

Data: Beyond the Tip of the Iceberg

Module 1: The Data Breakdown

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Agenda

- ▶ **Welcome + Introductions**
- ▶ **What is Data?**
- ▶ **Data Definitions**
- ▶ **Reading Data**
- ▶ **What do I do with Data?**
- ▶ **Series Overview**
- ▶ **Data Tool Preview**
 - **Data Matrix**
 - **Data Gap Assessment**

**What we collect and look at is just
the tip of the iceberg**



Data: Beyond the Tip of the Iceberg Overview

- ▶ **Goal: How to use data to influence clinical and business practices**
- ▶ **Two tools:**
 - 1) **Data Matrix**
 - 2) **Data Gap Assessment Tool**

The Data Breakdown





- When is the best time to send an email that needs a quick response?
- When is the best time to send out an important announcement?
- When is the best time for a Zoom meeting when project decisions need to be made?

- Are my workouts making a difference?
- Am I building muscle?
- Am I running faster?
- Do I have more energy?



Data vs. Information

- ▶ **Data:** “Data is raw, unorganized facts that need to be processed. Data can be something simple and seemingly random and useless until it’s organized”
- ▶ **Information:** “When data is organized, processed, structured or presented in a given context so as to make it useful it is called information”
- ▶ Data doesn’t depend on information. Information depends on data.

Small Data vs. Big Data

Small Data

- › Are capable of impacting decisions in the present
- › Data are ongoing and can be accumulated in an Excel file
- › Helpful in making short term decisions

Big Data

- › Structured and unstructured data that are so large it must be analyzed to discern meaning in the information--effort
- › High volume of data
- › Especially useful when need to make decisions for expansion

Data Definitions

Process Data

The how and the why about the program or treatment

Outcome Data

Whether a program or treatment achieved its goals

Data Definitions

Benchmark

A quantitative quality standard that you define. When you set a benchmark all statistics from can be measured and compared against the benchmark

Dashboard

An information management tool that visually tracks, analyzes, and displays metrics and key data points to monitor performance

Data Warehouse

A repository for storing data

Reading Data



- ▶ **Standardization**
- ▶ **Goal of the report/data**
- ▶ **Operationalize or define your terms**
- ▶ **Sample Size (n=??)**
- ▶ **Population Size (N=??)**
- ▶ **Unit of analysis**
- ▶ **Timeframe**
- ▶ **Is it number or percents?**
- ▶ **Do the rows or columns add up to 100%?**
- ▶ **Is this finding meaningful and usable?**

What do you do with data?

- ▶ Organizational decision making
- ▶ Regulations - understanding risk factors
- ▶ Clinical decision making
- ▶ CQI projects
- ▶ Supervision and accountability
- ▶ MCO negotiations
- ▶ Value proposition
- ▶ RFP responses
- ▶ Fundraising
- ▶ Recruitment



Series Overview



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Data Series Format

- ▶ This training will be a series of short pre-recorded modules
- ▶ Module content build off of one another, but can also stand alone based on individual interest and need
- ▶ 13 modules will be included in this series
- ▶ Modules will be launched in phases about every 2 weeks
- ▶ 3-4 live webinars offered on weeks that new modules do not launch

Series Modules

1. Module 1: The Data Breakdown
2. Module 2: Introduction to the Data Matrix + Balanced Scorecard Approach
3. Module 3: Looking in the Data Mirror: The Importance of Self-Assessment
4. Module 4: Are You a Data Wizard?: How to Use the Data Gap Assessment Tool
5. Module 5: The Data Matrix: Leadership/Agency Data
6. Module 6: The Data Matrix: Program Management
7. Module 7: The Data Matrix: Supervision
8. Module 8: The Data Matrix: Staff
9. Module 9: The Data Matrix: Data Access
10. Module 10: Let's Talk About It: A Conversation with Data Champions
11. Module 11: Let's Talk About Outcomes: A Conversation with Outcome Champions
12. Module 12: So What Do I Do Now?
13. Module 13: Change Management + CQI

Series Evaluation

- ▶ **As always, your feedback is important to us!**
- ▶ **We would love your feedback on this series and hear from you about what you liked and didn't like**
- ▶ **We are interested in your thoughts on the series format and modular approach**
- ▶ **Stay tuned for an email from us with a brief survey to give us your feedback**

The Data Matrix

- ▶ **Suggested data points/metrics an organization should have**
- ▶ **Data varies by role**
 - Leadership/Agency Level; Department /Program Management; Supervision; Staff
- ▶ **Within an agency there are different sources or categories of data**
 - Financial
 - Human Resources/Staffing
 - Quality Compliance
 - Population Served
 - Outcomes

Data Gap Assessment Tool

- ▶ The Data Gap Assessment is organized into six main domains or perspectives--directly maps on to the Data Matrix
 - Overall Agency
 - Financial
 - Human Resources/Staffing
 - Quality Compliance
 - Population Served
 - Outcomes
- ▶ 60 questions in total across all domains with the majority of responses of “No/In Progress/Yes”
- ▶ When completed provides domain scores and data gaps and data strengths
- ▶ Self-Scoring Tool available

Further Learning

- ▶ If want a deeper dive and more information about topics such as Best practices in Human Resources, Revenue Cycle Management and Financial Best Practices, Corporate Compliance, HIPAA Privacy and Security two MCTAC resources to check out:
- ▶ **Performance Driven Academy 2018**
 - Semester 1: Effective Measurement Practices and Developing a Culture of Collaboration
 - Semester 2: Fiscal Management Practices and Maintaining a Successful Leadership Team
- ▶ **Performance Driven Academy 2020**
 - Measures & Methods
 - Financial Best Practices

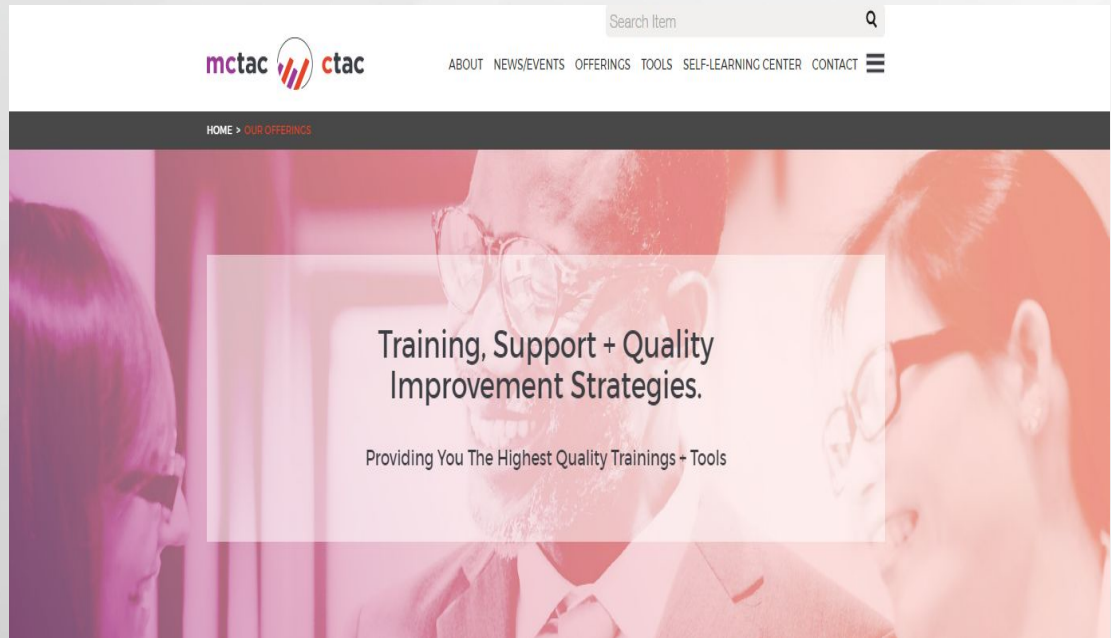
Questions

Please send questions to:
mctac.info@nyu.edu

Logistical questions usually receive a response in 1 business day or less.

Longer & more complicated questions can take longer.

We appreciate your interest and patience!



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