Improving Staff Analytic Capability for Population Health Management
April 28, 2015
Slides for today’s webinar are available on the CIHS website at:
www.Integration.samhsa.gov
under About Us/Innovation Communities
Our format...

**Structure**
Short comments from experts
Specifics from their point of view

**Polling You**
Every 20-minutes
Finding the “temperature” of the group

**Asking Questions**
Watching for your written questions

**Follow-up and Evaluation**
Ask for what YOU want or expect
Ideas and examples added to the AOS Resource Center
How to ask a question during the webinar

If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. (left)

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. (right)
Today’s Agenda

• Welcome
• Updates from the Innovation Community Members
• Four Steps for Improving Analytic Capability
• Discussion/Questions
• Next Steps
Let's do this!!

1. Identify the Need *(Completed!)*
2. Allocate Resources to Address the Need *(Completed!)*
3. Conduct an Agency Needs Assessment *(Completed!)*
4. Use the Needs Assessment Findings to Develop your Work Plan (Feb-March)
5. Execute the Work Plan with Passion & Urgency (March-August)
6. Seek Out Resources (Dec-August)
7. Share What you Learn!! (Dec-August)
Analytics at Work: Smarter Decisions
Better Results
by Davenport, Harris & Morison

- D for accessible, high-quality data
- E for an enterprise orientation
- L for analytical leadership
- T for strategic targets
- A for analytical talent
Building Staff Analytic Capability

1. Leadership Buy-in & Defining terms
2. Leveraging CQI Processes & Staff Champions
3. Basic Training through Pilot Process
4. Building the routine & Celebrating Results
1. Leadership Buy-in & Defining Terms

- Leadership must drive this change through robust metric choice, communication, & follow-thru
- Must Insure Processes, Tools, & Standards are maintained in place

Definitions:
- Population Health Management
- Continuous Quality Improvement
- Key Performance Indicator
- Dashboard
- Rapid Cycle Test
- Others?
2. Leveraging CQI Processes & Staff Champions

• Leverage your CQI team/committee & Adopt a CQI method (e.g., Niatx)

• Use past successful efforts (& address past “failures”) to carry forward a method for rapid-cycle change

• Find staff who do this naturally (i.e., analytically inspired) and engage them as Champions
When metric changes the cause & required actions are clear

Data can be collected with modest effort from source that is trusted

Method for generating metric is shared & well understood

Staff know what the metric means

Source: Gemignani & Gemignani
3. Basic Training through Pilot Process

- Organization-wide team based effort
- Team data targets must roll-up to organizational/mission level targets
- Keep it simple to start
- Beware of the weeds…
- “Over-communicate”
4. Building the Routine & Celebrating Results

- Test staff data use readiness & train to target
- Use dashboards to convey progress
- Benchmark across organization to drive innovation
- Move-forward without leaving behind…
- Celebrate, celebrate, celebrate, then celebrate again
- Always tie progress or setbacks to the vision
- Remind often that CQI and PHM do not end
General Staff Training

Data Fluency Inventory Survey

Use of Data: In My Organization & By My Colleagues

Data Skills: How Would Your Ability to… & Your Colleagues Ability to…

Value Placed on Data: For Me & For My Colleagues
Primary Drivers of Successful PHM

- Do you have a strategic plan for how data is shared and leveraged to improve care? If you do, is it being used/updated regularly?

- Is your leadership involved in the creation, articulation, and monitoring of this plan? If yes, how are they involved?

- Are your IT, QI, finance and clinical leads meeting regularly to execute this PHM plan?

- Are all staff taking the time to think through your PHM/CQI efforts?
Questions?
Suggested Reading

Keeping up with the Quants By Davenport

Data Fluency: Empowering Your Organization with Effective Data Communication
By Gemignani & Gemignani
For More Information…

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Thank you for joining us today.

Please take a moment to provide your feedback by completing the survey at the end of today’s webinar.