

December 2023

# Dashboard FAQs

## **How do I get access to my hospital's report?**

You need to fill out the User Form found at:

[https://boi.ifsreports.com/resources/documents/IFS\\_ReportsBOI\\_UserForms.pdf](https://boi.ifsreports.com/resources/documents/IFS_ReportsBOI_UserForms.pdf) and have your hospital's

Authorizer sign and date the form. It will then need to be submitted to the South Carolina Hospital Association. Full instructions can be found on the form.

If you already have a login ID and are having trouble logging in, please see the document here:

<https://boi.ifsreports.com/resources/documents/AccessingTheDashboard.pdf>

## **Is there any way to only show one of the trend lines so I can just identify my hospital's data?**

If you use your mouse to click the legend item, such as State %, it will remove the state trend line from the line chart. Click it again to redraw the line. This way, you can isolate one or two trend lines.

## **The Dashboard doesn't seem to function at all.**

Ensure you are using browsers that are compatible with the dashboard technology, and that your web browser is up to date. Suggested browsers include: Chrome 74 or higher; Firefox 60 or higher; and Edge 18 or higher.

## **I'm still unable to see the dashboard on Internet Explorer 11.**

That browser is no longer supported. Please use other supported browsers such as Chrome, Firefox, or Microsoft Edge.

## **How do I know the calculated percent that is displayed in the chart?**

This dashboard has many hover over features. For any of the charts (pie, trendline, or barchart), you can hover over a point or color to see the exact values.

## **What is AIM?**

AIM is the Alliance for Innovation on Maternal Health (AIM). For more information about AIM, click here:

<https://boi.ifsreports.com/resources/documents/whatIsAim.pdf>

Also, note that AIM definitions are specific to the national AIM initiative. Some moms included in AIM are not necessarily included in the Maternal data on the other tabs. See <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

### **I should be able to see more than one hospital's report. How do I see all of them?**

If you have authorization for more than one hospital, you should be able to change reports using the drop down list in the top right corner of the dashboard. If your drop down list does not show all of the hospitals you believe you were authorized for, you can contact the IFS Reports Support Team at [ifsreports@mailbox.sc.edu](mailto:ifsreports@mailbox.sc.edu).

If you have not yet been authorized for multiple hospitals, then you need to fill out the User Form found at [https://boi.ifsreports.com/resources/documents/IFS\\_ReportsBOI\\_UserForms.pdf](https://boi.ifsreports.com/resources/documents/IFS_ReportsBOI_UserForms.pdf) and have your hospital's Authorizer sign and date the form. It will then need to be submitted to the South Carolina Hospital Association. Full instructions can be found on the form.

### **Can I save my hospital's report?**

While you cannot save the report, you can download or print sections of the report by using the icons next to each chart.

### **Is there a Data Methods/Methodology documentation?**

Links to Key Terms, Outcomes, Data Sources, and Caveats can be found either at the bottom of the dashboard or by clicking the Resources button in the navigation bar at the top. You can also find them here: <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

### **Can I see the data used to calculate the percents in the line chart?**

You can see the data used to calculate your hospital's percents. On top of the line chart, you will see a Data Table button. Clicking this button toggles between the line chart and the data table.

### **Why do I see a blank chart space?**

If the Number of Deliveries = 0, then there are no results to display and you will see blank chart screens. Applying too many filters may result in small numbers and/or incomplete visualizations.

### **Why can I not see the charts on my device?**

While the dashboard was built with a responsive design (i.e., it works on multiple platforms), viewing on your mobile devices will not provide you with an optimal view. Also, you may want to view complex visualizations in landscape orientation from your tablet.

### **I'm having trouble logging in. What can I do?**

Only users that have been authorized will be provided with user names and passwords to log in to the portal. If you cannot login, please contact the IFS Reports Support Team at [ifsreports@mailbox.sc.edu](mailto:ifsreports@mailbox.sc.edu).

### **I forgot my password/email; how can I retrieve them?**

If you have forgotten your password, you may set a new password by navigating to the Login Screen and clicking on "Don't remember your password?"

### **What do these SCBOI data represent?**

The data reflect point-in-time UB-04 data provided by individual hospitals to the SC Revenue and Fiscal Affairs Office (SCRFA) as of October 04, 2023, and may differ from a review of internal hospital medical records. **Notes:** All data presented for Q1 2023 are preliminary. Outcomes presented as of Q2 2020 occurred during the COVID-19 pandemic; caution should be taken when comparing these rates to prior years. Due to missing data linkages, the percentage of Medicaid may be higher than reported. Links to Key Terms, Outcomes, Data Sources, and Caveats can be found at the bottom of the dashboard. You can also find them here: <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

### **What accounts for differences in denominators?**

The number of births and maternal deliveries used to calculate each maternal and newborn measure or characteristic may vary due to missing data and/or measure restrictions. Newborn measures were per neonate live birth from birth records with or without linkage to a UB-04 newborn hospitalization. The maternal measures were per UB-04 deliveries with linkage to a live birth from birth records. One delivery was counted regardless of plurality.

You can also find them here: <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

### **How were demographic data determined?**

Maternal demographics, such as maternal age and residence, were as of the day of delivery.

Links to Key Terms, Outcomes, Data Sources, and Caveats can be found at the bottom of the dashboard.

You can also find them here: <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

### **What does it mean when there is no data for a measure?**

A value of zero percent (0.00%) may indicate zero births in the quarter matching the measure criteria, or an actual value of zero for a specific table result. For additional interpretation, refer to the numerators and denominators.

**What measure and hospital definitions were used in this report?**

The most recent definitions for newborn and maternal measures were used and applied across all time periods. Exclusions for the early elective measures could not be made for active labor and prior uterine surgery. Hospital data in this report reflect naming, perinatal levels, mergers, and closures identified by SCDHEC as of May 2023. Links to Key Terms, Outcomes, Data Sources, and Caveats can be found at the bottom of the dashboard.

You can also find them here. <https://boi.ifsreports.com/resources/documents/AboutTheData.pdf>

**Why is there a cautionary note?**

A cautionary note will appear when denominators are less than 10 for at least one quarter.

**What can I do to improve these results?**

We have provided a link to improvement tips on each dashboard.

- Improvement tips for Supporting Vaginal Birth:  
[https://boi.ifsreports.com/resources/documents/iTips\\_ElecDeliv.pdf](https://boi.ifsreports.com/resources/documents/iTips_ElecDeliv.pdf)
- Improvement tips for Premature & Low Birthweight  
[https://boi.ifsreports.com/resources/documents/iTips\\_Prematurity.pdf](https://boi.ifsreports.com/resources/documents/iTips_Prematurity.pdf)
- Improvement tips for Severe Maternal Morbidity, Maternal Hemorrhage & Severe Maternal Hypertension  
[https://boi.ifsreports.com/resources/documents/iTips\\_SMM.pdf](https://boi.ifsreports.com/resources/documents/iTips_SMM.pdf)

**How are missing and unknown values treated?**

For purposes of visual presentation, unknown and missing values are not presented in the portal. They are, however, included in statewide and hospital totals. Therefore, subtotals in charts may not add to 100%.