

Outcomes: From Ideas to Action Office Hour

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Introduction & Housekeeping

Housekeeping:

- Slides are posted at [MCTAC.org](https://mctac.org)
- Questions not addressed today will be:
 - Reviewed and incorporated into future trainings and presentations
 - Added to Q&A resources when possible
- Feedback forms

Reminder: Information and timelines are current as of the date of the presentation

What is MCTAC?

MCTAC is a training, consultation, and educational resource center that offers resources to *all mental health and substance use disorder providers in New York State*.

MCTAC's Goal

Provide training and intensive support on quality improvement strategies, including business, organizational and clinical practices to achieve the overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.



McSILVER INSTITUTE
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The National Center on
Addiction and Substance Abuse

CTAC & MCTAC Partners



People Get Better With Us



Small Business Initiative Partners



Agenda

- ▶ **Brief overview of outcomes webinars**
 - Main take-aways from each webinar
- ▶ **Question and answers with presenters**

How do I decide what to measure?

- ▶ Essential to track outcomes
- ▶ Measurable changes in knowledge, attitudes, behavior, conditions or status
- ▶ Which outcomes to measure?
 - Logic Model
 - Value Proposition

How do I decide what to measure?

▶ The Components of an Outcome Measure

- Description
- Data Source
- Measurement Period
- Definition
- Numerator
- Denominator
- Reporting classifications

▶ Building your Outcome Measure

- Identify your denominator
- Figuring out your numerator
- Marrying your data for reporting and analysis
- Process changes

Making sense of data and communicating findings

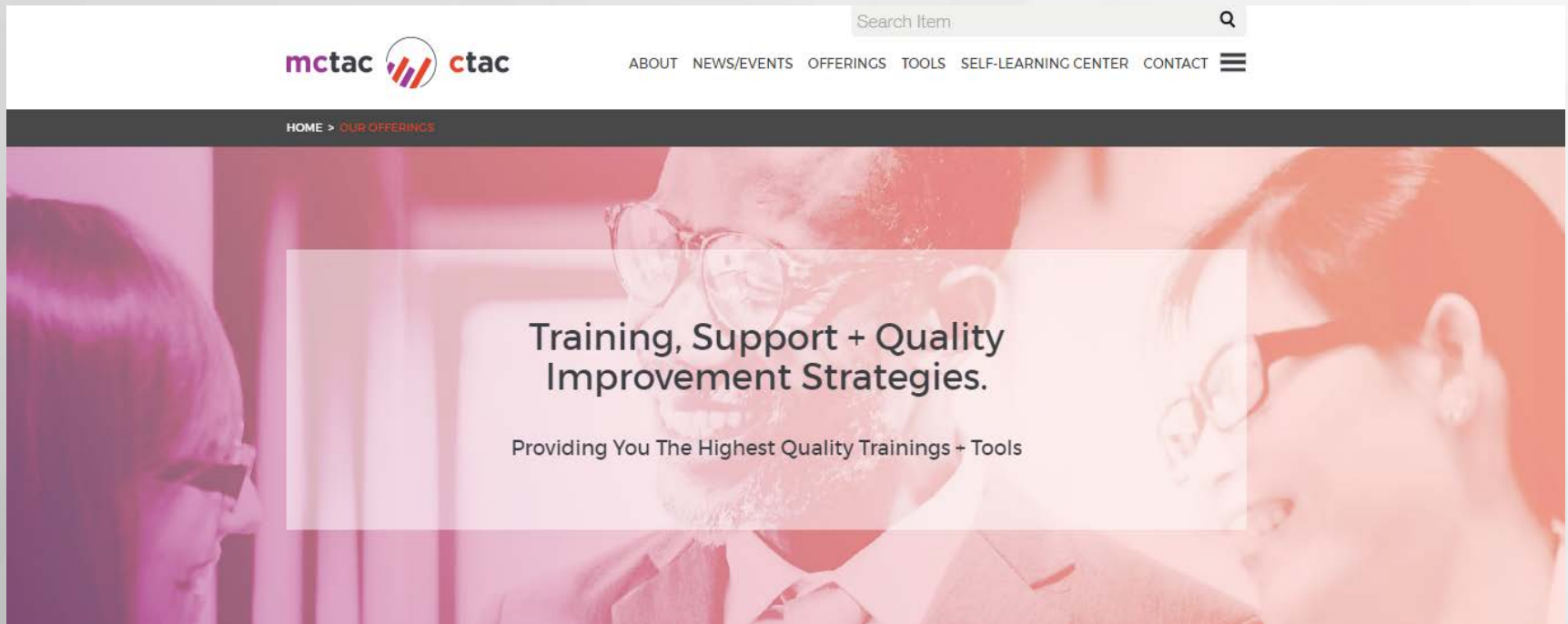
- ▶ There are many different data types and data sources but in all cases, you must be sure that your data is accurate, timely and in a format, that you can use for analysis.
- ▶ Business Intelligence is a critical set of skills, processes, technologies, applications and practices used to support evidence-based decision making in any organization.
- ▶ Business intelligence are approaches to gathering, storing, analyzing, and providing data that helps users to gain insights and make better fact-based decisions.
- ▶ Microsoft has an excellent set of Business intelligence tools including: excel power query, excel power pivot, excel power view, Power BI Desktop and Server.

How to use your data

- ▶ Meeting outcome metrics will require new or modified processes
- ▶ Implementing workflow: consider who, what, when, where, and why
- ▶ Make metrics a part of every day
- ▶ Focus on outcomes not just activities
- ▶ Use data in supervision
- ▶ PDSA: Plan, Do, Study, Act



Questions and Discussion



Please email additional questions to mctac.info@nyu.edu and register for future events at <http://www.mctac.org> under "Upcoming Events."