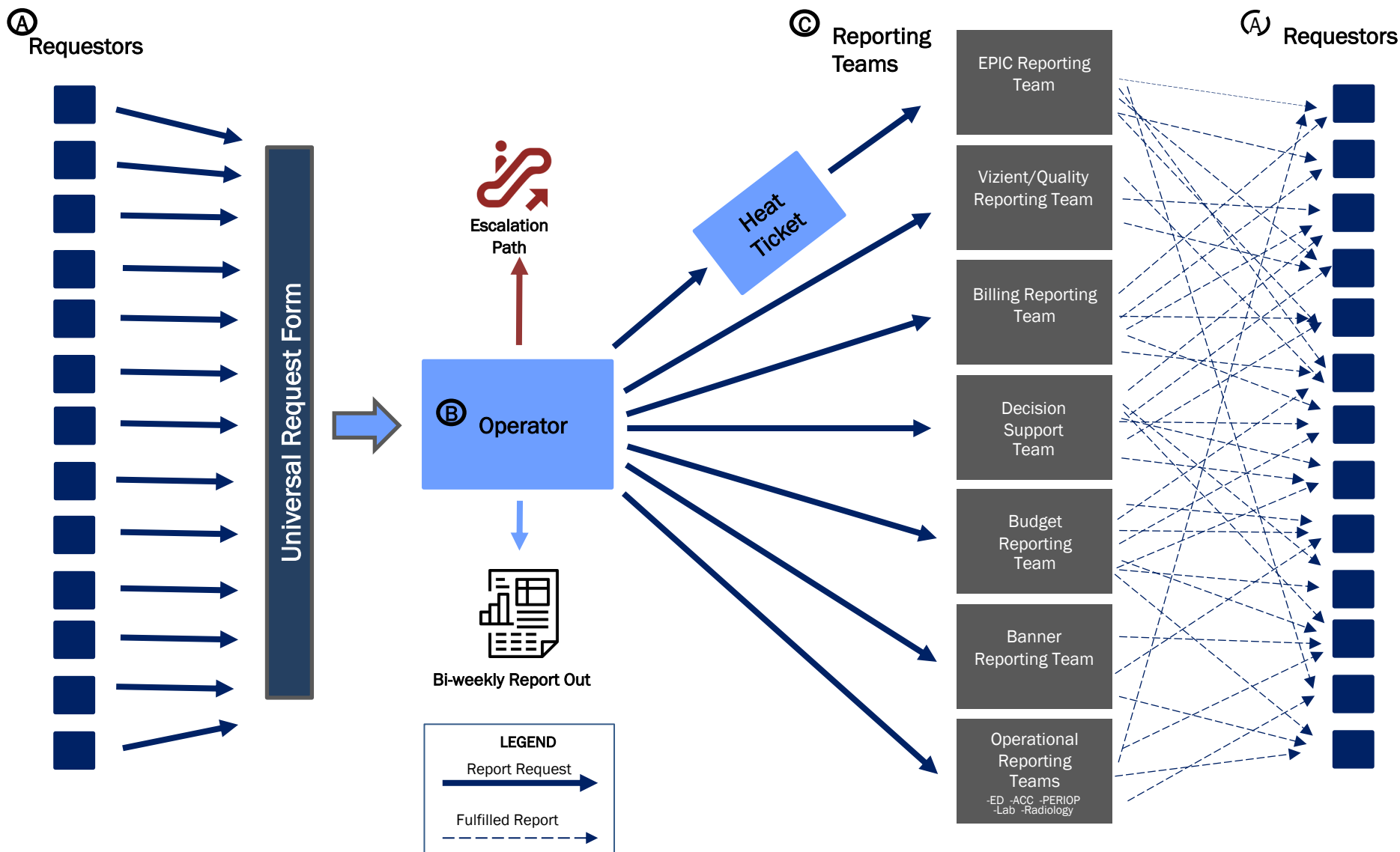
- A process that quickly connects requestors with reporting/data teams across the organization
- A process that, for all requests and for all reporting team, keeps an accurate count of:
  - Total requests
  - Completed requests
  - Outstanding requests
  - Stale requests
- Enabling bi-weekly leadership reports for volume and status for requested items
- Aiding in organizational understanding of the types and volumes of reports being requested in order to anticipate future requests and designed better canned reports

### Out of scope:

- Granting access to Systems and Applications
- Creation of Epic workflows
- Active day to day management of specific requests once turned over to reporting teams

Link: <https://research.njms.rutgers.edu/redcap/surveys/?s=CCCFKNKTD7>

# Report Request Process



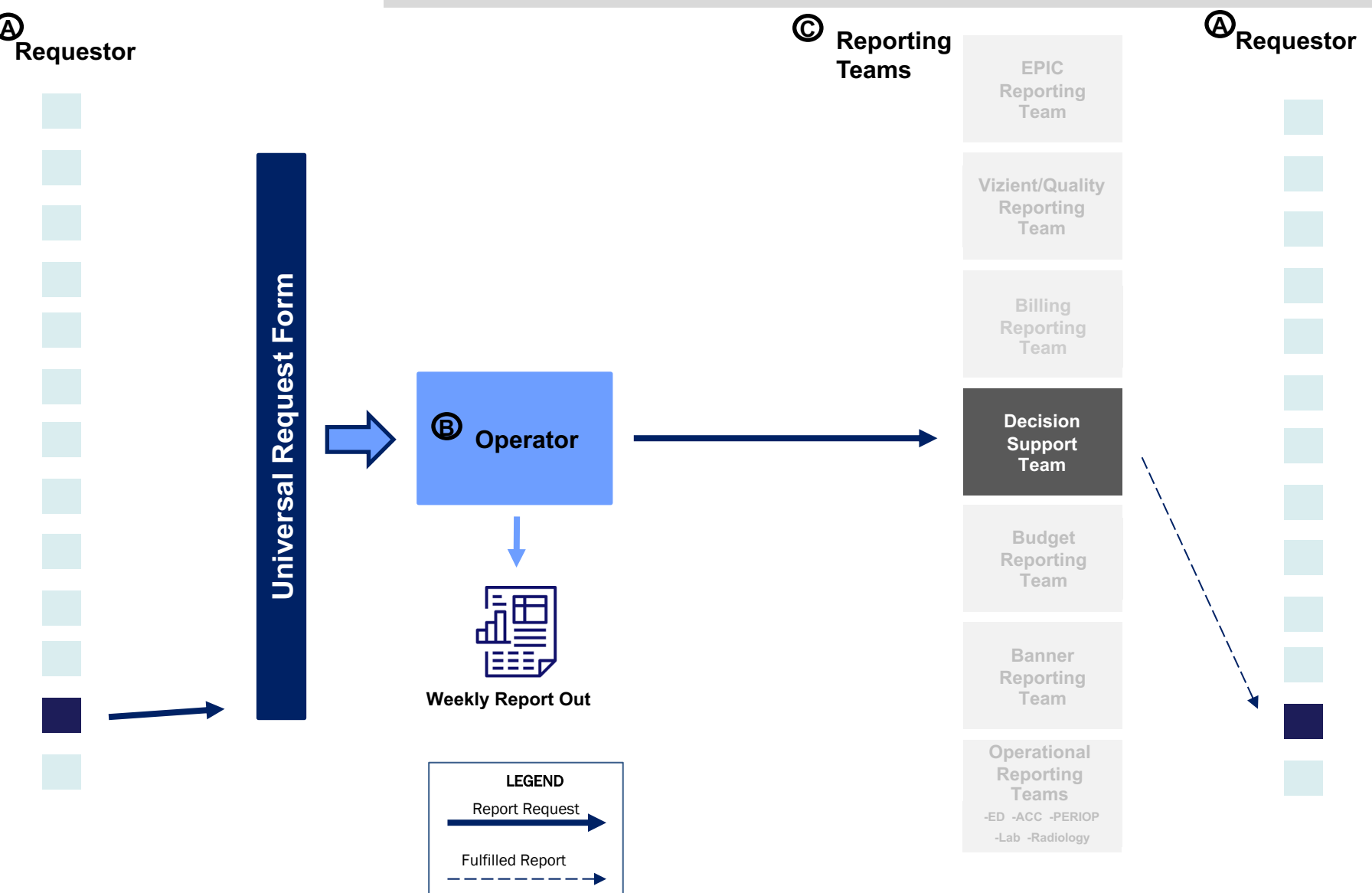
The Universal Report Data Request Process is as follows:

1. The requestor completes the Universal Request Form
2. The operator receives the request and submits it to the appropriate reporting team (using the existing HEAT ticket process if it is an IS & T request)
3. The reporting team will reach out to the requestor to confirm understanding
4. The reporting team will process the request and deliver the report/ data to the requestor



## Report Request Use Cases

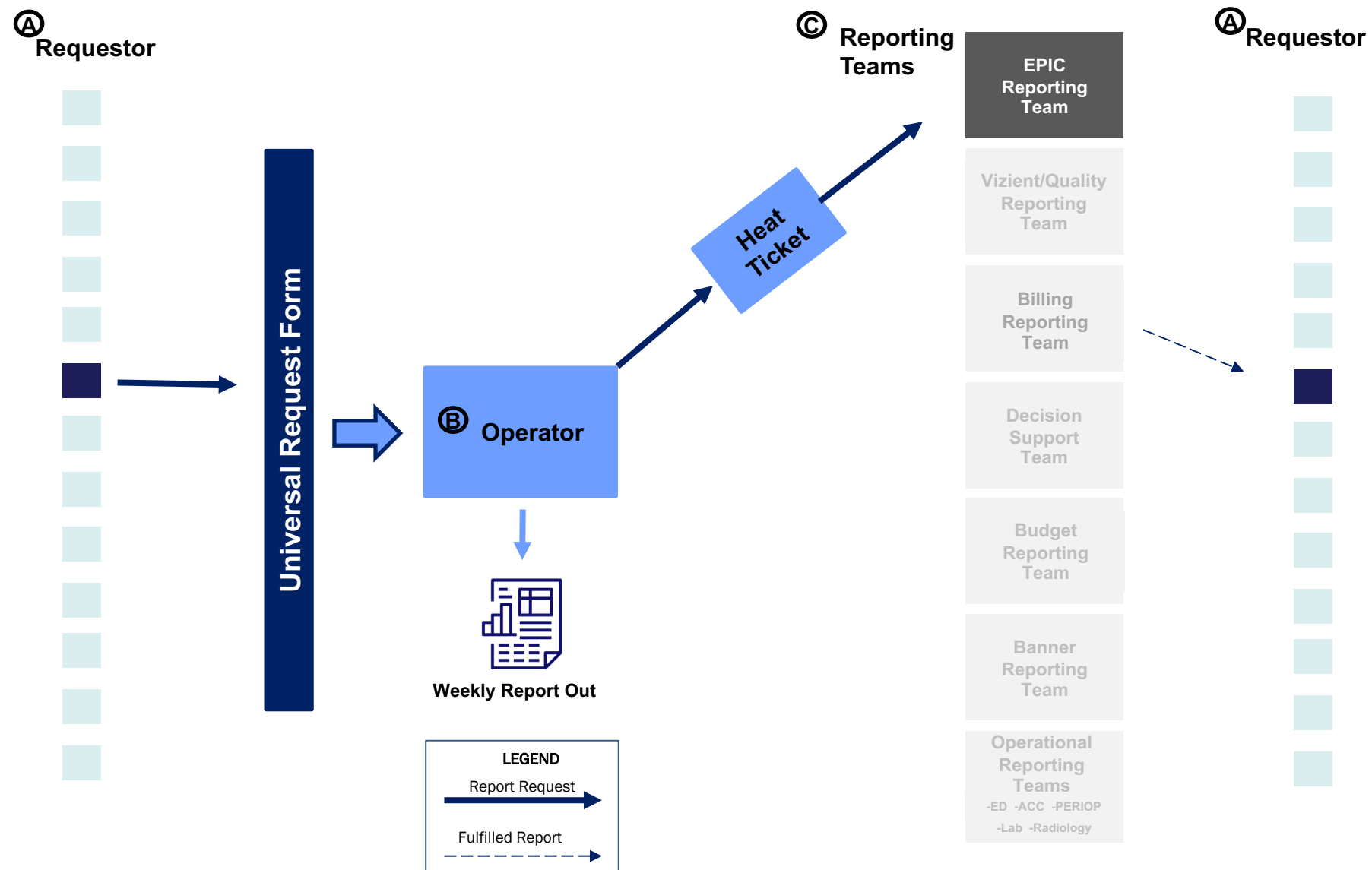
# Data Request Example: P &Ls on adult primary care clinic, peds primary care clinic and OB clinic in the ACC



The Universal Report Request Process is as follows:

1. The requestor completes the Universal Request Form
2. The operator receives the request, determines that the Decision Support team is the appropriate source for the request, and submit it to the Decision Support team for action.
3. The Decision Support team will reach out to the requestor to confirm understanding
4. The Decision Support team will process the request and deliver the report/ data to the requestor

# Data Request Example: List of all Positive COVID patients since the: beginning of COVID and their respective, MRN, Confirmation Date, Race, Gender, Ethnicity, Age, "highest" Status, Expired? (y/n) ICU? (y/n) Payer Class, Zip code

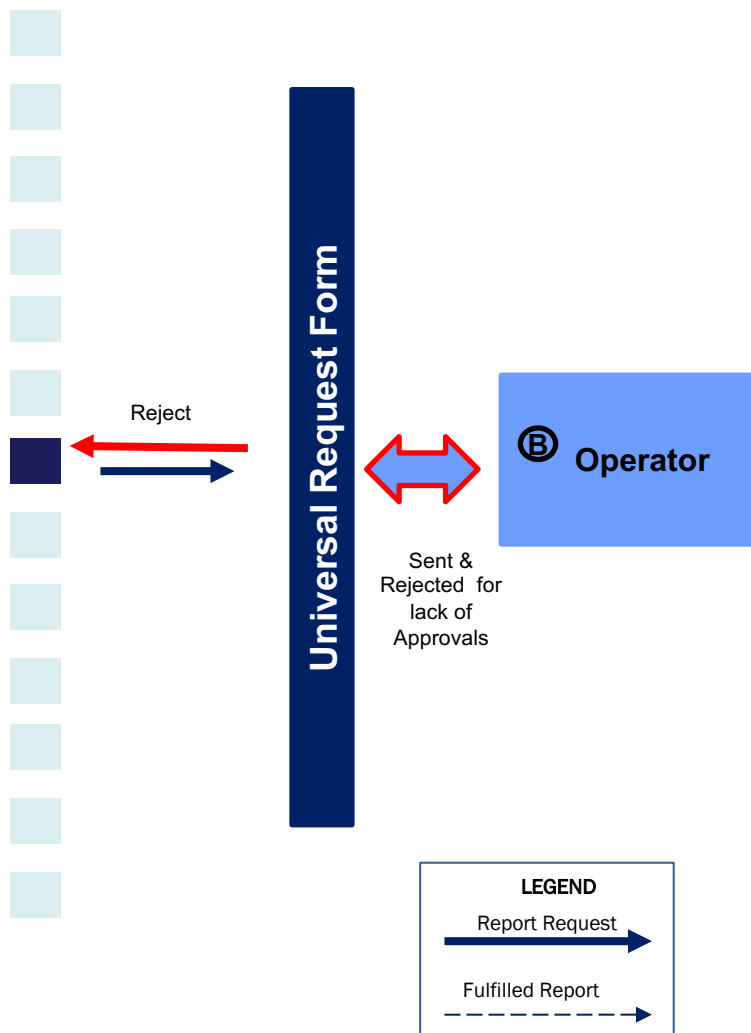


The Universal Report Request Process is as follows:

1. The requestor completes the Universal Request Form
2. The operator receives the request, determines that the Epic Reporting team is the appropriate team for the request. Since it is an IS & T team that will fulfil this request, the operator submits a HEAT Ticket to that team.
3. The Epic Reporting team will reach out to the requestor to confirm understanding
4. The Epic Reporting team will process the request and deliver the report/ data to the requestor

# Data Request Example: Research request for co-morbidities of all inpatients diagnosed with COVID-19, absent appropriate approval

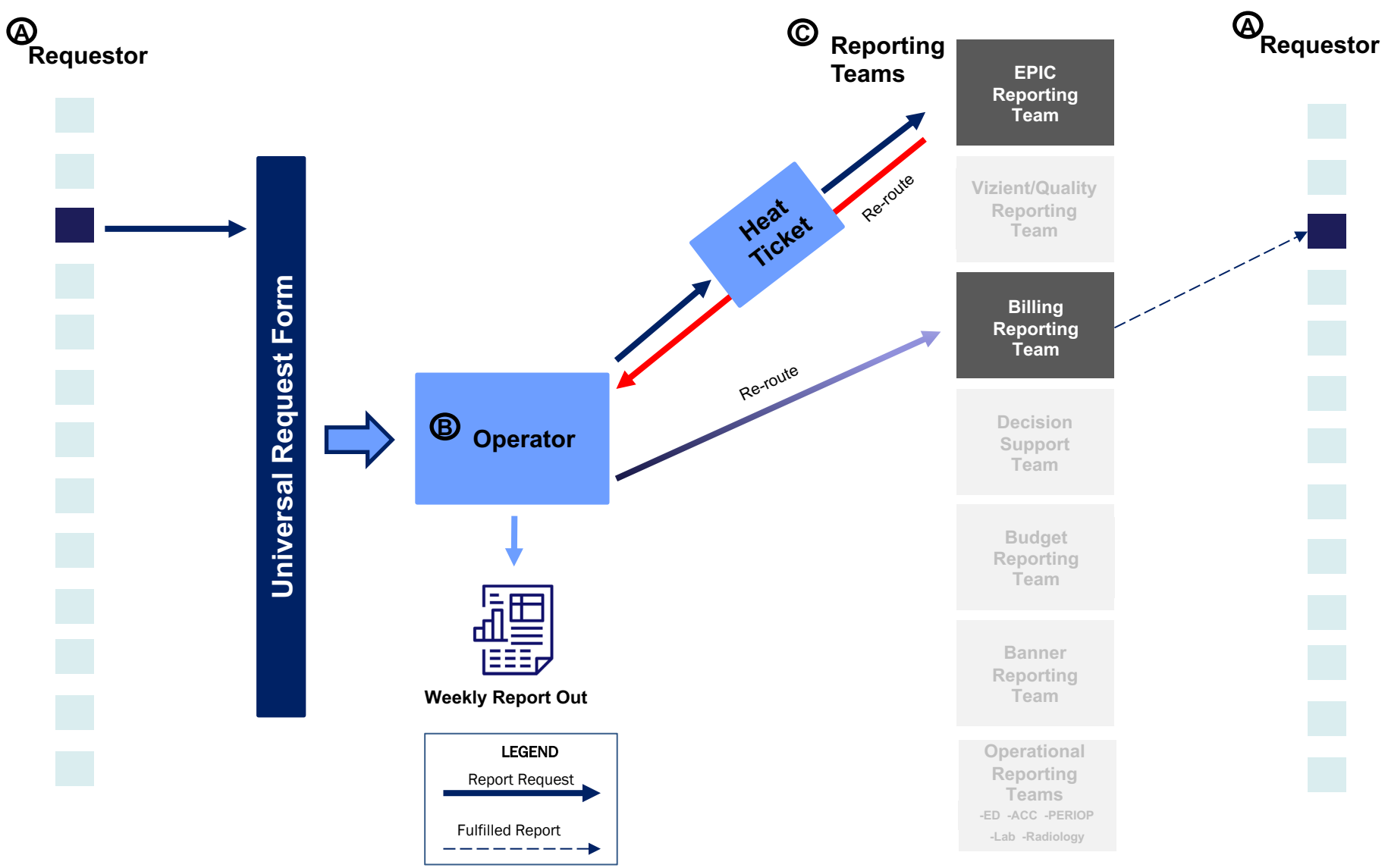
Ⓐ Requestor



The Universal Report Request Process is as follows:

1. The requestor completes the Universal Request Form
2. The form requires requestors to submit approval from Arleen Wallen for research related requests. This request did not yet receive such approval and is therefore rejected.

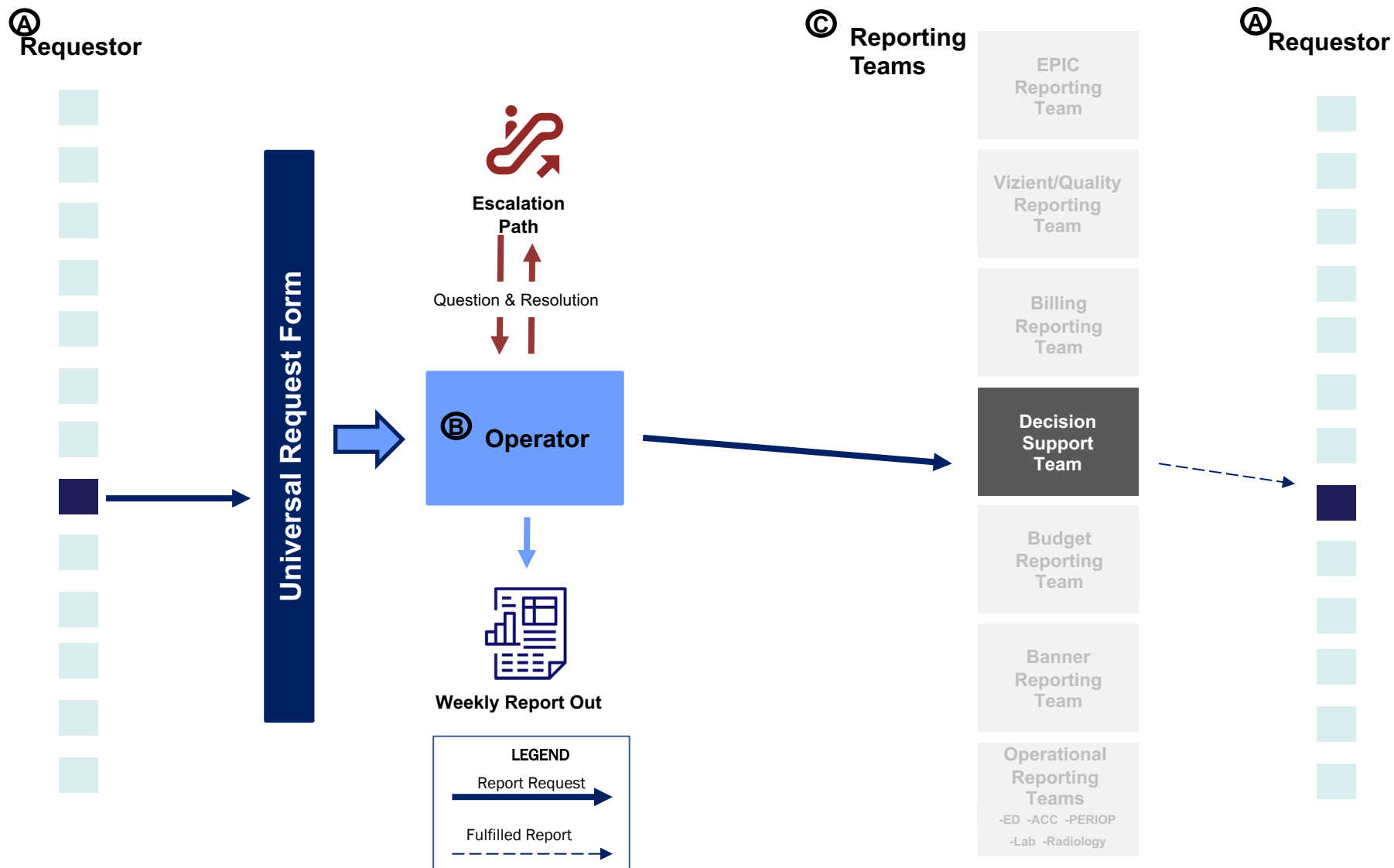
# Data Request Example: List of all ED patients or IP in 2019 with a primary or secondary Dx of diabetes, HIV , Cancer, COPD or CHF



- The Universal Report Request Process is as follows:
1. The requestor completes the Universal Request Form
  2. The operator receives the request, determines that the Epic Reporting team is the appropriate team for the request. Since it is an IS & T team that will fulfil this request, the operator submits a HEAT Ticket to that team.
  3. The Epic Team believes that the better team to fulfill this request is the Billing Team so the operator reroutes the request in Redcap to the Billing and submits the request to the Billing Team for action.
  4. The Billing team will reach out to the requestor to confirm understanding
  5. The Billing team will process the request and deliver the report/ data to the requestor



# Complicated Example: Average Geometric Length of Stay vs. aLOS for CY 2019 Inpatients



The Universal Report Request Process is as follows:

1. The requestor completes the Universal Request Form
2. The operator receives the request, but can not determine the appropriate reporting team to fulfil the request
3. The operator escalates the request to the VP of Data Governance who determine that the Decision Support team is the best source for the data. The operator reroutes the request to the Decision Support team.
4. The Decision Support team will reach out to the requestor to confirm understanding
5. The Decision Support team will process the request and deliver the report/ data to the requestor