



# CHCNET SUMMER LEARNING RETREAT

## Data Innovation 3.0, The Next Generation

Jerry Lassa, MS Statistics



WELCOME TO *DATA*

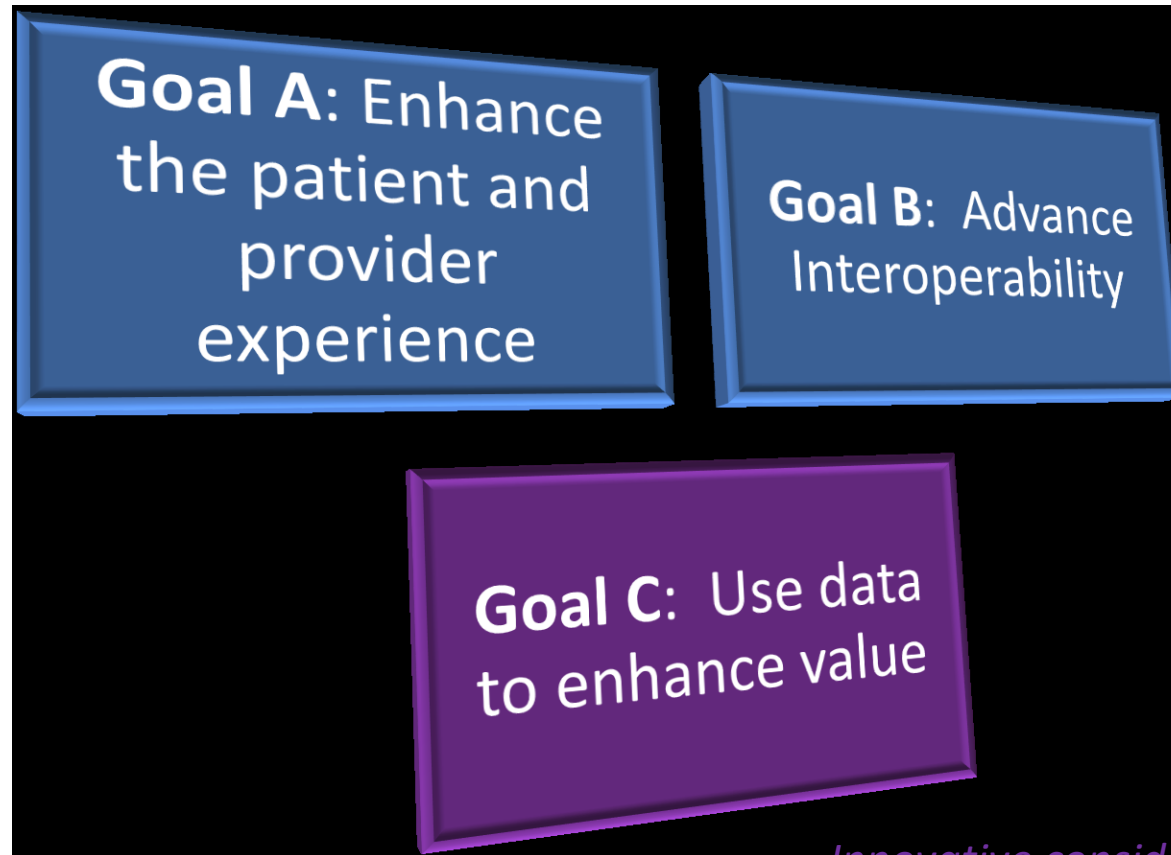
**PERFECTION**

ENJOY THE JOURNEY

# CHCNet/MPCA Data Journey



# CHCNet 2019-2022 Focus Areas



*Innovative considerations for tackling these objectives?*

# Need a slight shift in data resource focus

Getting the  
data in  
(EHR, PHM,  
data quality)



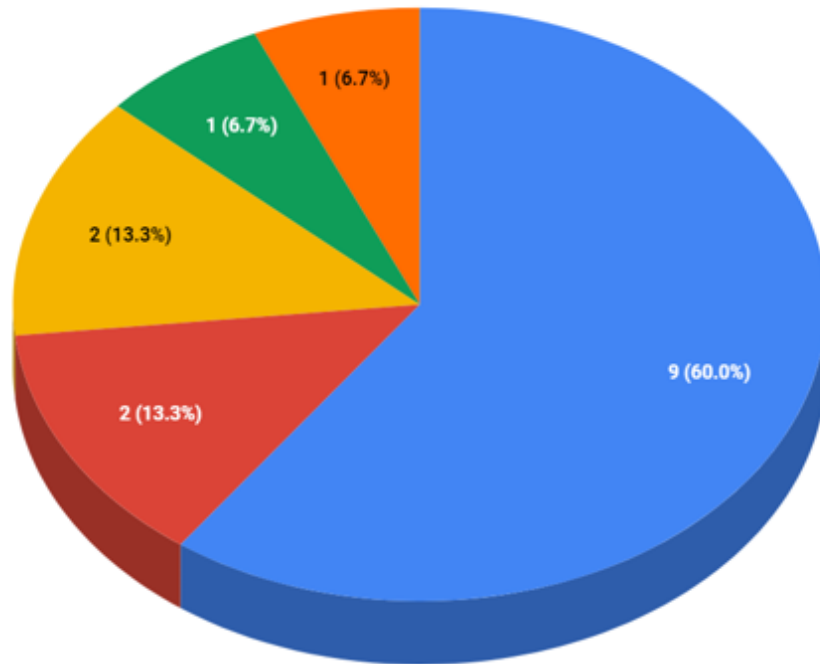
Getting the  
data out  
(reports,  
dashboards)





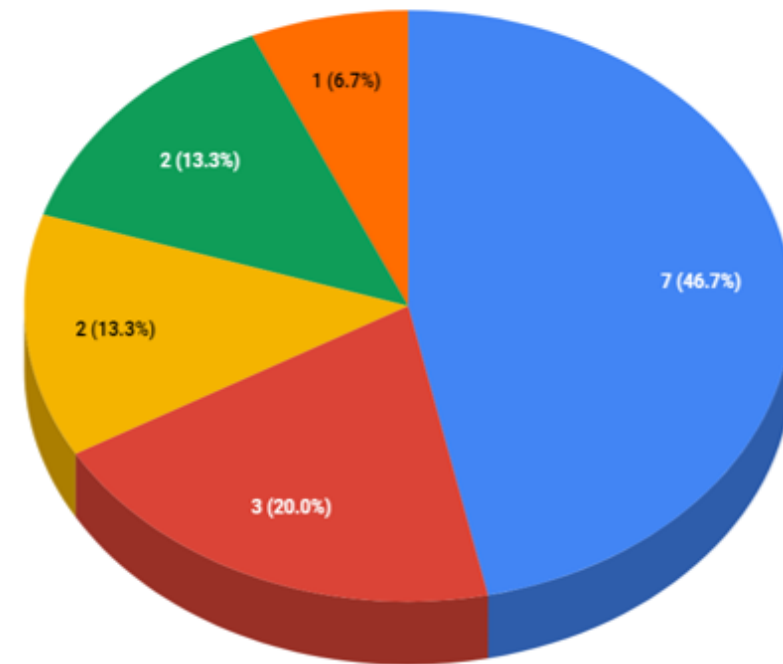
# Data Quality Remains a High Priority

Trust and Validity to Drive Informed Decision-Making



**By EHR**

/BI Trust and Validity to Drive Informed Decision-Making



**By PHM/BI**

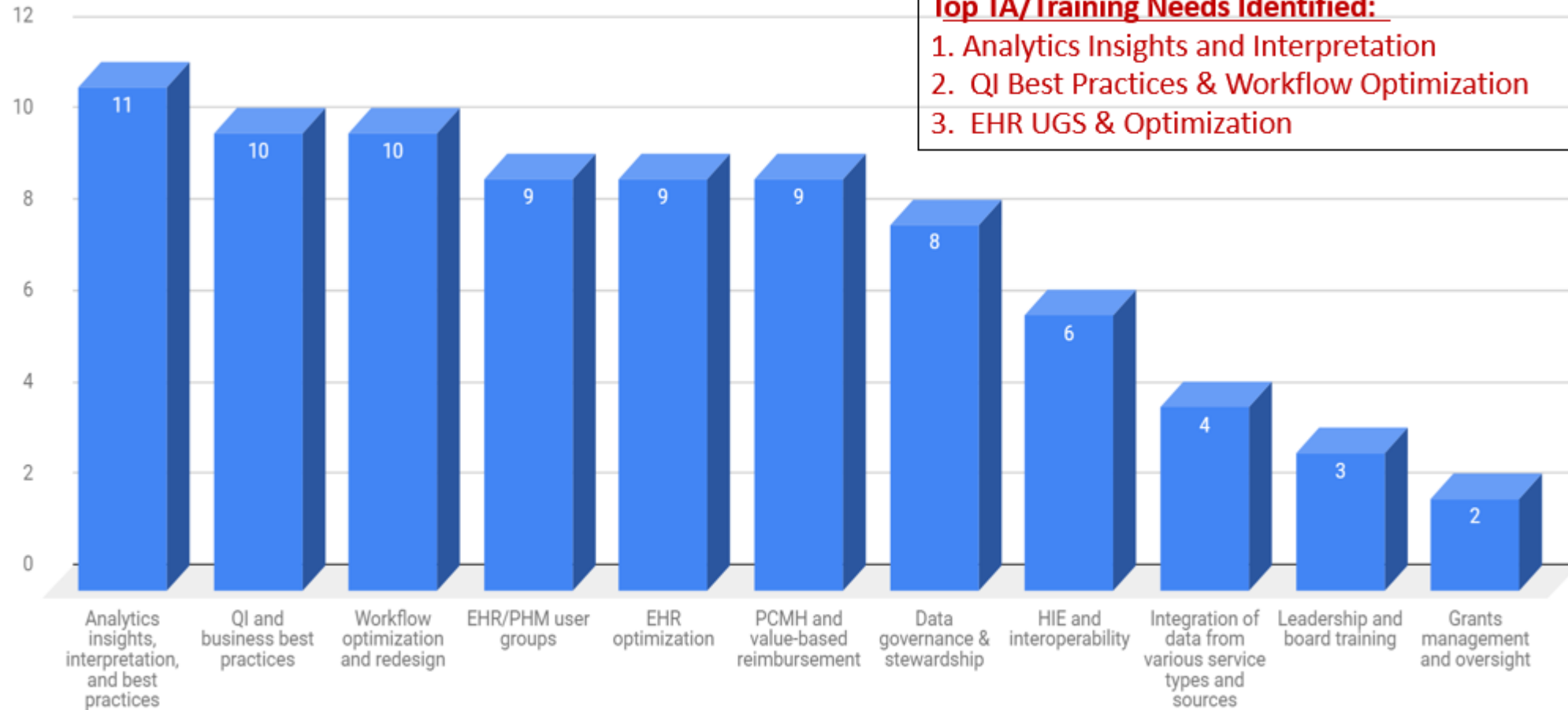
- Agree
- Strongly disagree
- Strongly agree
- Neutral
- Disagree

The data will never be perfect



# You know where to go

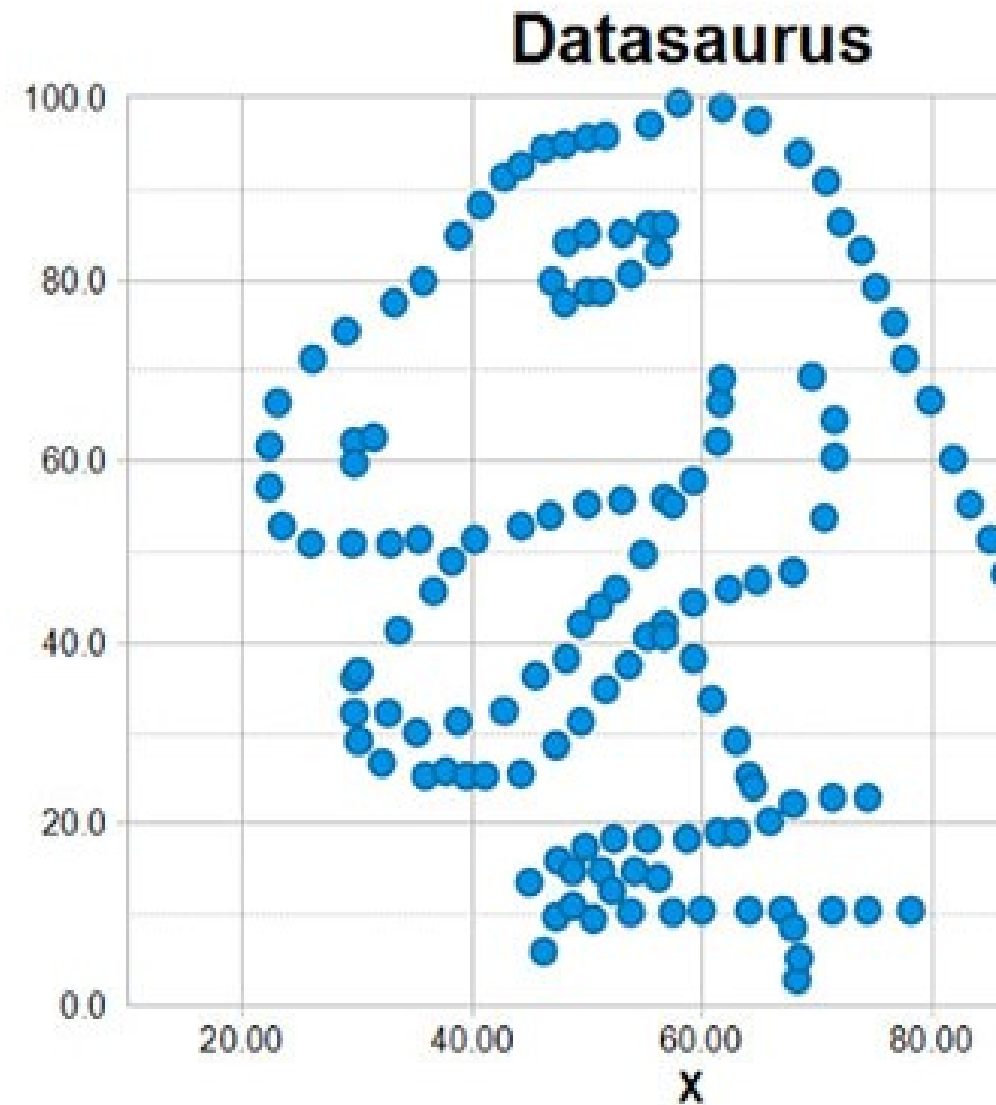
## TA or Training Needs Identified





# Focus on Data Literacy

- The ability to **read**, **understand**, **create** and **communicate** data as information.
- Much like literacy as a general concept, data literacy focuses on the competencies involved in working with data.

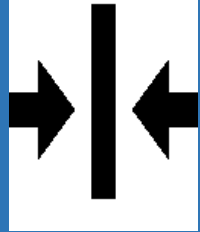


# Start with Data Stewardship



- Define data steward role for each department or priority QI effort
  - Identify skills & competencies needed
  - Identify training / professional development needs
  - Formalize in job descriptions
- Convene all data stewards periodically

# Principles for Improving Data Literacy



1. Data/Analysis  
Focus Aligned with  
Strategy



2. Balanced  
Measures



3. Data Quality



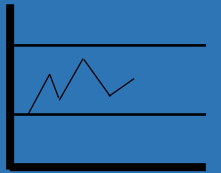
4. Trending of Data



5. Use of Targets  
or Goals



6. Self Service



7. Advanced Analysis  
Techniques

A feature within  
BI/Data Viz tools

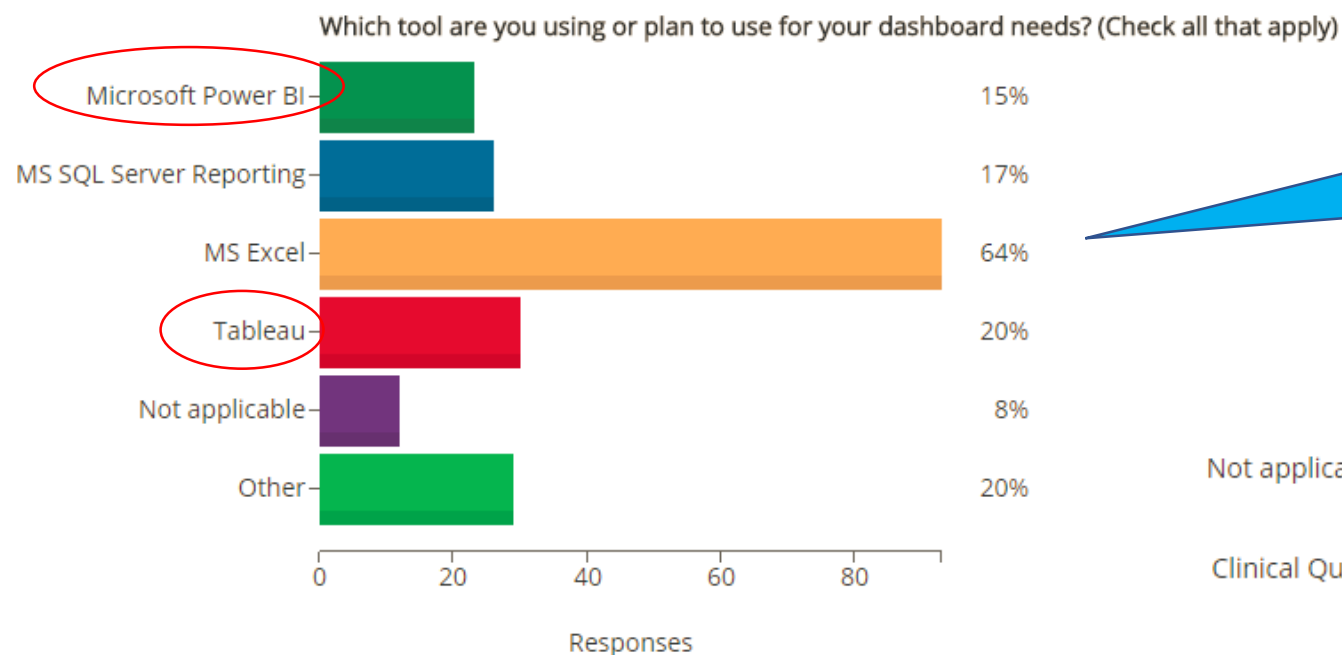
# BI/Data Viz tools continue adapting for self service

Gartner "Magic Quadrant" Annual Report

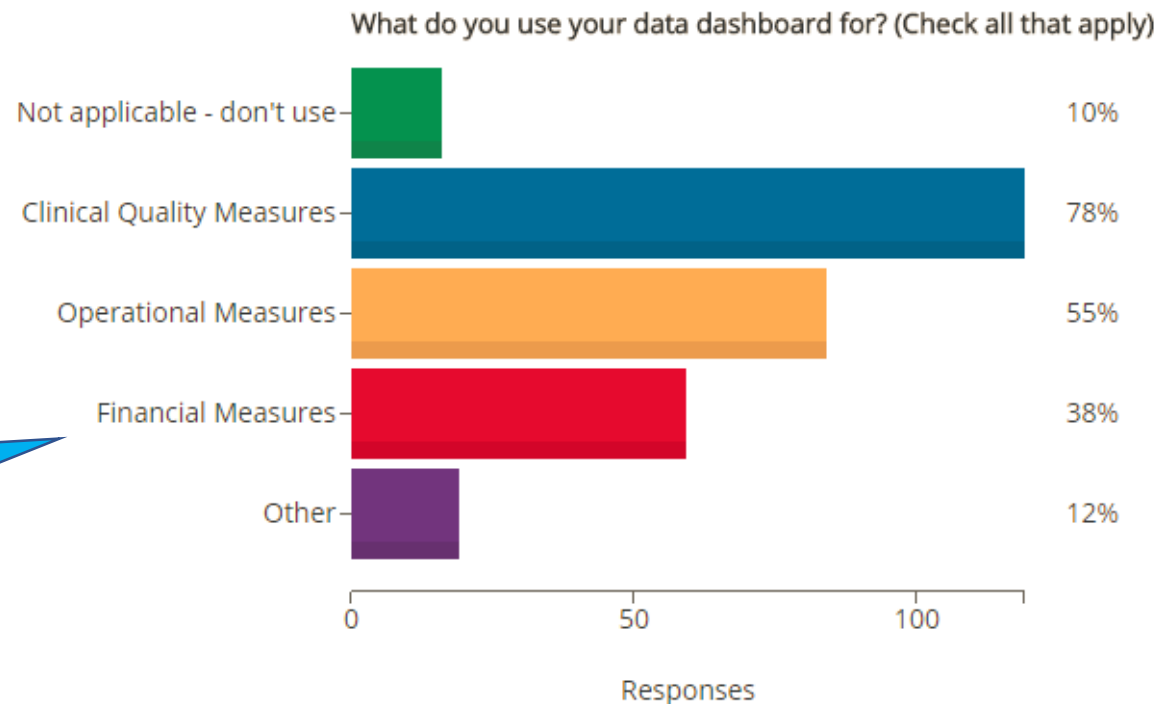


- By 2020, organizations that **offer users access to a curated catalog of internal and external data will derive twice as much business value from analytics** investments as those that do not.
- By 2020, the number of **data and analytics experts in business units will grow at three times the rate of experts in IT departments**, which will force companies to rethink their organizational models and skill sets.

# What data tools are health centers using?



Most on Excel but many adopting BI/data viz tools



(Also, need to bring in more financial data)



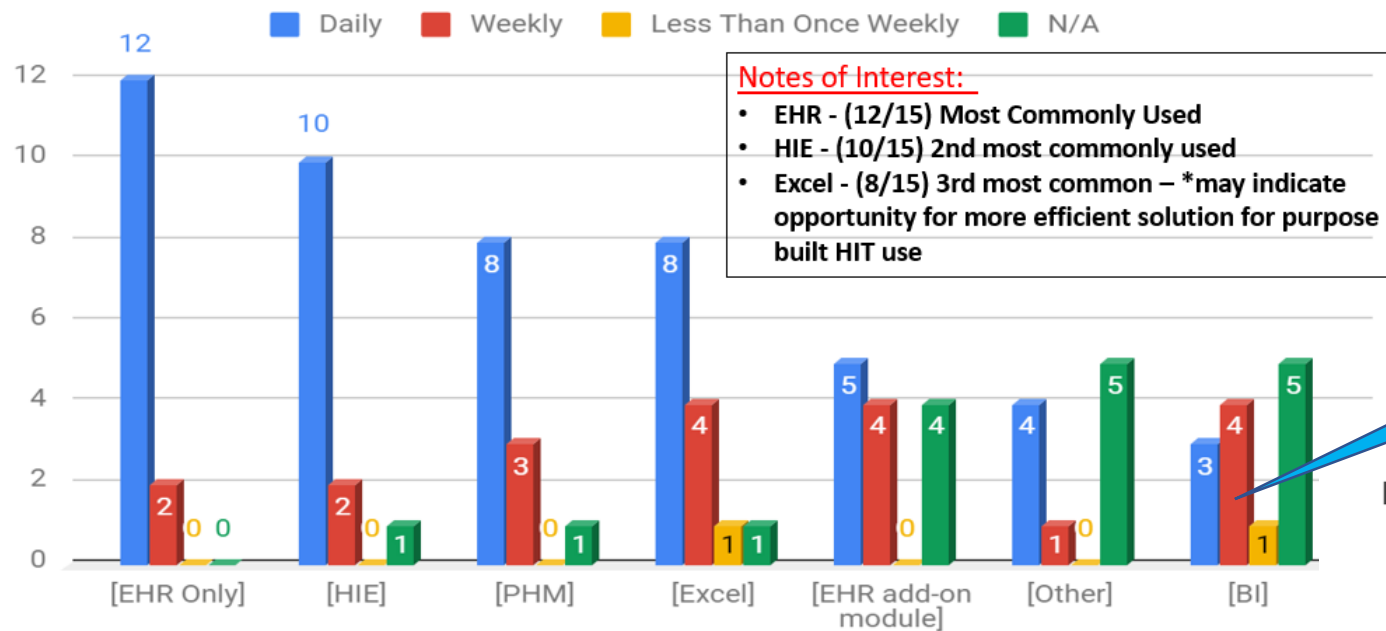
# Excel vs. BI/Data Viz Tools

- Excel is effective but lacks data structure and systematic analysis routines and visual displays
  - High data/QI staff turnover typically leads to turnover in approach creating rework and wasting resources
- *Can lead to a wide range of analysis approaches and reporting formats*
- BI/Data Viz tools can systematize data streams across various systems (EHR, PHM, Financial, HR) and hard-wire best practice analysis and reporting
  - Can also serve as a tool of Data Governance efforts to align data capability (people, processes, technology) with organization strategy



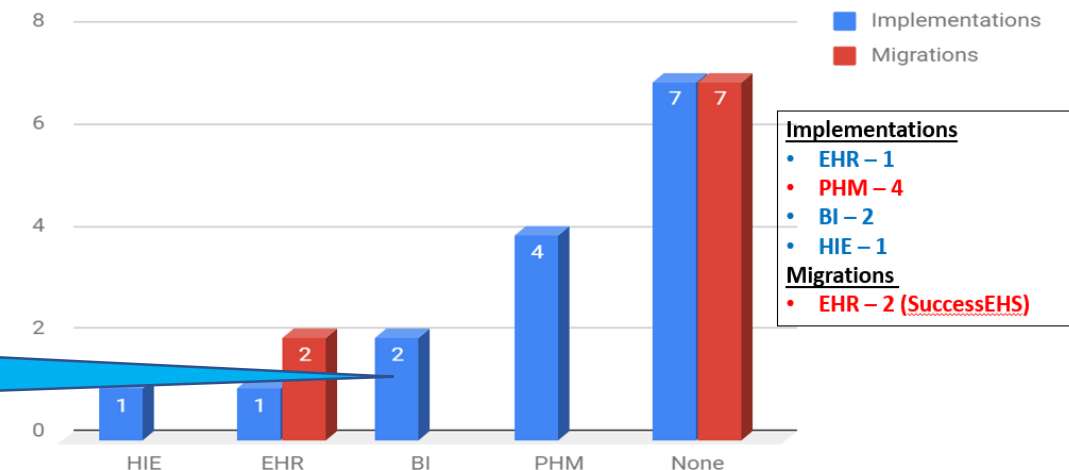
# What data tools are CHCNet centers using?

## PHM Optimization - Use and Frequency



8 centers using BI tools in addition to Excel

## Migration/Implementations Next 12-Months



2 centers with BI tool implementations under way

# Continue BI/data viz/self service tool adoption

Self Service  
("Data Viz")  
Tools



 Power BI

 + a b l e a u



# Self Service is a Journey

3. TECHNOLOGY												
Capability Levels	Reactive			Responsive			Proactive			Predictive		
<b>Self Service Analytics:</b> Self-service analytics refers to the degree to which data and performance measures are available to all stakeholders in the organization at the time and place needed via information technology tools and access points.												
3C. To what extent are the right data tools in place and accessible to meet the needs of all users in the organization?	The data available is largely raw and requires additional processing to turn into useful, actionable information. Access to and timeliness of actionable data is based on individuals that process the data (e.g., QI, IT staff).			Reports, typically monthly, provide actionable information for selected departments and reports may be generated at any time. Data and information to support the care team is limited.			Reports, typically real-time, provide actionable information for all departments and reporting capability is widely available. Data and information selectively support proactive care efforts and point of care decision-making to improve care.			Data is widely accessible in a variety of formats and delivery modes to provide actionable information required by all data stakeholders. Advanced analytics (prescriptive, predictive) provide intelligence on proactive care management and improving and sustaining business and quality outcomes.		
SCORE	0	1	2	3	4	5	6	7	8	9	10	11

# What next?

1) Self Service  
in Data Strategy

2) Define Data  
Stakeholder  
Needs



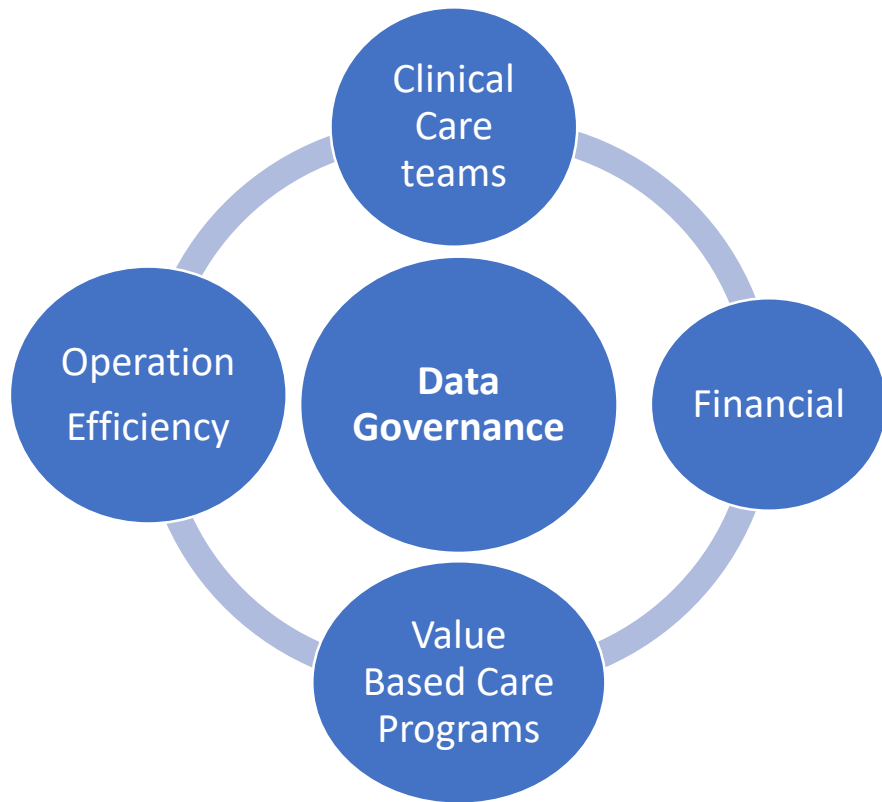
3) Align  
Self Service  
Tools

# 1) Self Service in Data Strategy



- Priority measures for self service focus
  - Short term (HCCN, UDS)
  - Long term (VBC)
- Self service tool
  - Adopt
  - Evaluate
  - Ongoing optimization

## 2) Define Data Stakeholder Needs



- What data and measures?
  - Align with strategy
- Reporting frequency needs?
- Visual display needs?
- Data mining and statistical analysis needs?



### 3) Align Self Service Tools

- Current state of self service across centers?
- Establish a shared vision for self service
- How to efficiently, effectively in self service?

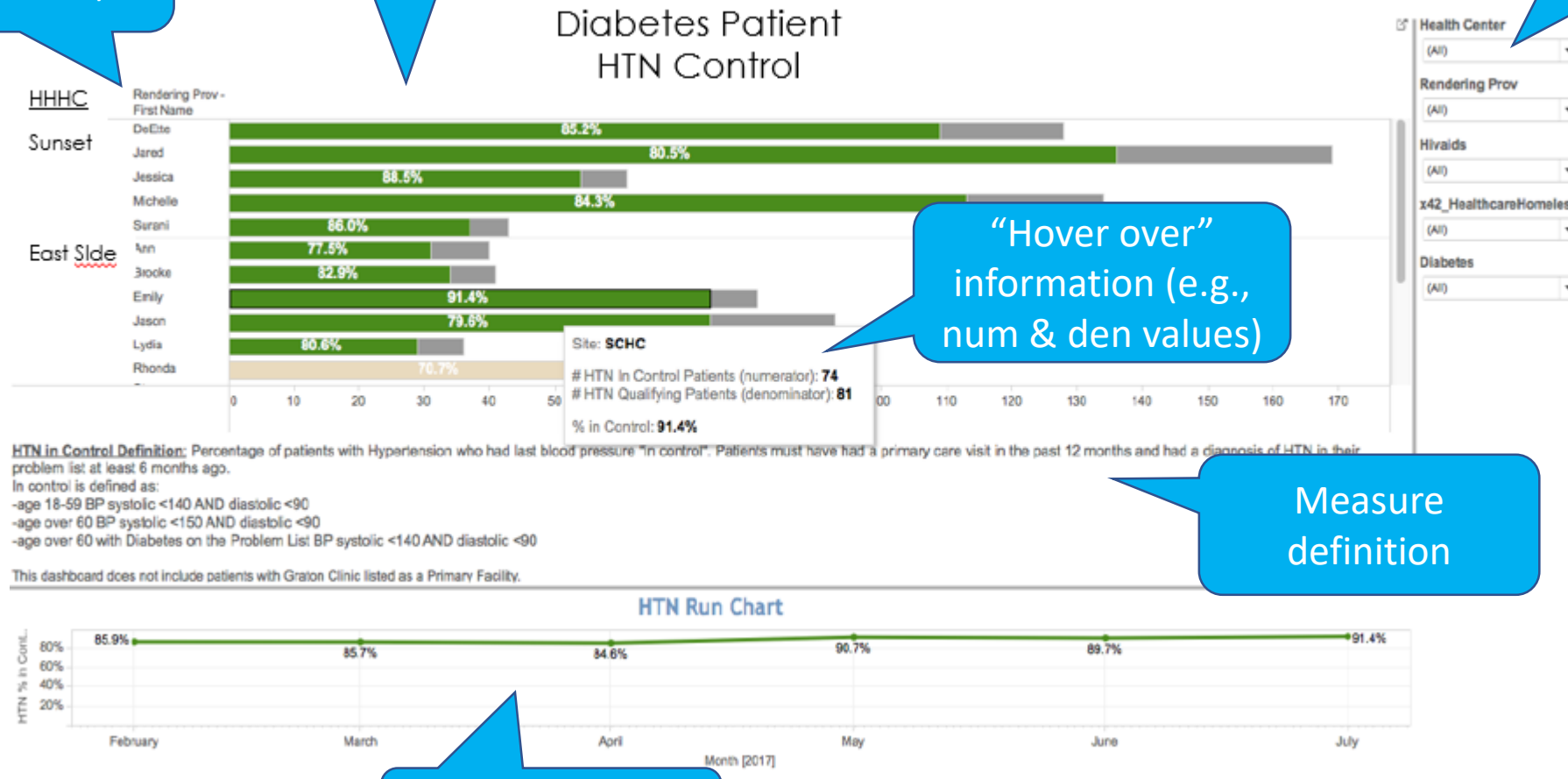


# Self Service – Individual User View

Stratification (e.g., site, provider)

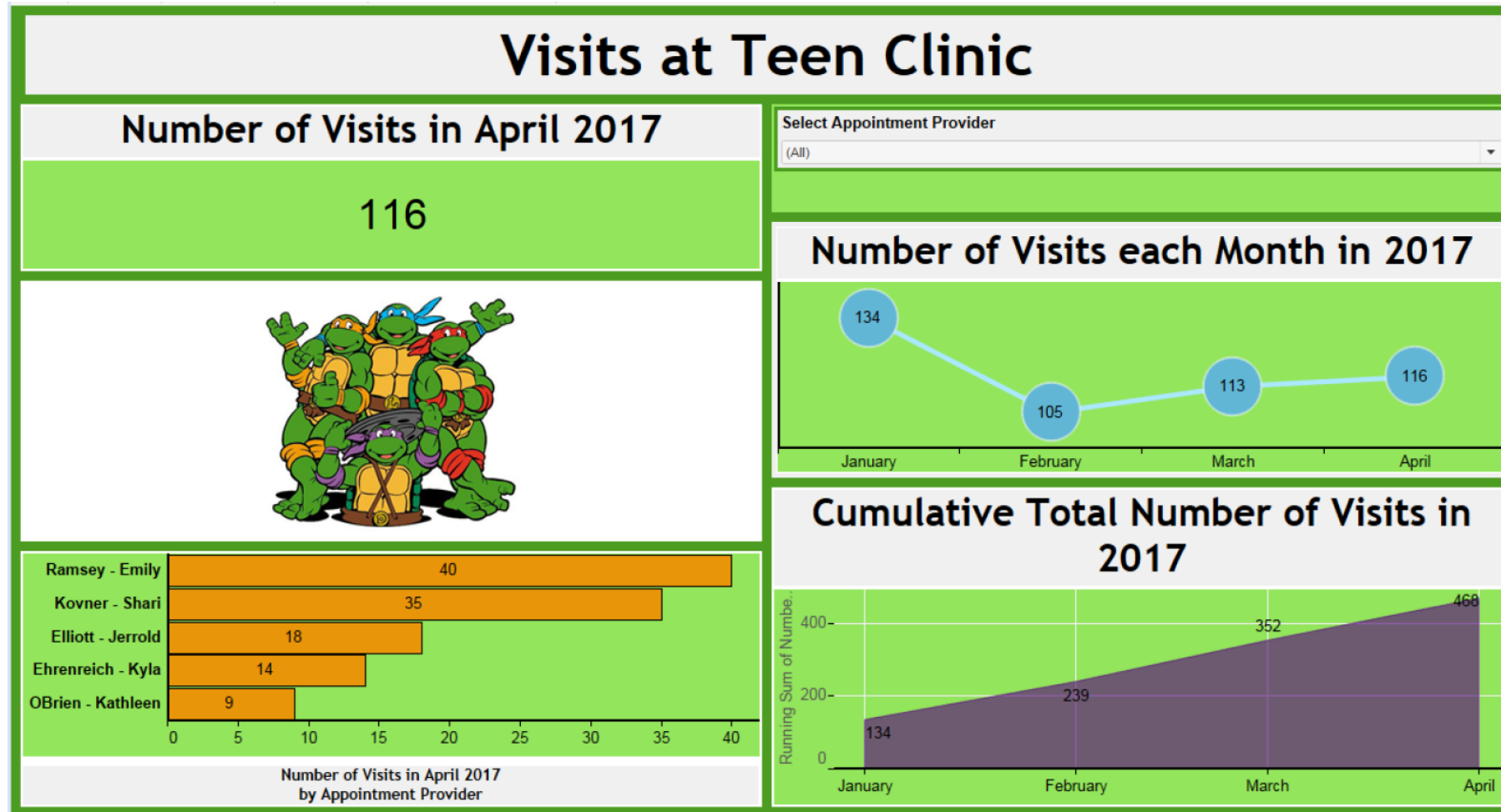
Graph of measure performance

Drill down & Stratification dropdowns for end user to mine data

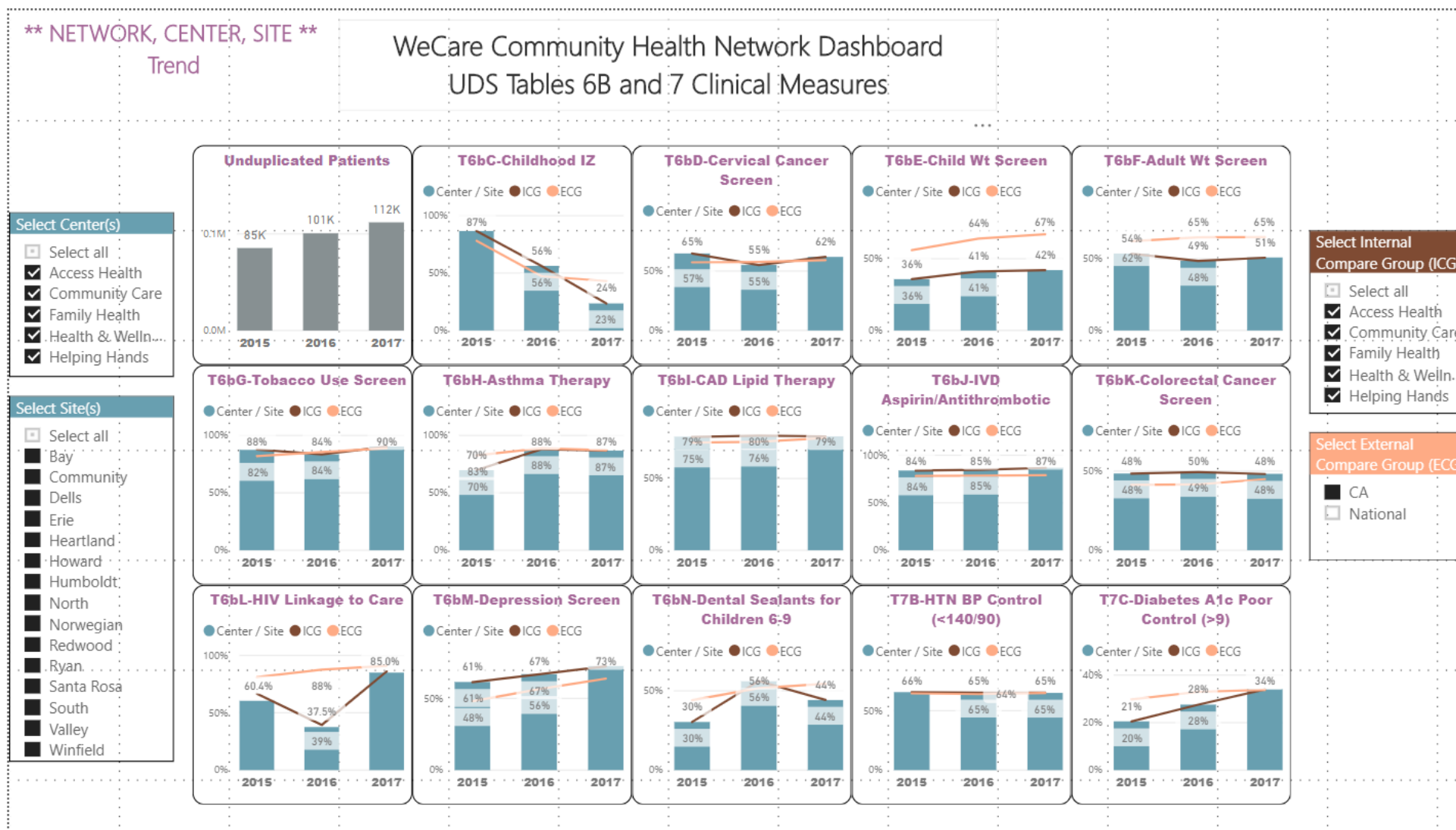


Measure Trend

# Self Service - Department View

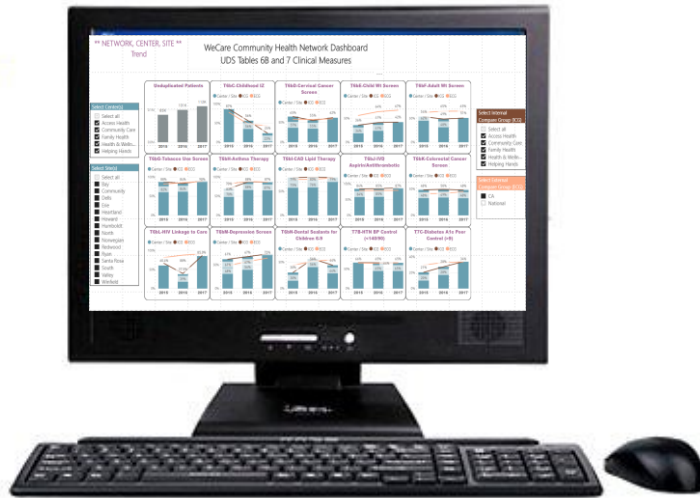


# Self Service – Leadership View

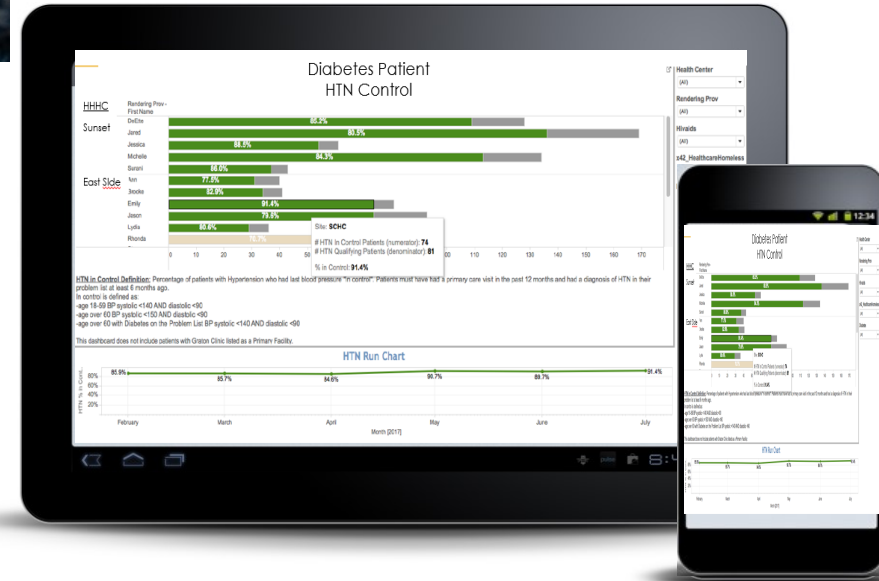


# Self Service – Accessibility

PC/Workstation



Tablets & Smart Phones





# You can get there!



Keep the light on



Keep going up the road a piece





# Contact Info



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Extra slides for:

**CHCNet's TrueNorth:**

**Changing the Status Quo of Healthcare Innovation**

# Health Care Industry Data Challenges

Move to True  
North session

POLICY & VALUE-BASED CARE

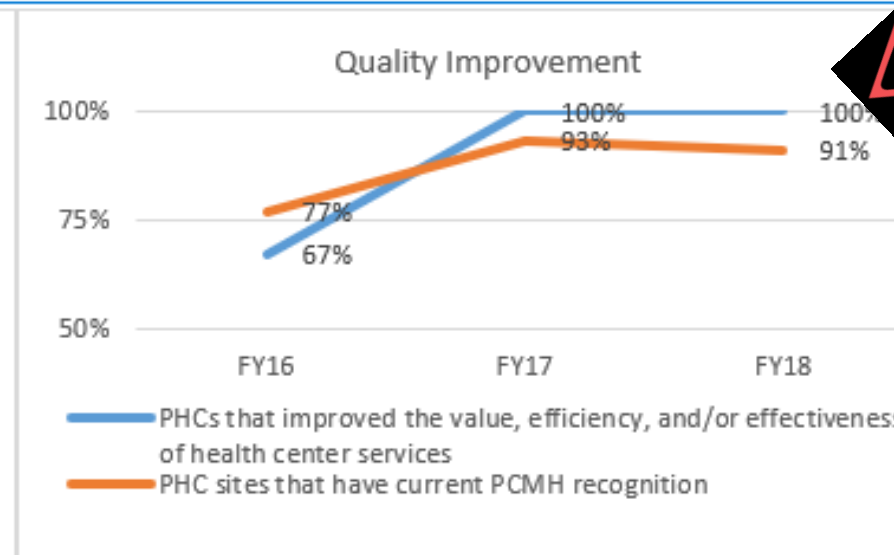
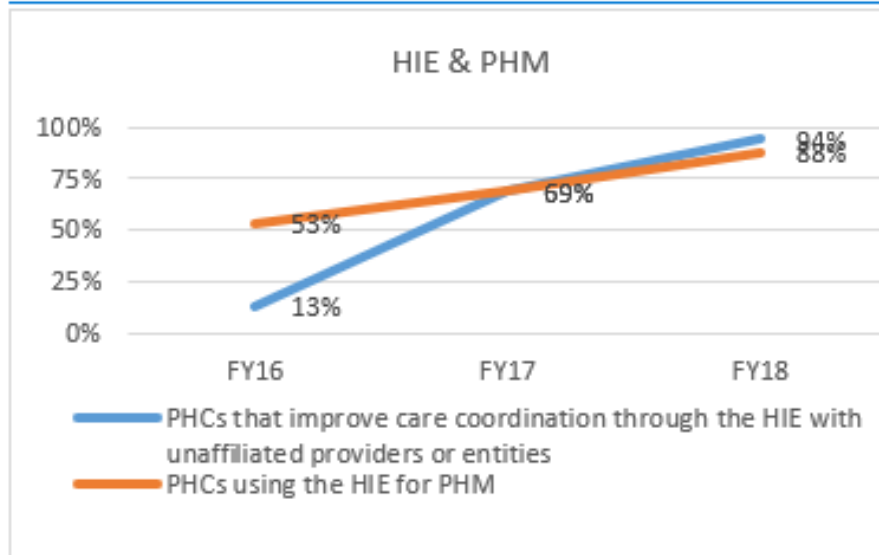
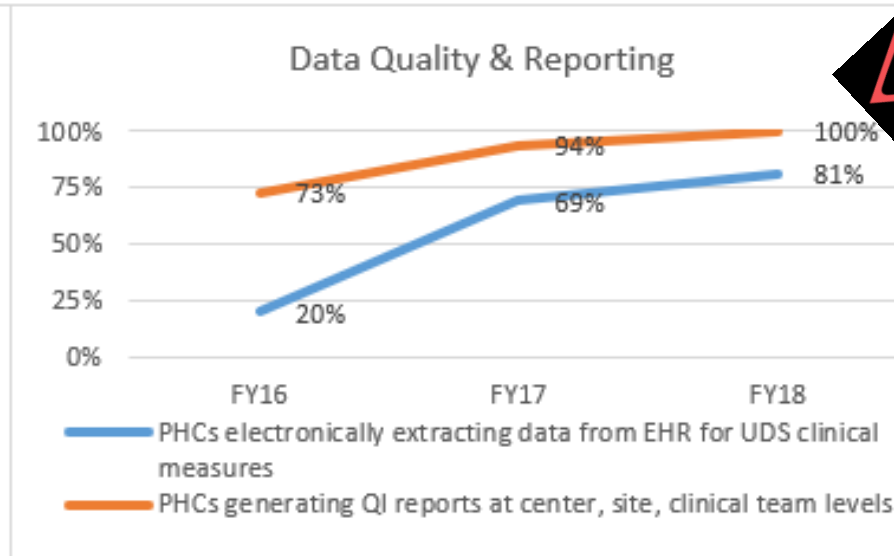
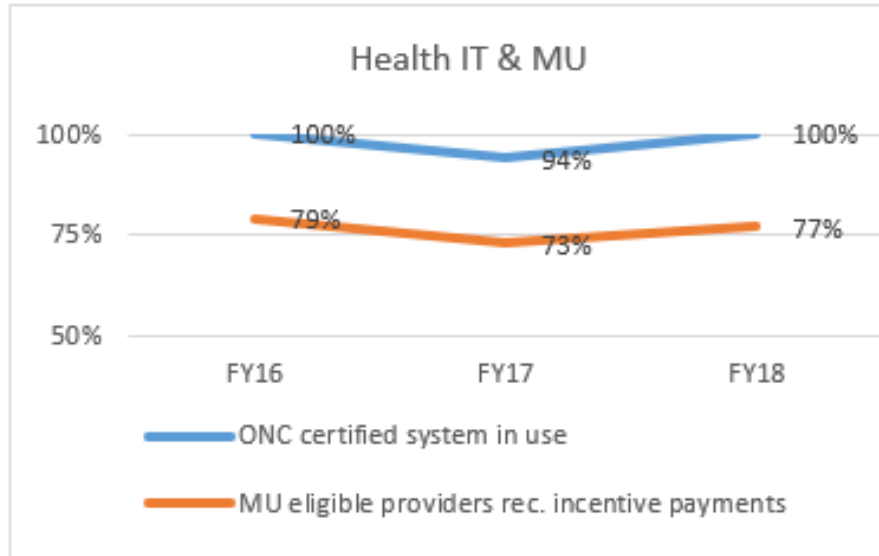
## **That “One Foot in the Boat” Problem Is Going to Last For a While**

*Industry leaders and observers agree: provider leaders will need to be able to master operating in both the discounted fee-for-service and value-based contracting worlds for some time to come*

**BY MARK HAGLAND — JULY 26, 2019**

# CHCNet HCCN Focus Areas

This should probably be in the True North session



- CHCNet efforts have helped to improve population health outcomes by leveraging health IT and building strong systems of care

# Data Governance approach and Data Tools to help with the lift...

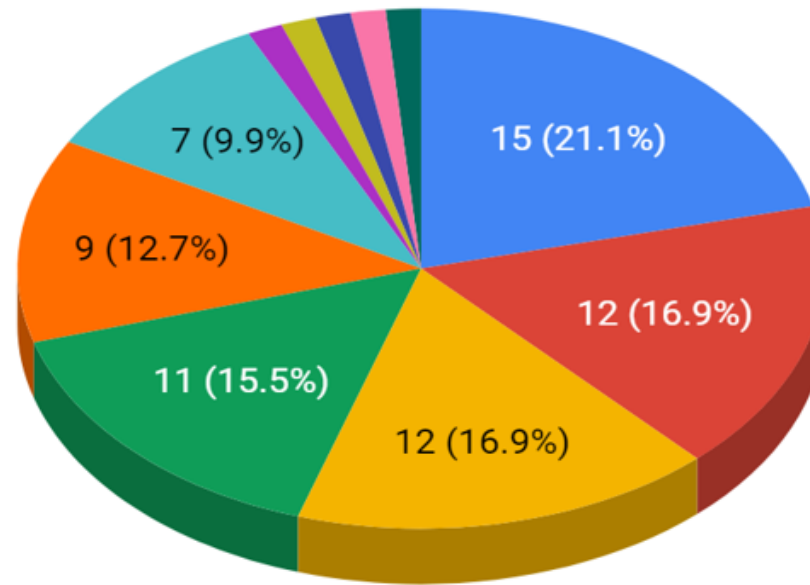




# CHCNet Data = \$\$\$

CHCNet Stakeholders Participating in P4P/VBP by Program

UDS PCMH HCCN ACOs HEDIS MU Martin's Point Optum  
Anthem Tricare Medicare Part B



TOP 5 P4P/VBP:

1. UDS – 21.1%
2. HCCN – 16.9%
3. PCMH – 16.9%
4. ACO – 15.5%
5. HEDIS – 12.7%

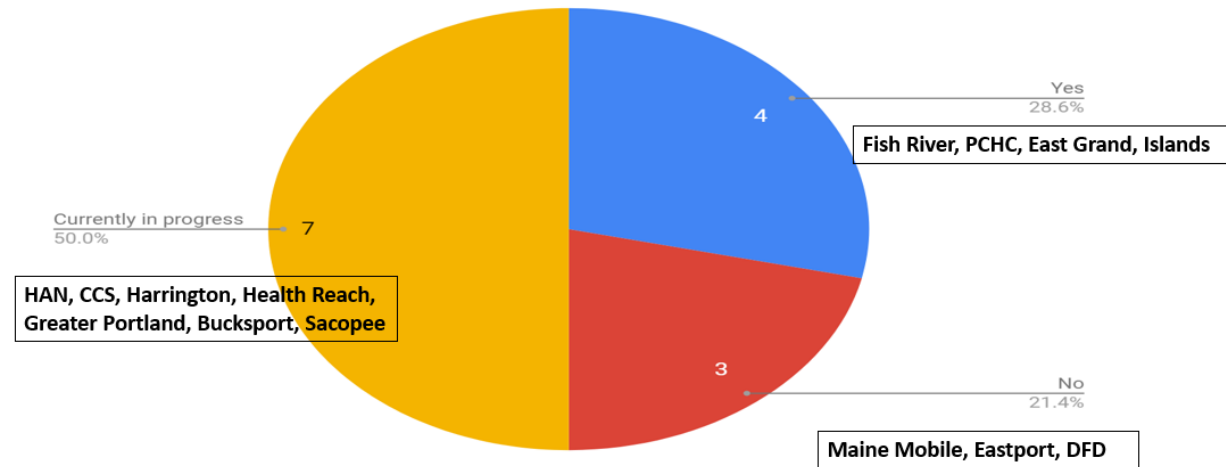
# FOCUS ON DATA MANAGEMENT



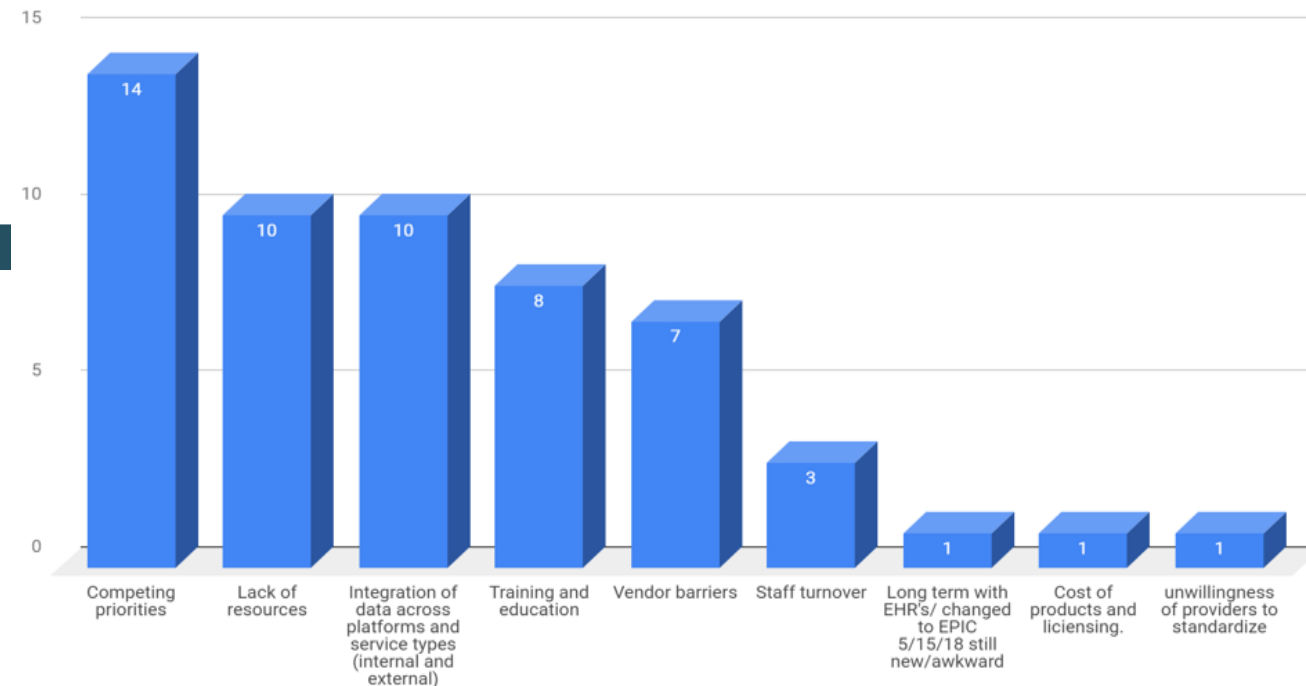
- Manage data as a strategic asset
- Assess data analytic capabilities
- Grow and build a data driven culture

# CHCNet Data Governance

CHCNet PHCs Who Have Adopted a Population-Based Data Governance strategy



Data Governance Challenges

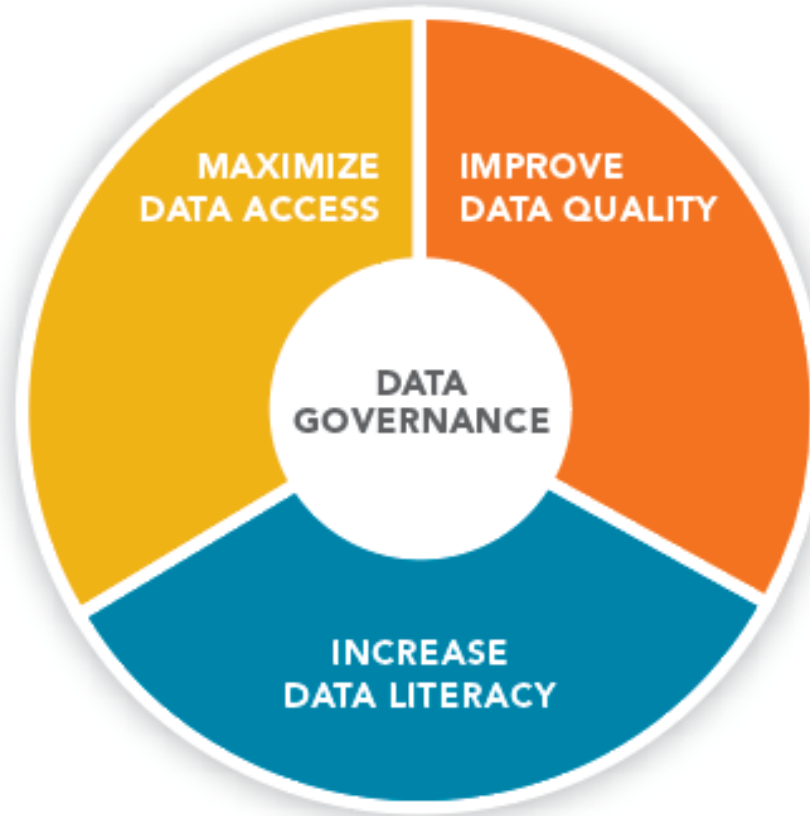


# USE “TRIPLE AIM” OF DATA GOVERNANCE AS GUIDEPOSTS



**Data Governance Handbook**  
IMPLEMENTING DATA MANAGEMENT PRACTICES IN HEALTH CENTERS

DataDrivenCulture.org



- Ensuring Data Quality
- Building Data Literacy
- Maximizing Data Access

Source: Center For Care Innovations  
Safety Net Analytics Program

# Analytics Capability Assessment



## People

- Senior Leader Sponsorship
- Data Stewardship
- Clinical and Business Analysts
- Data Driven Culture

## Process

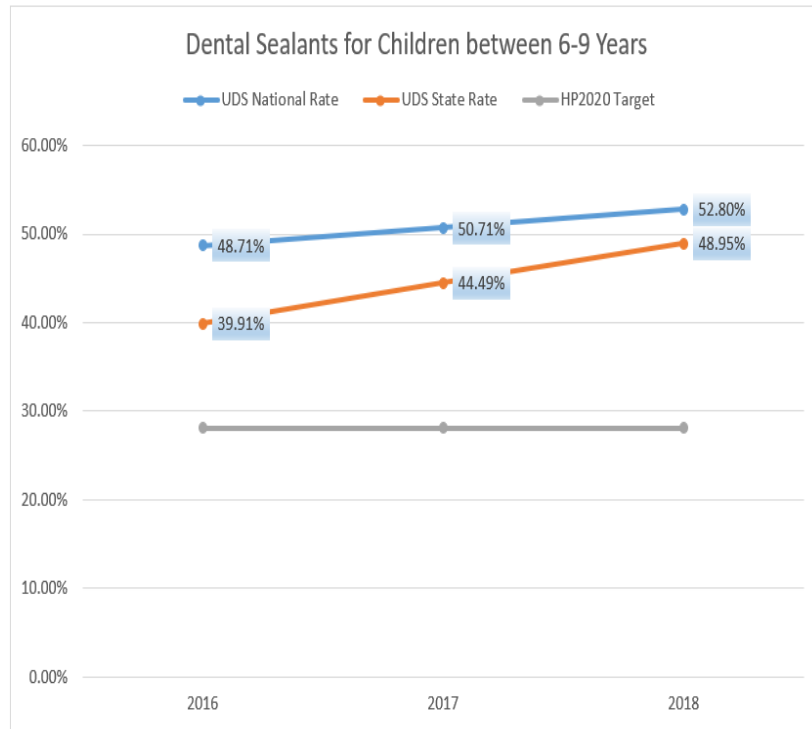
- Data Strategy
- Data Governance
- Performance Measurement
- Data Quality
- Analysis of Data
- Acting on Results

## Technology

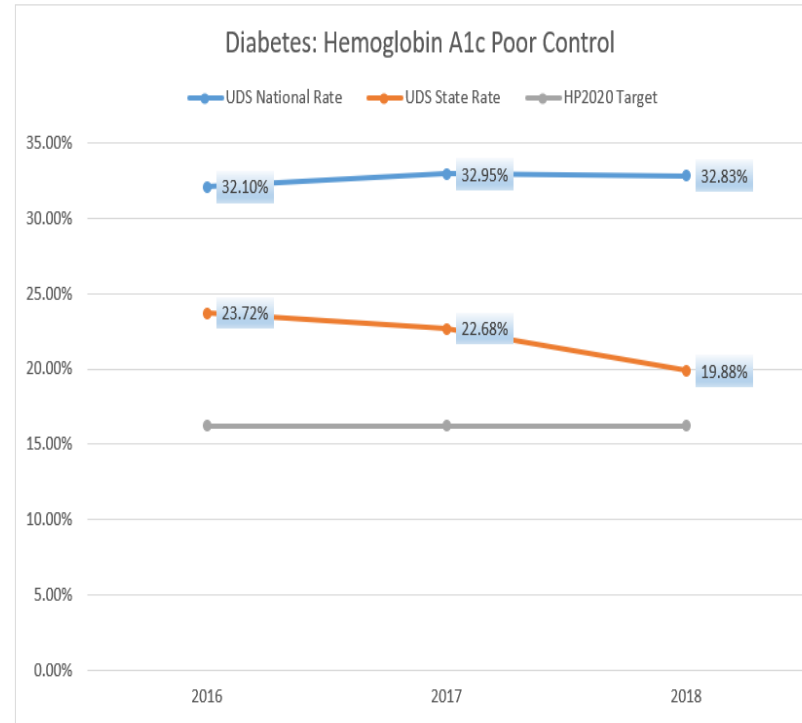
- IT Tools and Support for Analytics
- Integration
- Self Service Analytics

# CHCNet Priority CQMs 2016-18

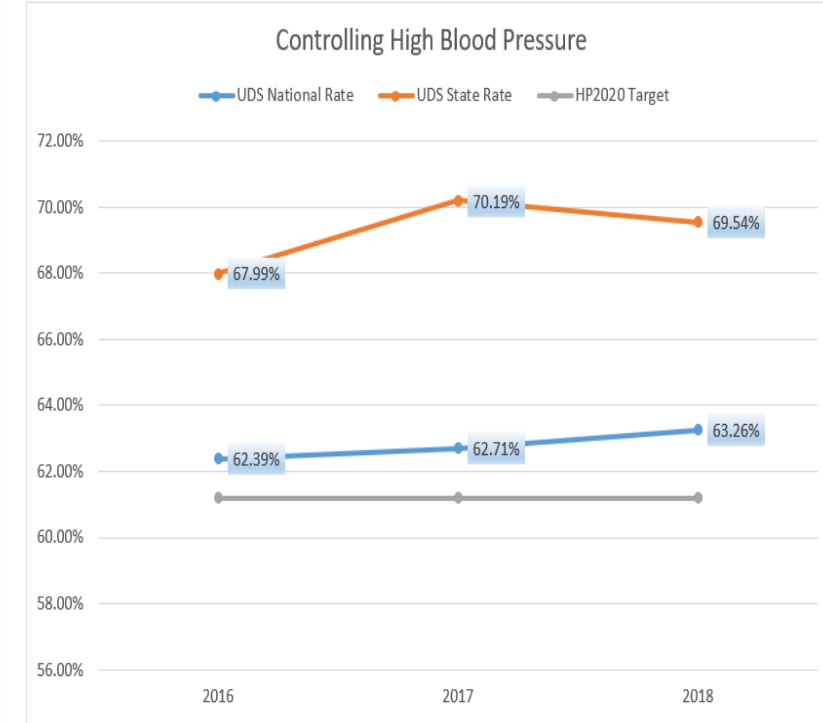
## Dental Sealants (6-9 yo)



## DM HbA1c Control



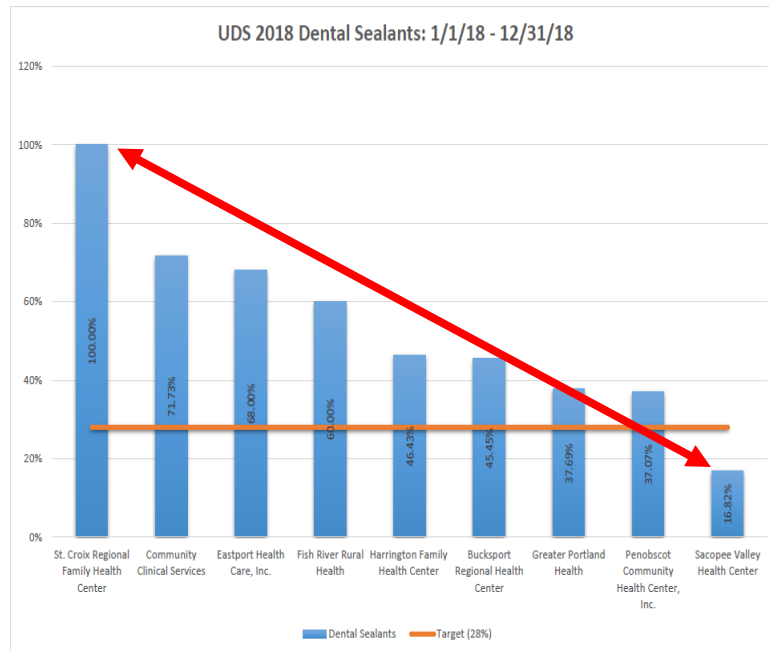
## HTN BP Control



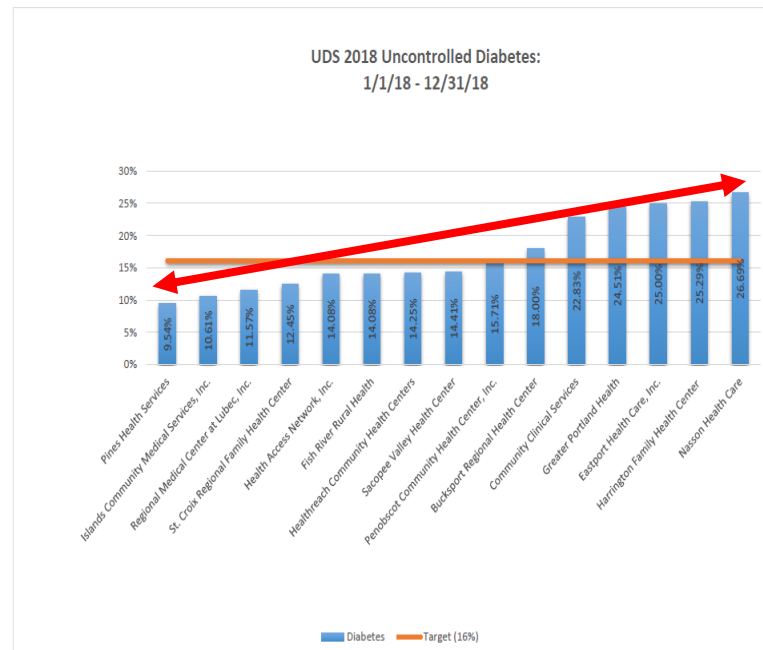
- DM HbA1c control and HTN BP control performing better than national
- Dental sealants (6-9 yo) and HTN BP control better than HP2020 target
- No health centers meeting or exceeding HP2020 goals on at least 5 selected UDS measures

# CHCNet Priority CQMs 2018

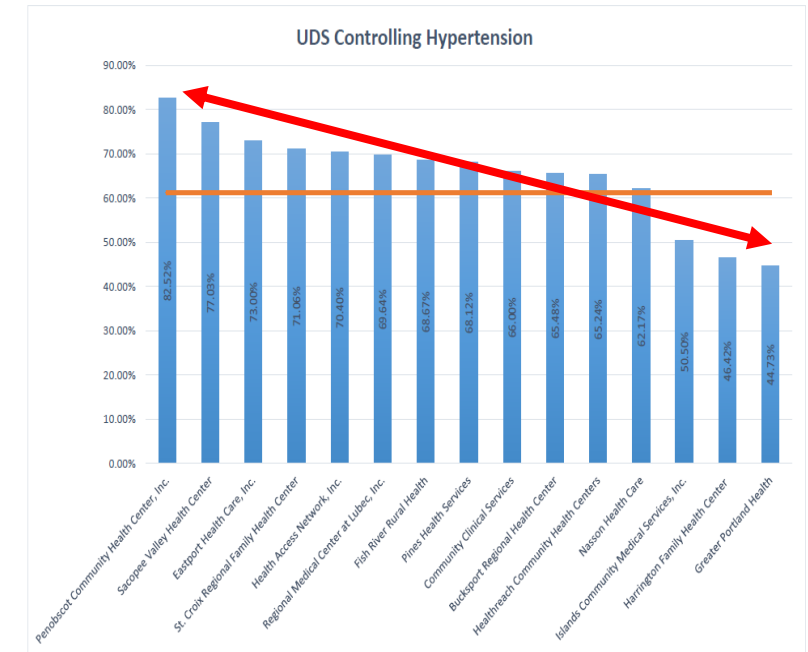
## Dental Sealants (6-9 yo)



## DM HbA1c Control



## HTN BP Control



- Wide range in performance across centers