Using Data to Inform Patient Care

Miami Behavioral Health Center
San Francisco Department of Public Health
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Data as a Tool for Integrated Care

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About the Speaker

Ms. Pesantes, MSW, MBA is the Director of Research and Development at Banyan Health Systems (founders of Spectrum Programs, Inc. and Miami Behavioral Health Center). Ms. Pesantes received her M.S.W. and M.B.A. at Florida International University. She has been involved with managing the process evaluation efforts for SAMHSA programs: a Center of Excellence, the System of Care change in Miami-Dade County, a primary and behavioral health care integration, and a Consumer driven grant. Prior to that experience she collected data and implemented an intervention for an NIH funded project with high school students.

Why is data important?

• Informs audience
• Informs decisions
• Educates consumer
Methodology for Evaluation Reports

1. Organize data
2. Discuss data elements that are important to the team
3. Select data to present by the Evaluation team
4. Report data in a user-friendly manner
5. Incorporate feedback
6. Discuss reporting needs for the team
7. Provide revised version

Dissemination Rationale

• Feedback loop
• Big picture
  • Create user friendly Evaluation Updates to inform
• Conduct focus groups with consumers to inform
• Have discussions with project team highlighting areas of improvement and challenges
Implement feedback

- Wellness coordinator added information based on meeting with consumers
  - Added information that would give consumers more detailed information about health factors
  - Notes for recommendations
  - Assessment of progress
- Wellness coordinator kept most meaningful information

Monthly Data Profile Samples

- Enrollment
- Quality Assurance
- Wellness Education
- Physical Health Characteristics
How was data used to make decisions?

Project Team
• Focused on the areas that were a challenge during monthly staff meetings.
• Incremental changes are important
• Introduced topics for areas that were continuously a challenge
• Addressed individual consumer needs

Executive Management
• Used data for funding opportunities
• Had material to inform board

Lessons Learned
• Provide feedback earlier on
• Involve consumers in the process
• Data drives decisions
• Be creative in the use of data, stray away from the norm
• Use data to educate consumers
Data visualization as a tool for integrated care

How to demystify data and turn it into action

Elisa Gill, Lead Evaluator
Alberto Perez-Rendon, Project Manager
San Francisco Department of Public Health

Presenters:

Elisa Gill is the lead evaluator of the PBHCI program at South of Market Mental Health, where she has worked as part of an onsite evaluation team for two years. She is interested in telling stories with data and advancing data-driven quality improvement in the public sector. She has a B.A. from Boston University, where she also worked as a program evaluator and public health research assistant.

Alberto Perez Rendon is the current project manager of the PBHCI program at the South of Market Mental Health Clinic in San Francisco. He has over a decade of experience in planning, implementation and evaluation of public health programs in the non-profit and public sectors. Alberto has worked in both primary care and in mental health settings which gives him a good understanding of the challenges and opportunities encountered in the processes of integration.
Data should be a **tool**, not an **obstacle**.

Simple

Visual

Goals-oriented
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Simple
Visual
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