# “SCRC” Semi Customizable Reporting System User Stories

## 1. Introduction

SCRC is a virtual dashboard to provide visualization of data compiled by Econometrica from hospitals on behalf of Centers for Medicare and Medicaid Services (CMS). It is initially planned for the state of New Jersey but must be expandable to other states.

## 2. Target Users:

CMS auditors

Participating hospital members

Econometrica Program Manager and analysts

Development Team

## 3. Other Stakeholders:

Econometrica CEO?

## 4. Actors

## 4.1 CMS Auditor

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| --- | --- |
|  | Susie is a CMS Auditor. She has access to the site and can browse all the information in an unrestricted manner. |

## 4.2 Participating Hospital Member

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| --- | --- |
|  | Sophie is a registered hospital member. She can access the site but can only get detailed information about her own hospital.  Selected metrics may be shown comingled with other [anonymous] hospital data and control groups |

## 4.3 Non-Participating Hospital Member

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| --- | --- |
|  | John is an un-registered member. He cannot access the site and needs to request a username/password from Econometrica |

## 4.4 Econometrica Staff

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|  | Chris is an economist working for Econometrica. He has full access to the site information. Chris validates the database and information provided on the site. Chris may also provide support to users. |

## 4.5 Super Administrator

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|  | Steve is the site administrator. He can create new content and manage databases. He can audit the system, analyzes the logs and generate management reports. |

### 4.6 SCRS

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|  | SCRS is the actual system. It provides the content and capabilities used by CMS, Econometrica and hospital members. |

## 5. User Stories

## 5.1 Susie’s Stories (CMS Auditor)

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|  | As a CMS Auditor, Susie can: |

* + 1. Login as CMS with assigned password
    2. Visualize all the hospitals on a zoomable map.
    3. Click on any hospital on the map and get a popup to lead to various ‘dashboards’ for that hospital such as:
       1. Transitions of Care
          1. This displays a graphics page representing the transitions of care at episode level (provided by Econometrica)
          2. Rolling over a department, selected metrics are displayed in a TBD tabular format (See ToR)
       2. Measures
          1. Measure for specific domains can be selected. Depending on domain, different inforamtion can be displayed

Text Display

Benchmark Chart for selected measure (see ToR)

* + - 1. DRGs
         1. User can select DRG

DRG Display with selected measures (ToR) can be displayed

Susie can identify every hospital on the chart

* + 1. Can see customized “Summary of Progress” notice at the bottom of first page
    2. Should she be able to send feedback, comments, questions from the site?
    3. Should she get notified when new data is uploaded?

## 5.2 Sophie’s Stories (Registered Hospital Member)

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|  | As a Registered Member, Sophie can: |

* + 1. Login with assigned username/password
    2. Only Visualize her own hospital on a zoomable map. [or should she be able to see the other hospitals?]
    3. Can click on her hospital and get a popup to lead to various ‘dashboard’ for that hospital
       1. Transitions of Care
          1. This displays a graphics page representing the transitions of care at episode level (provided by Econometrica)
          2. Rolling over a department, selected metrics are displayed in a TBD tabular format (See ToR)
       2. Measures
          1. Measure for specific domains can be selected. Depending on domain, different dashboards can be displayed

Text Display

Benchmark Chart for selected measure (see ToR) – Sophie can only identify her hospital.

* + - 1. DRGs
         1. User can select DRG using auto-completion entry form
         2. Selected DRG is displayed with selected measures (ToR)- Sophie can only identify her hospital. Other hospitals are anonymous.
    1. Can see customized “Summary of Progress” notice for her hospital
    2. Should she be able to comment on her hospital data?
    3. Should she be able to share the data with other members of her staff?
    4. Should she be able to get a full report?

## 5.3 John’s Stories (Non-Registered Member and Player)

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|  | As a Registered Member, John can: |

* + 1. Cannot access any information on the site
    2. Needs to request a username/password from Econometrica
    3. Should he have access to an “About” Page?
    4. Should he have access to a Contacts Page?
    5. Should he be able to send email from there?

## 5.4 Chris’s Stories (Econometrica Economist)

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|  | As a Registered Member, Chris can: |

* + 1. Login as Econometrica with assigned password
    2. Visualize all the hospitals on a zoomable map.
    3. Access same content as CMS
    4. Validate all contents and charts
    5. Provide support to users as needed (is he identified on the site?)
    6. Should he has real-time chat capabilities with users?

## 5.5 Steve’s Stories (Super Admin)

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|  | As a super admin, Steve can: |

* + 1. Manage all database tables
    2. Manually Backup database
    3. Receive emails from users complaining about the site (Contact Info)?
    4. Review Site Analytics, User access… anything special?
    5. Access code, modify and reload new version
    6. Should he get notified if system is not available?
    7. Should he get notified on system crash?

### 5.6 SCRS’s Stories

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| --- | --- |
|  | As SCRS, I can: |

* + 1. Be deployed on commercial cloud
    2. Can be scaled on-demand
    3. Currently support few users (less than 25 total, with may be a few concurrent users)

No database clustering, duplication…

* + 1. Access Open Source SQL database (PostGres)
    2. No provision for specific uptime requirement

No automatic failover…

* + 1. Provide TBD analytics
    2. Provide Log files
    3. Use open source code maintained on Github
    4. Support basic authentication only
    5. Use https for communication security ?