Dive into the Depths of NMDP Analytics to Find Treasure

Friday, November 9, 2018
Our MISSION (Learning Objectives)

✓ Explore treasures in the Be The Match NMDP Analytics (OBIEE) software, including reports and dashboards.

✓ Apply skills to analyze reports to address and improve operational efficiencies
Session Speakers

The following staff have no financial disclosures:

<table>
<thead>
<tr>
<th>Name</th>
<th>Speaker Job Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susie Sturbaum</td>
<td>Donor Services Liaison, Be The Match</td>
</tr>
<tr>
<td>Karen Hidding</td>
<td>Donor Services Liaison, Be The Match</td>
</tr>
<tr>
<td>Alaina Witt</td>
<td>Donor Services Liaison, Be The Match</td>
</tr>
<tr>
<td>Ron Johnson</td>
<td>Senior Financial Analyst, Be The Match</td>
</tr>
<tr>
<td>Clyde Keehr</td>
<td>Senior Financial Analyst    Be The Match</td>
</tr>
<tr>
<td>Other Contributors</td>
<td>Casey Beardslee</td>
</tr>
<tr>
<td></td>
<td>Sheila Moran</td>
</tr>
<tr>
<td></td>
<td>Jennifer Grady</td>
</tr>
</tbody>
</table>

Grab your cape.
What’s on Your Mission list?

Grab your cape.
The PLAN

- Overview of NMDP Analytics
- Gaining Permission to use the System
- Logging onto NMDP Analytics
- Navigating the Dashboards
- Pulling Reports
- Support Available
- Getting that Treasure
NMDP Analytics – The Basics

- Oracle Software System, sometimes goes by code name OBIEE
- Replaced Donor Activity Reimbursement (DAR) in March 25, 2017
- Centralized Performance Reports in real-time
- On-Demand system that is accessible to our Donor and Recruitment Center partners (TC/AC/CC/Cord don’t currently have access)
- Pulls data from multiple locations (Example: STAR Link and Order Management)
NMDP Analytics - Gaining Permission

1. Typically only 1-2 staff per Donor or Recruitment Center has access.
2. Must be requested by Coordinator via email to assigned Liaison.
3. Can take up to several weeks to secure access as many steps are required.
NMDP Analytics - Gaining Permission

1. Typically only 1-2 staff per Donor or Recruitment Center has access.
2. Must be requested by Coordinator via email.
3. Can take up to a week to secure access as many steps are required.

Grab your cape.
Step 1: Log Into NMDP Analytics

1. In your browser bar type “Connect.nmdp.org”
2. Log in using your credentials
3. Scroll to see NMDP Analytics
4. View Sign in screen

Grab your cape.
Step 1: Log Into NMDP Analytics

1. In your browser bar type "Connect.nmdp.org"
2. Scroll to see NMDP Analytics
3. View Sign in screen

Grab your cape.
NMDP Analytics – Navigation

Grab your cape.
NMDP Analytics – Navigation

Grab your cape.
NMDP Analytics – Dashboards

Financial Partner Reimbursement

- AKA: FPR
- Financial Data
- DCs and RGs have access

Tiered Donor Management

- AKA: TDM
- Performance Data
- Only DCs can access

Grab your cape.
NMDP Analytics – Schedule Helpful Hints

- For full month data recruitment, you can pull data on the 1st of the following month.
- For full month search, you can pull data within a week of the following month.

Grab your cape.
Financial Partner Reimbursement (FPR)

Grab your cape.
Step 2: Pull up data for your center fiscal year

1. Select the “Financial Partner Reimbursement” dashboard
2. Go to “Financial Summary” tab in FPR
3. Select “Date Range”
4. Click on “Apply”, new box will appear
5. Enter Dates of your fiscal year
6. Select “Apply”
Step 2: Pull up data for your center fiscal year

1. Select the “Financial Partner Reimbursement” dashboard
2. Go to “Financial Summary” tab in FPR
3. Select “Date Range”
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5. Enter Dates of your fiscal year
6. Select “Apply”

Grab your cape.
# FPR - Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Volume</td>
<td>The quantity of activity NMDP has counted as fulfilled in a given time period. This accrues throughout the month in reporting.</td>
</tr>
<tr>
<td>Earned Amount</td>
<td>The dollar amount associated with earned volume. DC specific geographic adjustments are calculated automatically into the fee rate for each search activity.</td>
</tr>
<tr>
<td>Paid Amount</td>
<td>The dollar amount NMDP has paid out for that activity in a given timeframe.</td>
</tr>
<tr>
<td>Recruited Donor</td>
<td>Donor whose consent form is complete with NMDP and who has a sample at the repository.</td>
</tr>
<tr>
<td>Activity Date</td>
<td>For search activity. The date an activity was fulfilled by the DC that qualifies for payment by NMDP.</td>
</tr>
<tr>
<td>Credit Date</td>
<td>Date NMDP has counted an activity for payment.</td>
</tr>
</tbody>
</table>
# FPR – Financial Summary Report (Recruitment)

## Financial Summary - Recruitment

<table>
<thead>
<tr>
<th>Donor Broad Race</th>
<th>Drive Type</th>
<th>Earned Volume</th>
<th>Earned Amount</th>
<th>Paid Amount</th>
<th>Earned Volume FYTD</th>
<th>Earned Amount FYTD</th>
<th>Paid Amount FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or</td>
<td>Live</td>
<td></td>
<td>$22.95</td>
<td>$22.95</td>
<td>8</td>
<td>$183.60</td>
<td>$183.50</td>
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<tr>
<td>Alaska Native</td>
<td>Online</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>$22.95</td>
<td>$22.95</td>
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<tr>
<td>Asian/Pacific Islander</td>
<td>Live</td>
<td>1</td>
<td>$22.95</td>
<td>$22.95</td>
<td>59</td>
<td>$1,354.05</td>
<td>$1,354.05</td>
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<td></td>
<td>Online</td>
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<td></td>
<td></td>
<td>7</td>
<td>$160.65</td>
<td>$160.65</td>
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<tr>
<td>Black or African American</td>
<td>Live</td>
<td>1</td>
<td>$22.95</td>
<td>$22.95</td>
<td>124</td>
<td>$2,845.80</td>
<td>$2,845.80</td>
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<tr>
<td></td>
<td>Online</td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>$229.50</td>
<td>$229.50</td>
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<tr>
<td>Hispanic/Latino</td>
<td>Live</td>
<td></td>
<td>$22.95</td>
<td>$22.95</td>
<td>188</td>
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<td>$4,314.60</td>
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<tr>
<td></td>
<td>Online</td>
<td>1</td>
<td>$22.95</td>
<td>$22.95</td>
<td>14</td>
<td>$321.30</td>
<td>$321.30</td>
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<tr>
<td>Multiple Race</td>
<td>Live</td>
<td></td>
<td></td>
<td></td>
<td>192</td>
<td>$4,406.40</td>
<td>$4,406.40</td>
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<tr>
<td></td>
<td>Online</td>
<td>4</td>
<td>$91.80</td>
<td>$91.80</td>
<td>50</td>
<td>$1,147.50</td>
<td>$1,147.50</td>
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<tr>
<td>White</td>
<td>Live</td>
<td>15</td>
<td>$5,022.99</td>
<td>$5,022.99</td>
<td>1,873</td>
<td>$30,607.65</td>
<td>$30,607.65</td>
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<tr>
<td></td>
<td>Online</td>
<td>60</td>
<td>$826.20</td>
<td>$826.20</td>
<td>667</td>
<td>$9,184.59</td>
<td>$9,184.59</td>
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<tr>
<td>~</td>
<td></td>
<td>-1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-$13.77</td>
<td>-$13.77</td>
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<tr>
<td>~</td>
<td>Live</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$4,228.92</td>
<td>$4,228.92</td>
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<tr>
<td>~</td>
<td></td>
<td>$11,310.33</td>
<td>$11,310.33</td>
<td></td>
<td></td>
<td>$57,023.32</td>
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<tr>
<td>Grand Total</td>
<td></td>
<td>82</td>
<td>$17,320.17</td>
<td>$17,320.17</td>
<td>3,192</td>
<td>$116,017.06</td>
<td>$116,017.06</td>
</tr>
</tbody>
</table>

*Grab your cape.*
### FPR – Financial Summary Report (Search)

**Financial Summary - Search**

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Earned Volume</th>
<th>Earned Amount</th>
<th>Paid Amount</th>
<th>Earned Volume FYTD</th>
<th>Earned Amount FYTD (Credit/Debit)</th>
<th>Paid Amount FYTD (Credit/Debit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT Contact</td>
<td>28</td>
<td>$1,979.32</td>
<td>$1,979.32</td>
<td>390</td>
<td>$21,207.00</td>
<td>$21,207.00</td>
</tr>
<tr>
<td>CT Sample Collection</td>
<td>19</td>
<td>$2,703.51</td>
<td>$2,703.51</td>
<td>211</td>
<td>$30,028.83</td>
<td>$30,028.83</td>
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<tr>
<td>CT Sample Collection in 7 Days</td>
<td>15</td>
<td>$481.95</td>
<td>$481.95</td>
<td>174</td>
<td>$5,590.62</td>
<td>$5,590.62</td>
</tr>
<tr>
<td>DR Contact</td>
<td>3</td>
<td></td>
<td>$212.07</td>
<td></td>
<td></td>
<td>$212.07</td>
</tr>
<tr>
<td>DR Sample Collection</td>
<td>3</td>
<td></td>
<td>$341.49</td>
<td></td>
<td></td>
<td>$341.49</td>
</tr>
<tr>
<td>DR Sample Collection in 7 Days</td>
<td>3</td>
<td></td>
<td>$96.39</td>
<td></td>
<td></td>
<td>$96.39</td>
</tr>
<tr>
<td>HPC Apheresis Workup</td>
<td>4</td>
<td>$15,980.56</td>
<td>$15,980.56</td>
<td>33</td>
<td>$131,839.62</td>
<td>$131,839.62</td>
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<tr>
<td>HPC Apheresis Workup Cancellation</td>
<td>7</td>
<td>$10,924.20</td>
<td>$10,924.20</td>
<td>10</td>
<td>$13,608.00</td>
<td>$13,608.00</td>
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<tr>
<td>HPC Marrow Workup Cancellation</td>
<td>1</td>
<td>$1,560.60</td>
<td>$1,560.60</td>
<td>3</td>
<td>$4,681.80</td>
<td>$4,681.80</td>
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<tr>
<td>HR Contact</td>
<td>3</td>
<td>$212.07</td>
<td>$212.07</td>
<td>46</td>
<td>$3,251.74</td>
<td>$3,251.74</td>
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<tr>
<td>HR Sample Collection</td>
<td>10</td>
<td></td>
<td>$1,138.30</td>
<td></td>
<td></td>
<td>$1,138.30</td>
</tr>
<tr>
<td>HR Sample Collection in 7 Days</td>
<td>7</td>
<td></td>
<td>$224.91</td>
<td></td>
<td></td>
<td>$224.91</td>
</tr>
<tr>
<td>Held for Workup</td>
<td>3</td>
<td>$275.40</td>
<td>$275.40</td>
<td>17</td>
<td>$1,560.60</td>
<td>$1,560.60</td>
</tr>
<tr>
<td>IDM Draw/ Supplies</td>
<td>7</td>
<td>$449.82</td>
<td>$449.82</td>
<td>210</td>
<td>$13,490.53</td>
<td>$13,490.53</td>
</tr>
<tr>
<td>IDM Draw/Supplies at CT</td>
<td>19</td>
<td>$1,220.94</td>
<td>$1,220.94</td>
<td>88</td>
<td>$5,654.88</td>
<td>$5,654.88</td>
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<tr>
<td>Information Session</td>
<td>5</td>
<td>$1,937.00</td>
<td>$1,937.00</td>
<td>69</td>
<td>$26,730.60</td>
<td>$26,730.60</td>
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<tr>
<td>MNC Apheresis Workup</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$4,834.33</td>
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<tr>
<td>Marrow Workup</td>
<td>1</td>
<td>$3,120.28</td>
<td>$3,120.28</td>
<td>10</td>
<td>$31,202.80</td>
<td>$31,202.80</td>
</tr>
<tr>
<td>NC Whole Blood Product Collection</td>
<td>1</td>
<td>$472.77</td>
<td>$472.77</td>
<td>1</td>
<td>$472.77</td>
<td>$472.77</td>
</tr>
<tr>
<td>PE Coordination</td>
<td>5</td>
<td>$2,198.60</td>
<td>$2,198.60</td>
<td>63</td>
<td>$27,702.36</td>
<td>$27,702.36</td>
</tr>
<tr>
<td>Tiered Donor Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$27,000.00</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>118</strong></td>
<td><strong>$43,517.02</strong></td>
<td><strong>$43,517.02</strong></td>
<td><strong>1266</strong></td>
<td><strong>$352,867.64</strong></td>
<td><strong>$352,867.64</strong></td>
</tr>
</tbody>
</table>

Grab your cape.
Financial Partner Reimbursement (FPR)

Grab your cape.
Step 3: Pull up data for your center fiscal year

1. Select the “Financial Partner Reimbursement” dashboard
2. Go to “Search Activity Detail Support” tab in FPR
3. Select “Date Range” for last year
4. Click on “Apply”, new box will appear
5. Enter Dates of your previous fiscal year
6. Leave Search Activity as the default “(All Column Values”
7. Select “Apply”
8. Data will appear that fit into your parameters
9. To see all rows select double arrow

Grab your cape.
Step 3: Pull up data for your center fiscal year

1. Select the “Financial Partner Reimbursement” dashboard
2. Go to “Search Activity Detail Support” tab in FPR
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9. To see all rows select double arrow

Grab your cape.
Financial Partner Reimbursement (FPR)
Financial Partner Reimbursement (FPR)

- We’ve found some Treasure!
  - You’ve been able to locate financial & activity data for your center
  - Financial Summary & Search Activity Detail Support data should match as long as you select the same parameters
  - You can find a list of donors that have “kits returned” in a specific time frame

Grab your cape.
### NMDP Analytics – Dashboards

#### Financial Partner Reimbursement

- AKA: FPR
- Financial Data
- DCs and RGs have access

#### Tiered Donor Management

- AKA: TDM
- Performance Data
- Only DCs can access

Grab your cape.
NMDP Analytics – Helpful Information

✔ Tiered Donor Management is in retirement planning.
✔ We are transitioning our Donor Center incentive program to “Provider Services Incentives” or PSI

Grab your cape.
## Provider Services Incentives

<table>
<thead>
<tr>
<th>SPEED</th>
<th>RELIABILITY</th>
</tr>
</thead>
</table>
| • # of days to clear a donor from workup request:  
  - ≤ 21 days or requested date, if sooner = $125  
  - ≤ 14 days or requested date, if sooner = $250 (in addition to the $125 for the 21-day metric)  | • Meeting TC’s first requested collection date= $400 |

Grab your cape.
Tiered Donor Management (TDM)

Grab your cape.
Step 4: Review October clearance data for your center

1. Select the “Tiered Donor Management” dashboard
2. Go to “DC Performance” tab in TDM
3. Select October 2018
4. Click on “Apply”
5. Scroll to the right and select “Days from Request to Workup Clearance Detail”
6. New browser will open with the data
7. Prompt for “Date Type”
8. Select “WU Clearance”
9. Click on “Apply”
10. Data will appear that fit into your parameters

Grab your cape.
TDM – Clearance Data

✓ This report provides details including:
  ✓ DIDs “requested” or “cleared” in the month selected
  ✓ Median days
  ✓ Assigned to

Grab your cape.
TDM – Clearance Data

✓ This report can be sorted in many different ways, just hover over the column
✓ This report can be exported into excel
Step 4: Review October clearance data for your center

1. Select the “Tiered Donor Management” dashboard.
2. Go to the “DC Performance” tab in TDM.
4. Click on “Apply”.
5. Scroll to the right and select “Days from Request to Workup Clearance Detail”.
6. A new browser will open with the data.
7. Data will appear that fit into your parameters.

Grab your cape.
Tiered Donor Management (TDM)

Grab your cape.
Step 5: Pulling CT in 7 Days Data

1. Select the “Tiered Donor Management” dashboard
2. Go to “Monthly Summary” tab in TDM
4. OPTIONAL: select “assigned to”
5. Click on “Apply”
6. Look at the “CT Within 7 Days” chart on the right side of your screen

Grab your cape.
# TDM – Graph Definitions

<table>
<thead>
<tr>
<th>Prompt</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Bar</td>
<td>Data for the selected center or individual “assigned to”</td>
</tr>
<tr>
<td>Yellow/</td>
<td>SLW Data = Data for DC’s that DO use the STAR Link system</td>
</tr>
<tr>
<td>Green Line</td>
<td></td>
</tr>
<tr>
<td>Orange Line</td>
<td>non SLW Data = Data for DC’s that DON’T use the STAR Link system</td>
</tr>
</tbody>
</table>

Optional – Change data from “graph” to “pivot table” format

Grab your cape.
TDM – CT in 7 days

✓ Do you or your team like to look at the raw data or details?

✓ Good news – you can!

✓ Locate the “CT Detail Report”

Grab your cape.
Step 5: Pulling CT in 7 Days Data

1. Select the “Tiered Donor Management” dashboard.
2. Go to the “Monthly Summary” tab in TDM.
4. (Optional) Select “assigned to”.
5. Click on “Apply”.
6. Look at the “CT Within 7 Days” chart on the right side of your screen.
   (Optional) Change data from “graph” to “pivot table” format.

Grab your cape.
Tiered Donor Management (TDM)

✓ We’ve found MORE Treasure!

✓ You’ve been able to locate data on two important performance metrics for our DCs

✓ Median days to clearance

✓ CT blood draw within 7 days

Grab your cape.
Available Resources

✓ We’ve shared with you a few tools to add to your tool belt
✓ Donor Services Liaison

Grab your cape.
Our MISSION

✓ Explore treasures in the Be The Match NMDP Analytics (OBIEE) software, including reports and dashboards.
✓ Apply skills to analyze reports to address and improve operational efficiencies

Grab your cape.
What’s our Next Mission?

✓ What’s left on our list?

Grab your cape.
Thank you!