DO YOU KNOW YOUR DATA?

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DATA IS DRIVING THE CONVERSATION

- Clinical practice
- Standardization of care
- Payment models
- Demonstrating “value”

THE IMPORTANCE OF GETTING TO KNOW YOUR DATA

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QUICK INSTA-POLL

How Data Driven are your decisions?

A. We use data every day as part of managing our staff and practice.

B. Some of our data is reliable, some isn't.

C. Our reports are not very useful.

D. We can't trust our data.

EVERYONE'S DATA NEEDS ARE NOT THE SAME

I need an investigation on a chart.

Are our clients showing improvement?

What are my CPT volumes by provider?

How are **my** clients doing?

I wonder if the EHR will do that?

What about State Reports?

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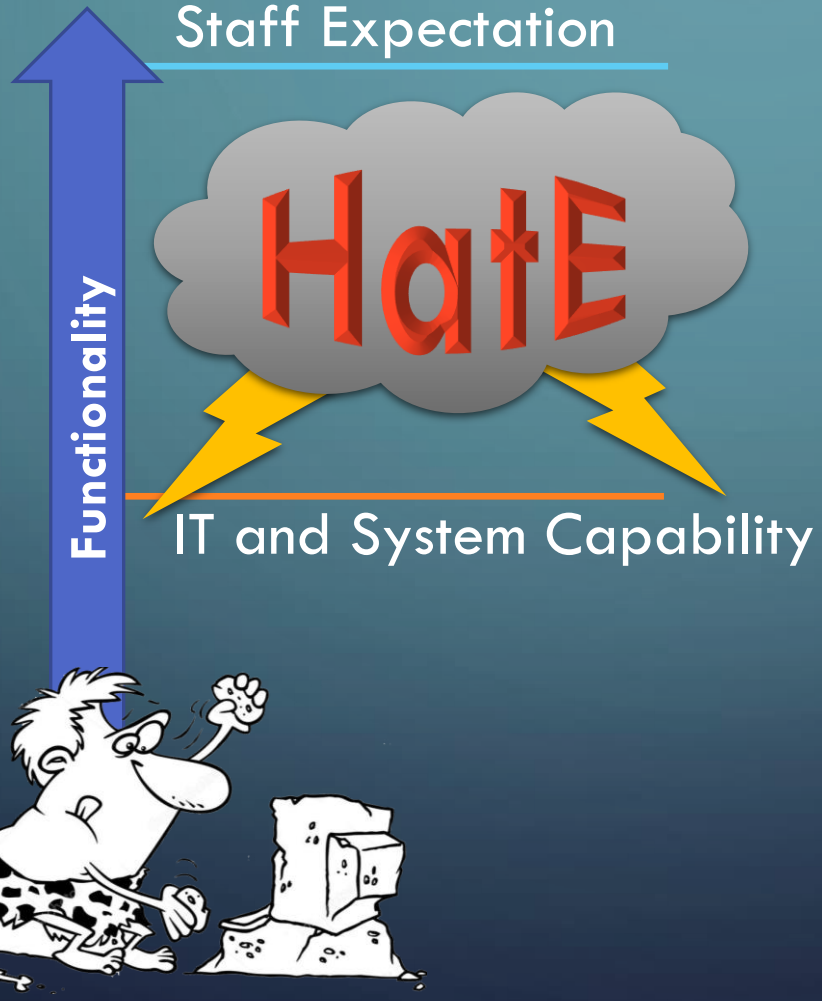
CREATING ALIGNMENT



Aligning Expectations with Capability is crucial.

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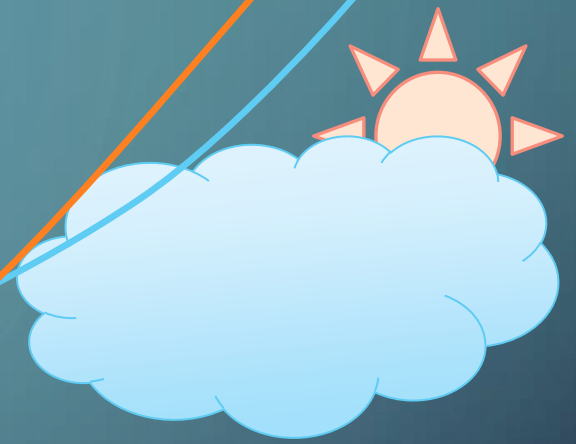
CREATING ALIGNMENT

Functionality

Staff Expectation

IT and System Capability



Time

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STARTING WITH THE END IN MIND

Working with set parameters in Data Collections

- Regulatory
- Accreditation
- Payors

SAMHSA
Substance Abuse and Mental Health Services Administration

BlueCross® BlueShield®

Humana.

QUICK INSTA-POLL

Do you share data with outside agencies?

If so, how many?

A. None

B. 1-2

C. 3-5

D. 5-15

E. 15+

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STARTING WITH THE END IN MIND

Working with everchanging

Administrative/Clinical/Technical Goals

- No Show Rates
- Claims Processing
- Productivity and Practice
- Outcome Based Reporting
- Data availability when systems are inaccessible
- Privacy Security Audits

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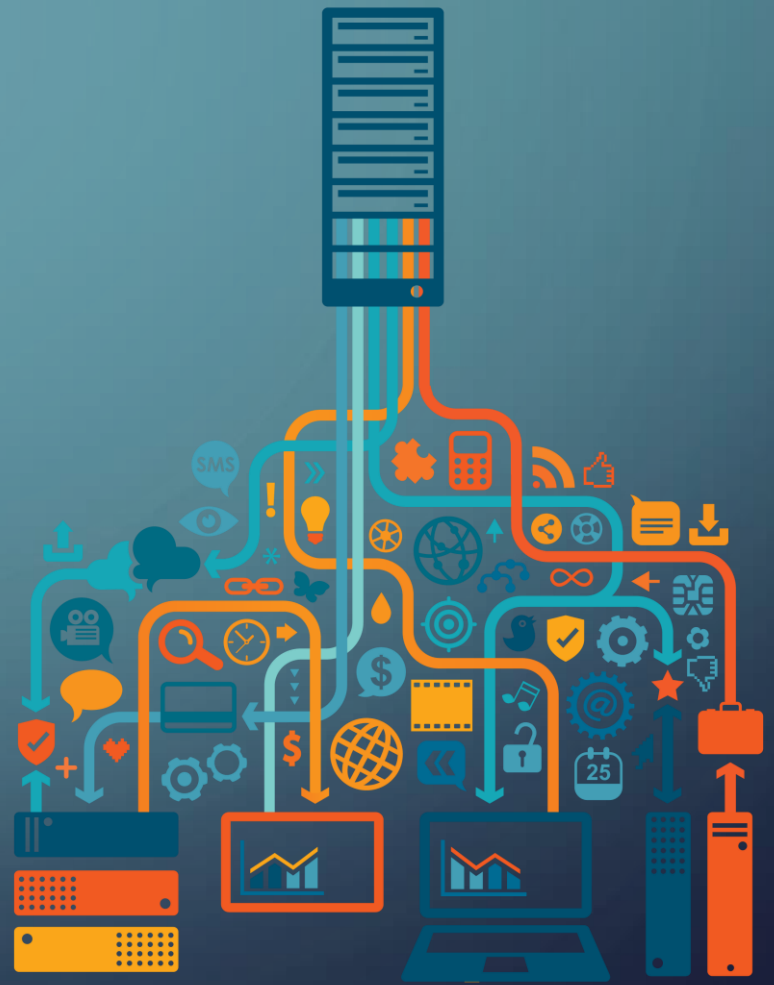
THE IMPORTANCE OF DATA QUALITY

Data Quality is Everyone's Job

It takes a team effort
to ensure data quality



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THE IMPORTANCE OF DATA QUALITY

Data Quality is Everyone's Job

Registration / Front Desk Staff Responsible for:

- Number of individuals receiving services
- Employment Status
- Housing Status

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THE IMPORTANCE OF DATA QUALITY

Data Quality is Everyone's Job

Clinician/Prescribers responsible for:

- Types of Services Received
- Diagnosis
- Outcomes
- Substance Use Characteristics
- Employment Status (Update)
- Housing Status (Update)

THE IMPORTANCE OF DATA QUALITY

Data Quality is Everyone's Job

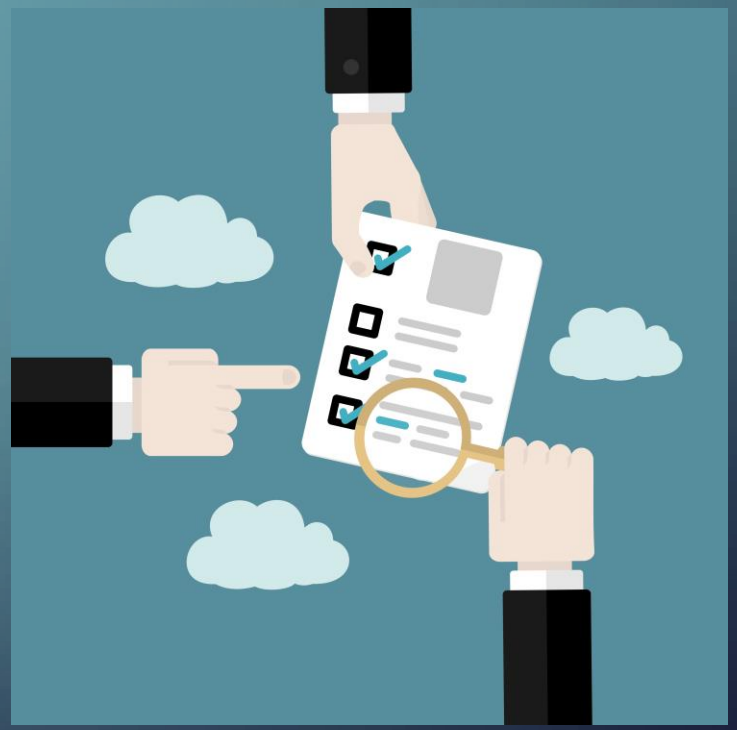
Nurses/Physicians responsible for:

- Physical Health Measurement
- Orders for Appropriate Lab Testing
- Physical Examinations

THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Create multiple layers of data quality checks until processes are hardwired.



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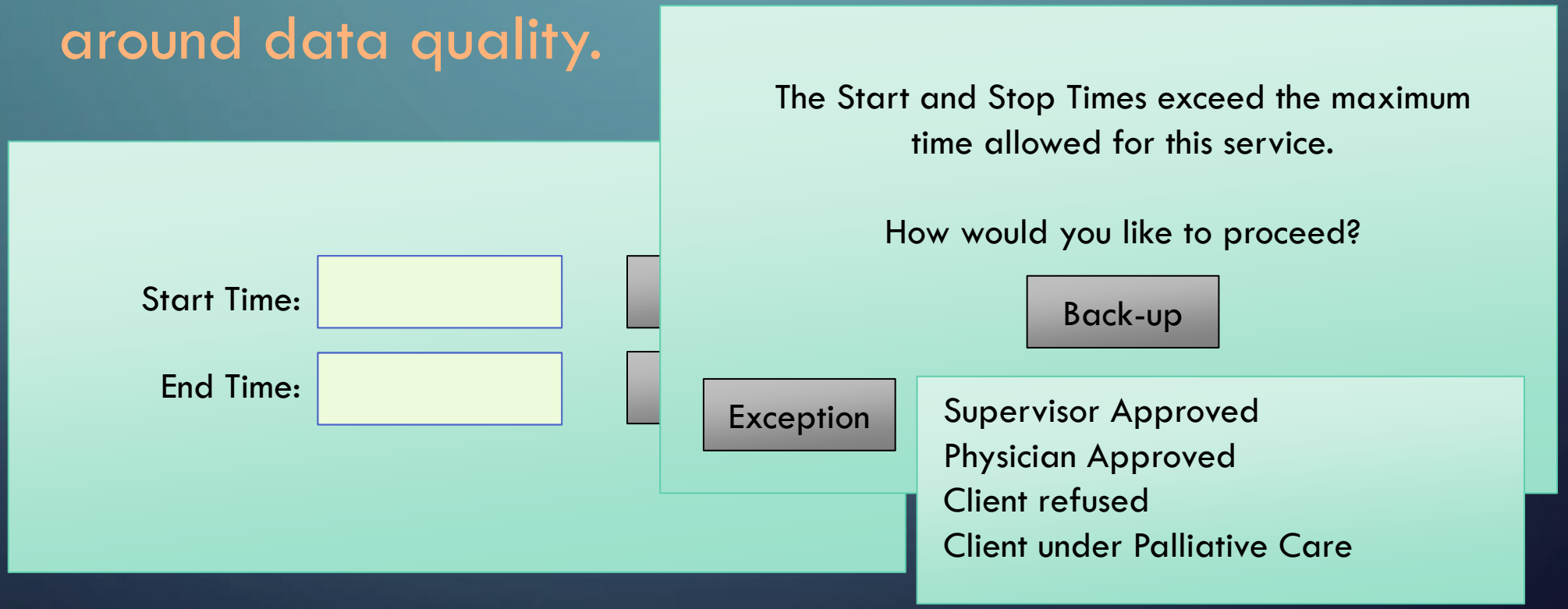
THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Design in software safeguards around data quality.



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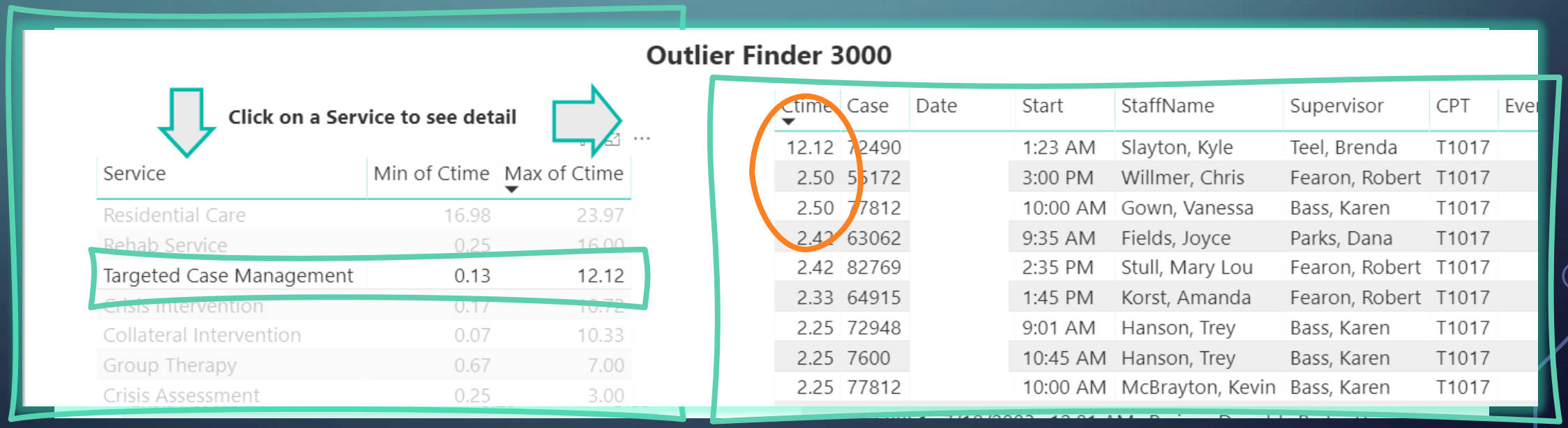
THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Reporting
  - Exception Reports



Service	Min of Ctime	Max of Ctime
Residential Care	16.98	23.97
Rehab Service	0.25	16.00
Targeted Case Management	0.13	12.12
Crisis Intervention	0.17	10.72
Collateral Intervention	0.07	10.33
Group Therapy	0.67	7.00
Crisis Assessment	0.25	3.00

Ctime	Case	Date	Start	StaffName	Supervisor	CPT	Ever
12.12	72490		1:23 AM	Slayton, Kyle	Teel, Brenda	T1017	
2.50	55172		3:00 PM	Willmer, Chris	Fearon, Robert	T1017	
2.50	77812		10:00 AM	Gown, Vanessa	Bass, Karen	T1017	
2.42	63062		9:35 AM	Fields, Joyce	Parks, Dana	T1017	
2.42	82769		2:35 PM	Stull, Mary Lou	Fearon, Robert	T1017	
2.33	64915		1:45 PM	Korst, Amanda	Fearon, Robert	T1017	
2.25	72948		9:01 AM	Hanson, Trey	Bass, Karen	T1017	
2.25	7600		10:45 AM	Hanson, Trey	Bass, Karen	T1017	
2.25	77812		10:00 AM	McBrayton, Kevin	Bass, Karen	T1017	

THE IMPORTANCE OF DATA QUALITY

Trust but Verify

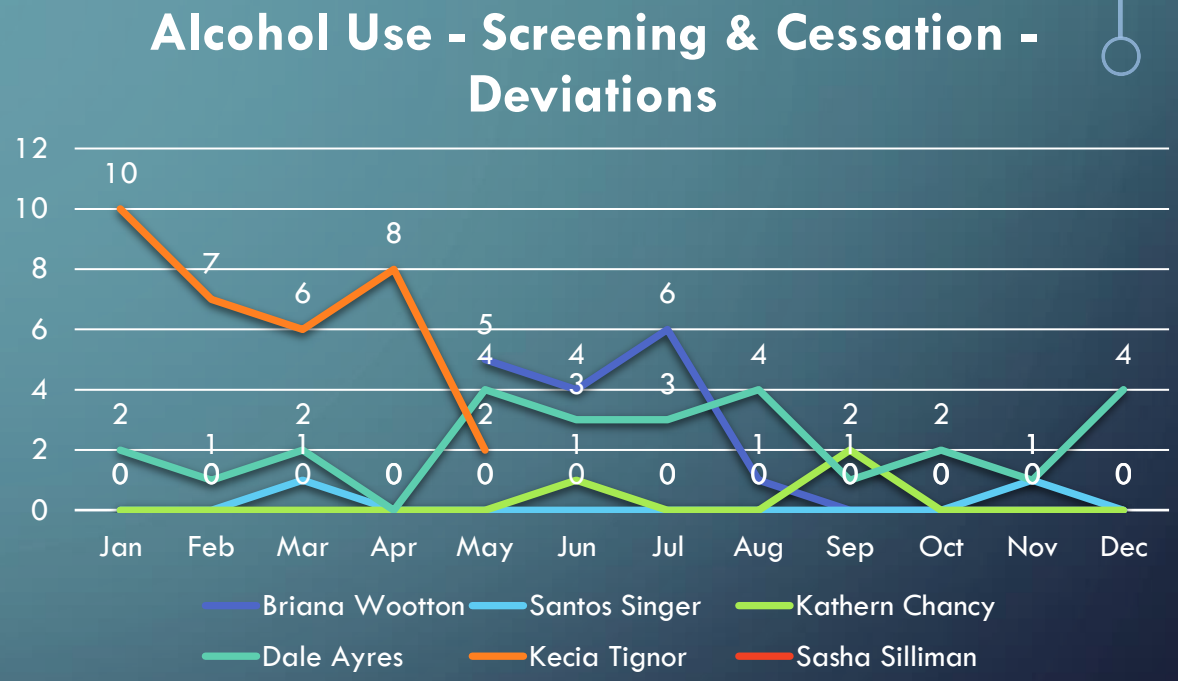
- Reporting
  - Dashboards

Todays Date:		2/19/2020		*CCHBC Required Measure Compliance Dashboard*						
Chart Number	Date of Service	Chart Close Date	I-EVAL	BMI-SF	WCC-BH	TSC	ASC	MDD / SRA-BH-C	MDD / SRA-A	CDF-BH
152404	2/10/2020	2/15/2020	Y	N*	Y	Y	Y	Y	N	Y
125229	2/10/2020	2/15/2020	Y	Y	Y	Y	Y	Y	N	Y
177774	2/12/2020	2/17/2020	Y	Y	N	Y	N	N	Y	Y
211579	2/14/2020	2/19/2020	Y	N	N	N	Y	N	Y	Y
251231	2/14/2020	2/19/2020	Y	N	N	N	Y	N	Y	Y
132860	2/19/2020	2/24/2020	Y	Y	N	Y	Y	N	Y	Y

THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Reporting
  - Trending Data Quality



Quartly Assessment QuickView

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
251735						
197959						
149683						
75039						
85828						
108274						

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THE IMPORTANCE OF DATA QUALITY

Using Data to Manage your Staff, and Run your Practice

- Holding staff accountable.
  - Setting KPI's
  - Staff Pushback
  - Accuracy without fatigue.
  - Errors fixed close to point of entry.

QUICK INSTA-POLL

How are you feeling about your data quality?

A. Great! Our data is checked, rechecked, and staff are held accountable.

B. Pretty good. We use some quality auditing to improve data quality.

C. Ok. We think our data quality is good enough, but we could probably do more.

D. We're not sure if we can trust our data and could use some help!

BUILDING A SECURE DATA ENVELOPE

Data Management and Governance

- Data Protection
  - How Digitally safe is your data?
  - How about Physically safe?
- Access Controls
  - Policies and procedures codify protections and parameters for data access.
- Monitoring and Management
  - Full auditability is required along with monitoring at regular intervals.

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QUESTIONS?

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B5 - Building Trust into your Data

Sunday, April 5

4:15 PM – 5:15 PM

NATCON | 20 Kaleidoscope AUSTIN | TEXAS | APRIL 5-7

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