



# Using Power BI Reports to Support Stakeholder Relations for a Regional Non-Profit Mental Health Care Provider



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 Data provided courtesy of Burke's Mental Health Emergency Center

## Background:

Burke is a regional non-profit mental health care provider with locations across East Texas. Since 2006, the organization has worked to facilitate communication and cooperation between local mental health service providers and stakeholders.

## Our Goal:

To aid Burke in its communication of relevant data to its network of stakeholders. By presenting the data in a more visual format using Power BI, we hoped to increase reader understanding of key metrics and facilitate communication between Burke and its stakeholders.

## The Process:

We formatted the data provided by Burke, then uploaded it into Power BI. After considering which information was most likely to be useful to stakeholders, we created an interactive report using three different types of visualizations.

	Sept	Oct	Nov	Dec
Total Clients Admitted	65	83	61	81
Readmitted within 30 days of discharge	8	4	5	1
Clients presented-not admitted total	7	5	3	6
Clients presented-sent for med. clearance	4	2	2	2
Total Clients Discharged	66	87	56	80

Date	Month	Total Clients Admitted	Readmitted within 30 days of discharge	Clients presented-not admitted total	Clients presented-sent for med. clearance	Total Clients Discharged
Sep-11	9	65	8	7	4	66
Oct-11	10	83	4	5	2	87
Nov-11	11	61	5	3	2	56
Dec-11	12	81	1	6	2	80

Transforming the data into "stacked" format. Power BI works best when data is arranged in rows by time period, rather than by columns. We also added a "month" column to allow month-by-month comparison across multiple years.

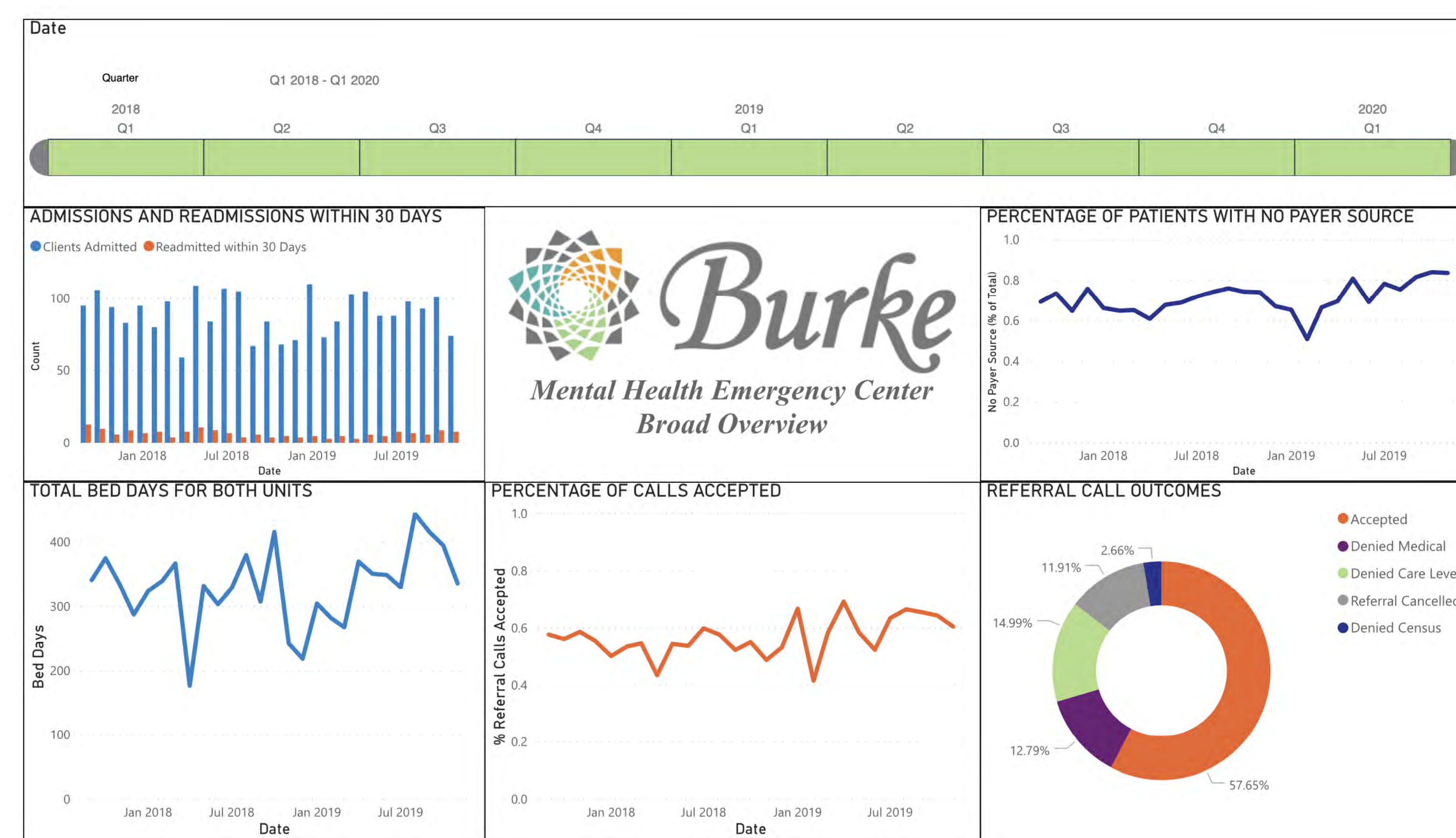
## End Result:

Our finished product was a three-page Power BI report. The first page provided a general overview of MHEC performance, including percentage of calls denied, number of bed days per month, and percentage of patients with no payer source over time. The next page showed figures that relate to law enforcement's concerns, and the final page was designed to be relevant to medical professionals. Each page includes a timeline slicer and the Burke logo. The report was published online and automatically syncs to the version stored in the online Power BI environment (cloud).

## Acknowledgements:

Special thanks to Burke's Mental Health Emergency Center (MHEC) for their support and for allowing us to use their data.

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	2017
Total Clients Admitted	61	84	69	71	101	73	84	103	105	98	88	98	833
Readmitted within 30 days of discharge	6	4	5	4	5	3	5	3	6	5	0	7	61
Clients presented-not admitted total	1	3	0	1	2	1	1	1	2	1	1	0	15
Clients presented-sent for medical level	2	1	0	2	1	1	1	2	1	2	1	2	4
Total Clients Discharged	70	81	66	63	110	73	94	104	111	86	33	102	1367
Total for Both Sites	308	416	243	251	305	282	289	370	351	343	330	444	4889
Medicaid	7	11	3	21	27	28	20	16	19	19	14	14	155
Medicare	4	6	4	10	8	3	0	1	0	2	0	2	46
Both Medicaid and Medicare	0	0	0	3	10	0	1	0	0	0	0	0	35
No Payer Source	51	67	46	76	100	53	56	69	85	61	69	14	65
Private Insurance	5	4	3	5	12	6	7	12	4	5	5	7	73
Angels	24	24	28	23	66	26	22	28	33	30	26	40	370
Houston	2	2	2	2	2	2	2	2	2	2	2	2	24
Jasper	2	10	5	7	13	14	9	10	2	6	10	7	95
Nacogdoches	10	22	6	7	35	33	22	27	16	24	17	22	240
Newton	2	0	1	2	5	2	4	0	2	0	2	2	22
Palu	5	11	7	13	22	10	7	11	16	9	12	10	141
Sabine	4	1	1	3	3	1	5	2	6	3	1	2	33
San Augustine	1	2	1	1	1	1	1	2	5	1	0	1	17
San Jacinto	1	3	0	3	1	0	2	0	1	4	1	4	16
Shelby	4	4	3	6	4	3	2	3	6	1	6	2	44
Terry	3	2	4	1	0	1	0	3	5	3	1	2	28
Tyler	4	1	0	3	2	5	3	2	2	5	1	3	31
Other	5	4	6	3	0	0	4	8	7	5	7	2	57
Burke Center Outpatient Services:													
-Open/Burke Center Client	30	30	29	29	40	22	36	38	41	37	46	38	413
-Non-open/Burke Center Referral	20	33	18	21	31	27	26	26	28	23	27	21	201
Isolation/Quarantine Facility (State or Private)	5	4	6	3	12	10	7	16	25	15	6	15	133
Substance Abuse Services	3	2	1	3	16	6	0	0	1	1	1	2	42
Community Resource Ref - no Burke Center	11	12	7	3	10	6	8	10	12	11	15	12	177
Discharged with no referrals	1	0	0	0	1	2	0	4	4	1	3	3	27
Total Phone Calls to MHEC for admissions	124	145	135	130	157	125	130	111	147	122	137	87	870
Calls from ER/Inpatient	33	46	38	48	38	37	53	40	62	73	56	47	583
-Accepted	18	21	24	24	16	23	21	31	31	31	29	29	303
-Denied -MHEC census	2	0	0	0	3	2	0	0	2	2	2	2	16
-Denied -medical reasons	6	10	12	7	3	14	9	9	6	10	6	7	95
-Denied -level of care	5	5	6	10	3	4	5	5	5	5	4	4	57
-Referral cancelled	4	7	6	3	1	3	13	5	15	15	9	7	90
Calls from Burke Staff	60	64	38	38	63	50	32	44	47	26	22	13	514
-Med. Clearance Requested	6	5	3	10	6	6	6	6	5	2	6	6	48
-Accepted	37	41	31	28	67	31	27	41	35	19	22	11	388
-Denied -MHEC census	3	0	2	0	2	1	0	0	1	0	0	0	3
-Denied -medical reasons	10	7	6	3	4	7	2	3	3	1	0	0	47
-Denied -level of care	3	12	1	6	7	9	2	1	3	2	0	0	58
-Referral cancelled	1	4	8	1	3	4	0	0	4	3	0	0	28
Calls from Law Enforcement	25	27	24	21	26	16	30	27	36	23	28	28	333
-Med. Clearance Requested	0	3	3	2	3	3	3	3	3	2	1	1	36
-Accepted	10	16	11	15	14	6	20	15	19	8	17	13	170
-Denied -MHEC census	2	0	0	0	0	0	0	0	0	0	0	0	0
-Denied -medical reasons	4	4	0	0	0	0	0	0	0	0	0	0	16
-Denied -level of care	6	4	6	4	7	7	7	7	7	4	6	4	63
-Referral cancelled	0	3	4	3	1	1	1	1	1	1	1	1	20
Valid -MHEC Accepted	6	3	1	7	1	1	2	1	2	1	0	1	42
MHEC Clients	5	1	1	10	11	13	15	16	14	7	13	15	149
Courtesy Transfers	30	47	34	32	45	39	33	24	28	17	31	41	329



An example of the original annual report provided to stakeholders.

Page 1 of the three-page Power BI report, prepared using data from multiple annual reports.

[Click Here or Scan QR Code to View the Full Interactive Power BI Report!](#)

