

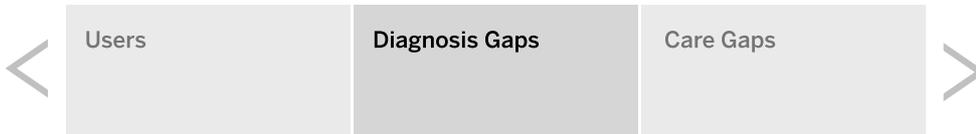


# Utilization Dashboard

Activity within the Vim application can be viewed within the Utilization Dashboard. This guide will walk you through how to interpret and understand the dashboard.

## Navigation & Parameters

You can choose between two types of dashboards: User specific or Application Specific.



After selecting your specific dashboard, you can set parameters - which will determine the data that is shown within the dashboard.

Provider Organization: 
 Time Frame:  to 
 Gap or Patient Encounter:

You can select one, many, or all Organizations to be included in the dashboard

You will be able to select a range as large or small as you wish.

You can filter the data on the Gap or Patient Encounter level.\* (more to come on this)

\*This filter will only be available in the Gap application dashboards.

Provider Organization or User View: 
 User Role:

In the User dashboard you can choose to look at a whole organization, specific user types within that Org (admin vs clinical) or drill down further into a specific user at that organization.

## Highlights

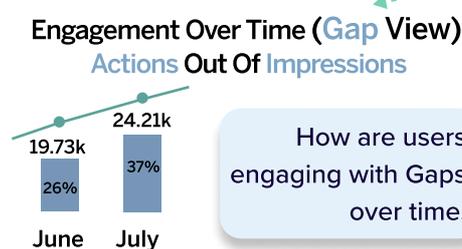
This section will show high level metrics that speak to app utilization



## Growth & Utilization

Here you will find several visualizations of the engagement data

Note: the data populating these charts would change if **Patient Encounter** was selected



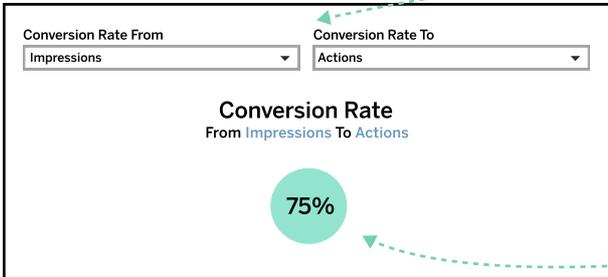
Clicking the will show a detailed explanation of all engagement steps

\*for a full list of definitions please see the final page.



# Utilization Dashboard

## Growth & Utilization - (continued)



If you want to understand the conversion rate from one specific step to another you can toggle the steps and see the resulting percentage below

To see the same breakdown by user(s) at the clinic

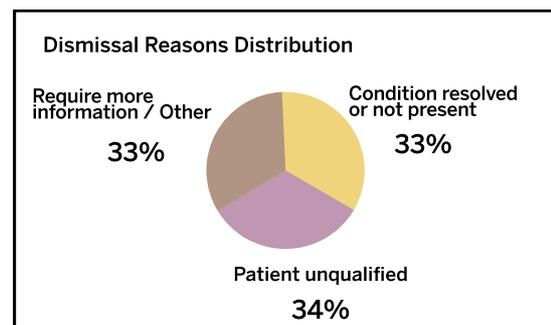
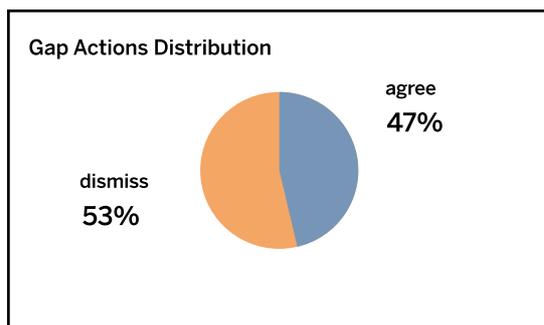
Engagement Funnel by Organization (Gap View) [Go to Funnel by User](#)

Provider Organization Name	Impressions	Passive Engagements	Active Engagements	Actions	Conversion Rate
Example Primary Care Clinic	355,572	355,572	355,572	355,572	75%
Grand Total	355,572	355,572	355,572	355,572	75%

This will show you the step by step totals for engagement by listed clinic (if you selected multiple/all clinics at the top of the dashboard).

## Gap Actions

In this section you can see the breakdown of the action taken on the gap, these will be specific to the gap type.



In the table you can see the most common HCC (Diagnosis) or HEDIS (Care) codes for which actions were taken.

Gap Addressing by HCC Code

Gap Code	Gap Description	Gaps Agreed	Gaps Dismissed	Total Gaps Submitted
75	Neuropathy - Lab and Peripheral San.	42,005	42,005	42,005
111	Bronchodilator	42,619	42,619	42,619
298	Diabetic Retinopathy	40,505	40,505	40,505
Grand Total		125,129	125,129	125,129



# Utilization Dashboard



Finally, you can see relevant login in and live user metrics under the “Users” dashboard.

**VIM / Users**

Select the Organization(s), time frame, view, and role(s) you would like to populate the dashboard

Provider Organization: Example Primary Care Clinic  
 Time Frame: 06/01/2023 - 11/01/2023  
 Provider Organization or User View: User  
 User Role: (All)

**Live Users Over Time**  
 Click on the “+”/“-” sign located at the bottom left corner to change between yearly, monthly, weekly or daily views

**Login Drill Down**  
 Click on the “+”/“-” sign located at the bottom left corner to change between yearly, monthly, weekly or daily views

Vim Organization ID	Provider Organization Name	Live Users	Last Login	Days From Last Login
1234	Example Primary Care Clinic	3	1/22/2024	0

This table will give a breakdown by specific user at each organization if you select the “+” symbol above the organization name

## Glossary

### Growth & Utilization

#### Gap View

**Impressions:**

The number of gaps that the users were exposed to inside the app

**Passive Engagements:**

The number of gaps that were presented to the users while the app was opened for at least 10 seconds

**Active Engagements:**

The number of gaps the users interacted with: gaps were expanded or clicked on an action before submitting

**Actions:**

The number of gaps that were addressed

#### Patient View

**Impressions:**

The number of patient encounters where the users were exposed to the patient's gaps

**Passive Engagements:**

The number of patient encounters the users interacted with the app (see "Gap Passive Engagements") or the app was opened manually

**Active Engagements:**

The number of patient encounters the users interacted with the app by clicking to expand a card, click to address a gap

**Actions:**

The number of patient encounters the users had a "Gap Action"