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
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.

I wonder if the EHR will do that?

Are our clients showing improvement?

What are my CPT volumes by provider?

How are my clients doing?

What about State Reports?
Aligning Expectations with Capability is crucial.
CREATING ALIGNMENT

Staff Expectation

IT and System Capability

Functionality

Time
STARTING WITH THE END IN MIND

Working with set parameters in Data Collections

- Regulatory
- Accreditation
- Payors
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+
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
THE IMPORTANCE OF DATA QUALITY

Data Quality is Everyone’s Job

It takes a team effort to ensure data quality
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
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.
THE IMPORTANCE OF DATA QUALITY

Trust but Verify

• Design in software safeguards around data quality.

Start Time: 
End Time: 

The Start and Stop Times exceed the maximum time allowed for this service.

How would you like to proceed?

- Back-up
- Exception
- Supervisor Approved
- Physician Approved
- Client refused
- Client under Palliative Care
THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Reporting
- Exception Reports
The Importance of Data Quality

Trust but Verify

- Reporting
- Dashboards

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THE IMPORTANCE OF DATA QUALITY

Trust but Verify

- Reporting
- Trending Data Quality

Quartly Assessment QuickView

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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.
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.
QUESTIONS?
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B5 - Building Trust into your Data
Sunday, April 5
4:15 PM – 5:15 PM