

Outcomes: Making Sense of Data and Communicating the Findings

PRESENTED BY:

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mctac

THE MANAGED CARE TECHNICAL
ASSISTANCE CENTER OF NEW YORK

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
FOR POVERTY POLICY AND RESEARCH



The National Center on
Addiction and Substance Abuse

CTAC & MCTAC Partners



People Get Better With Us



Small Business Initiative Partners



About Our Presenters

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Webinar Series

Outcomes: From Ideas to Action

Webinar 1: Deciding What to Measure
Wednesday March 22nd, 12:00 – 1:00 PM

Webinar 2: How to Collect Data
Wednesday April 5th, 1:00 – 2:00 PM

Webinar 3: Making Sense of Data and Communicating the Findings
Wednesday April 19th, 12:00 – 1:00 PM

Webinar 4: How to Use Your Data
Wednesday May 3rd, 12:00 – 1:00 PM

Today's Agenda

- ▶ **Data Overview**
 - Defining, types, preparing your data
- ▶ **Business Intelligence**
 - Gathering, storing, analyzing and providing your data to end users
- ▶ **Business Intelligence tools**
 - Review of the business intelligence tools in Excel
- ▶ **Self-service analytics**
 - Providing end users with the information they need

“In God we trust. All others must have data.”

(W. Edwards Deming)

Data, Data, Data.....



- ▶ “Data as a general concept refers to the fact that some existing information or knowledge is represented or coded in some form suitable for better usage or processing”
- ▶ Data is information and each piece of data are individual pieces of information
- ▶ Data can be measured, collected and reported, and analyzed, and is often visualized using graphs or other analysis tools
- ▶ Data is a set of values of either qualitative (descriptive) or quantitative (numeric) variables

Sources of Data



Types of Data

▶ **Structured Data**

- Organized, fixed fields, searchable, can be sorted
- Example: Spreadsheets

▶ **Unstructured Data**

- Unorganized, messy, text-based
- Example: Emails, word documents, notes/memos, social media posts

Translating Data



Preparing your Data

- ▶ 1. Creating the data set
 - ▶ 2. Data “cleaning”
 - ▶ 3. Data manipulation or re-coding
 - ▶ 4. Data analysis
- ▶ *Most of time you will spend more time setting up your data than actually running your analysis*

Business Intelligence

Business intelligence is a term that refers to skills, processes, technologies, applications and practices used to support evidence-based decision making in organizations. It can be defined as approaches for gathering, storing, analyzing and providing data that helps users to gain insights and make better fact-based decisions.

Business Intelligence

Gathering Data

Processes and tools used to access, cleanse, integrate and aggregate information used for reporting and analysis

Example

- ▶ Writing a report from your EHR
- ▶ Downloading PSYCKES data
- ▶ Using a query tool to directly access a database

Business Intelligence

Storing Data

Maintaining electronic information in a secure, central location so it can be accessed by analysis and visualization tools

Examples

- ▶ **Relational Databases**
 - Example: Example: Information in your EHR
- ▶ **Structured information in a table**
 - Example: a report sent to Excel or CSV file saved on a server

Business Intelligence

Analyzing Data

Process of interpreting the meaning of data by looking for patterns – similarities, disparities, trends and other relationships that can support decision making and lead to insights

Examples

- ▶ Using a bar graph to examine the % of clients that reported reduction in smoking after a smoking cessation intervention

Business Intelligence

Providing data to end users

Process and tools used to provide data to end users in a dynamic, visual and easy to understand manner

Example

| | Intakes | < 10 days | | % |
|--------------------|------------|---------------|---|---------------|
| Jan | 24 | 22.00 | ⚠ | 91.67% |
| Jun | 37 | 37.00 | ✅ | 100.00% |
| Jul | 29 | 29.00 | ✅ | 100.00% |
| Aug | 53 | 53.00 | ✅ | 100.00% |
| Sep | 50 | 46.00 | ⚠ | 92.00% |
| Oct | 52 | 34.00 | ❌ | 65.38% |
| Nov | 17 | 8.00 | ❌ | 47.06% |
| Dec | 21 | 13.00 | ❌ | 61.90% |
| Grand Total | 283 | 242.00 | ❌ | 85.51% |

Average days

4.29

Outcome Metric 1 - Initial evaluations performed within 10 days of initial contact

Agency goal: 100%

| | Intakes < 10 days | % |
|--------------------|-------------------|--|
| Jan | 24 | 22.00 ! 91.67% |
| Jun | 37 | 37.00 ✓ 100.00% |
| Jul | 29 | 29.00 ✓ 100.00% |
| Aug | 53 | 53.00 ✓ 100.00% |
| Sep | 50 | 46.00 ! 92.00% |
| Oct | 52 | 34.00 ✗ 65.38% |
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Program

Central Clinic

EastSide Clinic

NorthSide Clinic

SouthSide Clinic

WestSide Clinic

Payer

BestCare MCO

Blue Diamond

Client

FeelGood MCO

GreatCare MCO

Medicare

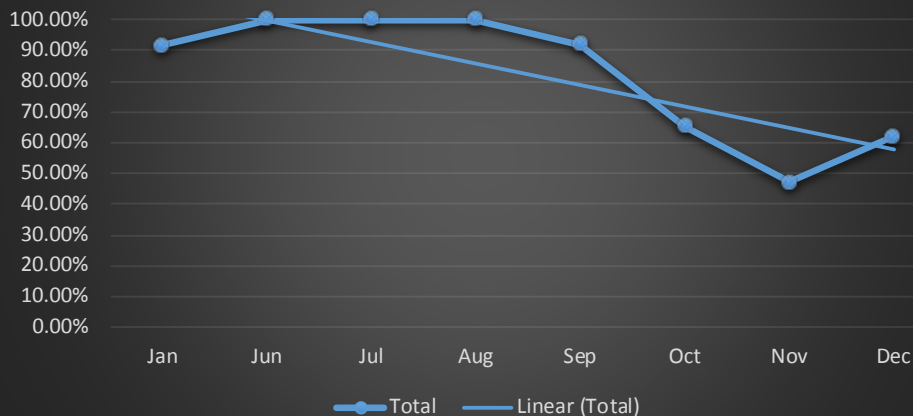
UnitedCare

WellCare

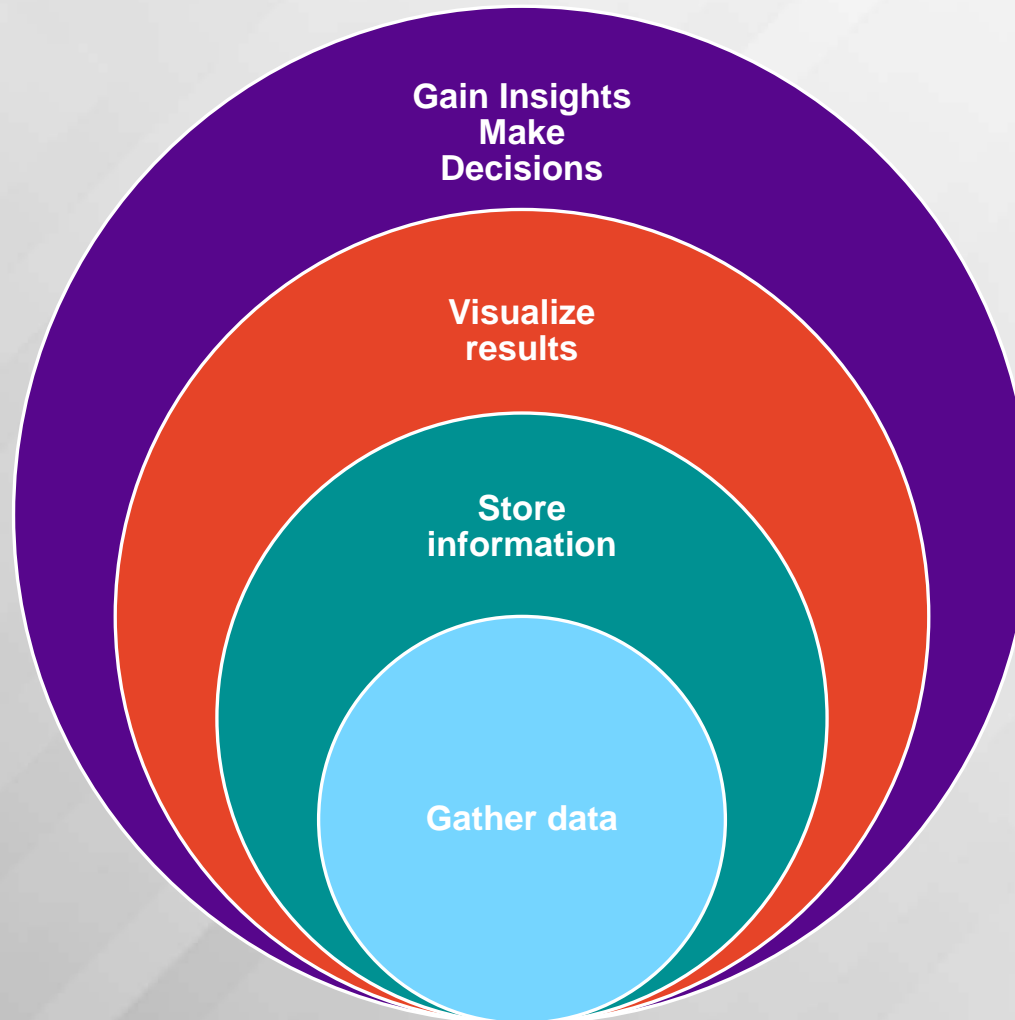
Average days

4.29

% of initial assessments < 10 days from initial contact



Business Intelligence



Self Service Analytics

An approach to data delivery and analytics that enables end users with little or no background in data analysis to access and use data for decision making and to gain insights

Microsoft Suite of Business Intelligence (BI) Tools

- ▶ **Power Query**
- ▶ **Power Pivot**
- ▶ **Power View**
- ▶ **Power BI Desktop**

Business Intelligence Tools

Power Query

Data gathering tool in Excel that can connect to multiple sources of data and combine, transform, and shape information to be used for analysis

Power Pivot

- ▶ Add-in feature in Excel that enables you to import large amounts of data into Excel and create relationships, calculated fields and measures to be used for analysis

Business Intelligence Tools

Power View

A tool for creating interactive charts and graphs in support of self service analytics

Power BI Desktop

- ▶ A much richer and robust tool for creating interactive charts and graphs that integrates Power Query and Power Pivot into a single tool

Demonstration – Power Query and Power Pivot in action

Back to our outcome measure:

The percentage of new
consumers with an initial
evaluation provided within 10
business days of first contact

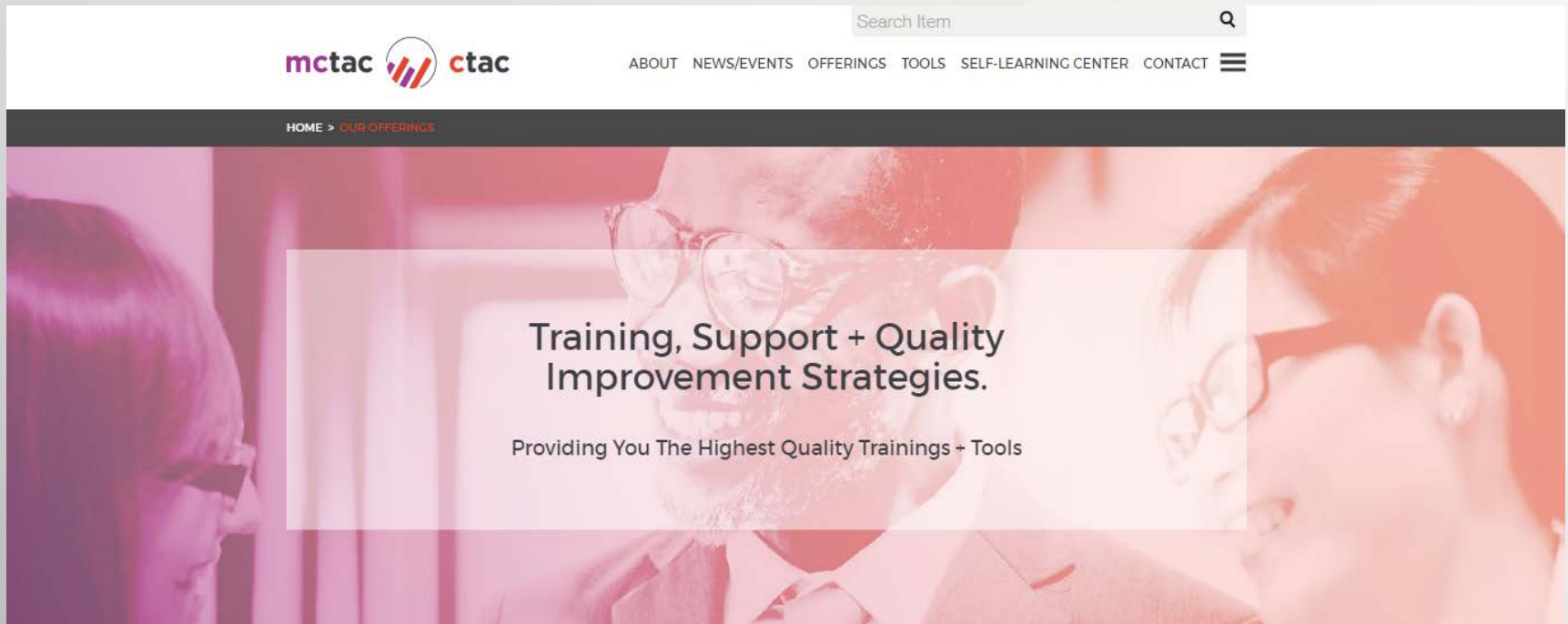
Next in the Series

How to Use Your Data

Wednesday May 3rd, 12:00 – 1:00 PM

This webinar will provide you with information about how to use your data to demonstrate value, improve services, inform practice and empower staff

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.”