

# Safety Net Analytics Program - Los Angeles (SNAP-LA)

**Learning Session #3 :**

**Module 2: Managing Data as a Strategic Asset**

*Data Stewardship and the Role of the Data Steward*

March 22, 2017

# February 16 Knowledge Building Session



# Agenda

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1. Welcome and Introductions
2. Data Stewardship at your Health Center
  - *How is data stewardship accomplished in your organization?*
3. Two approaches to Data Stewardship:
  - Amy Ham, Consultant, former Chief Data Officer at CommuniCare Health Center (Davis, CA)
  - Mike Hirst, Director of Data Services, Southcentral Foundation (Anchorage, Alaska)
4. Questions and Answers
5. Upcoming Events



# Voices on the Webinar

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**Amy Jean Ham,**  
PCMH CCE  
*Practice Transformation  
Consultant*  
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**Mr. William "Mike" Hirst**  
*Director Data Service's/  
Epidemiologist  
Population Health Consultant  
Southcentral Foundation,  
Anchorage, AK*  
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# Webinar Reminders

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1. Everyone is muted.
  - Press \*6 to **mute** and \*7 **unmute** yourself
2. To listen to the audio for this webinar, please call 303.248.0285, access code: 5617817.
3. Remember to chat in questions!
4. Webinar is being recorded and will be posted and sent out via email



What did you take away from the Data Stewardship video?

What are your current and future plans to formalize data stewardship in your health center?

Who is the data steward for your SNAP-LA project? (Who “owns” the data?)

Team Experiences



**EISNER HEALTH**





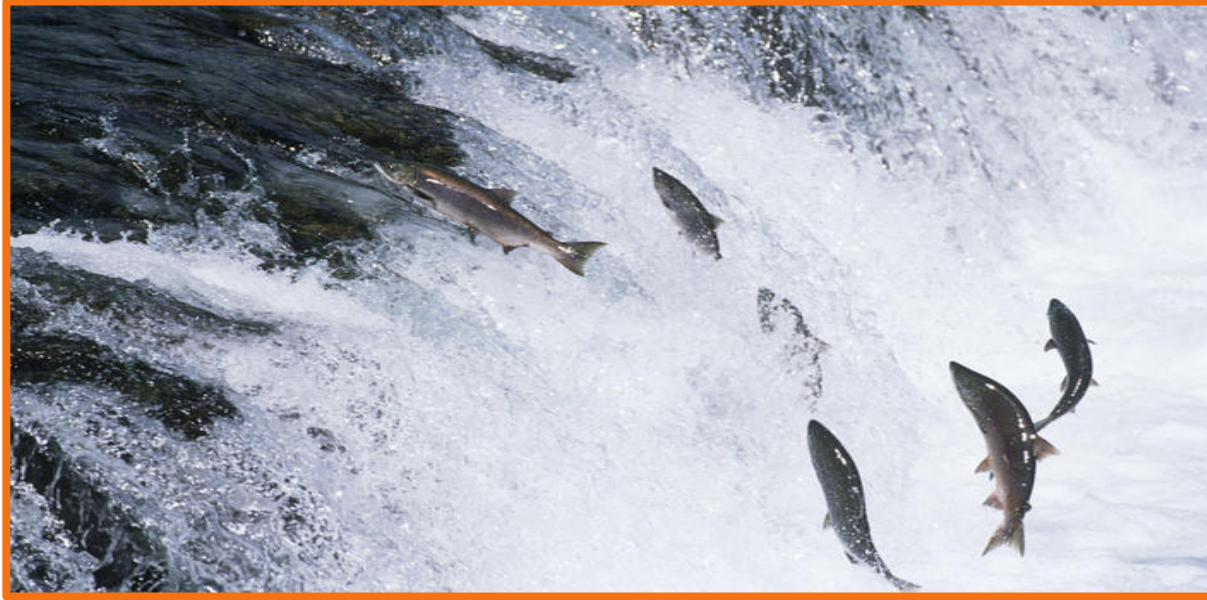


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**achievable**

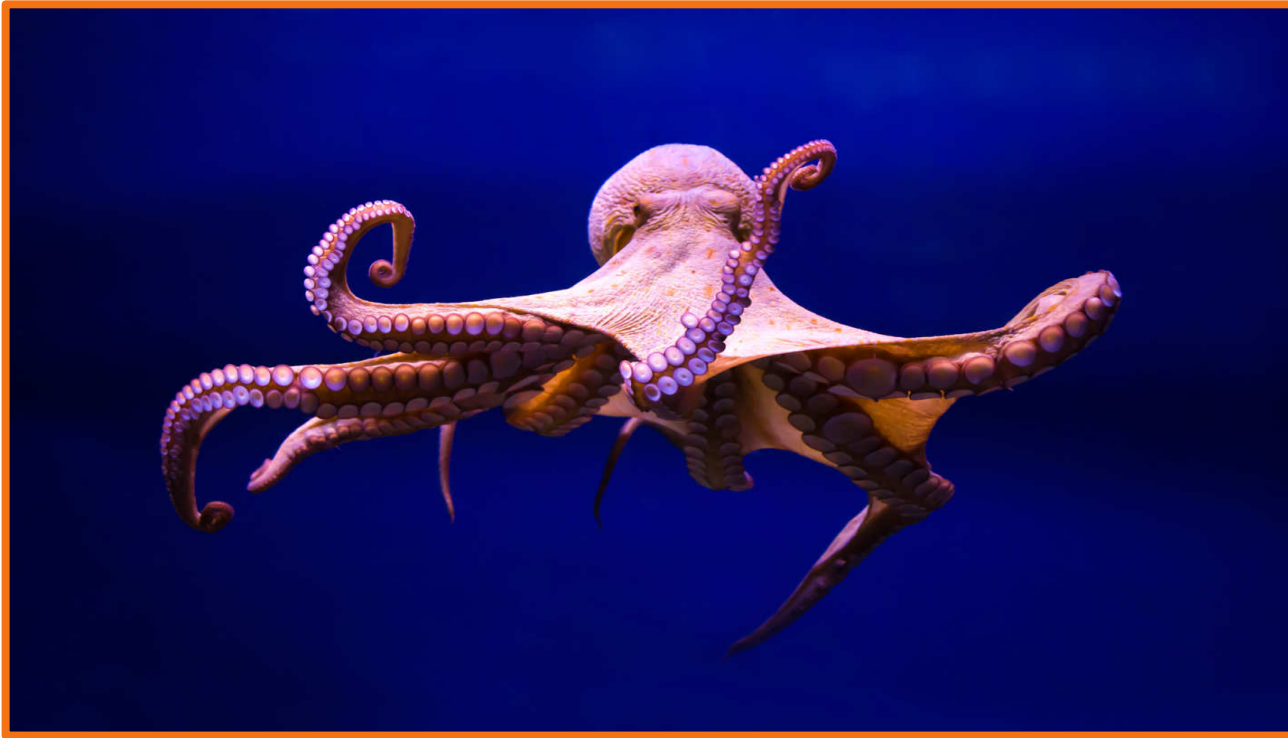












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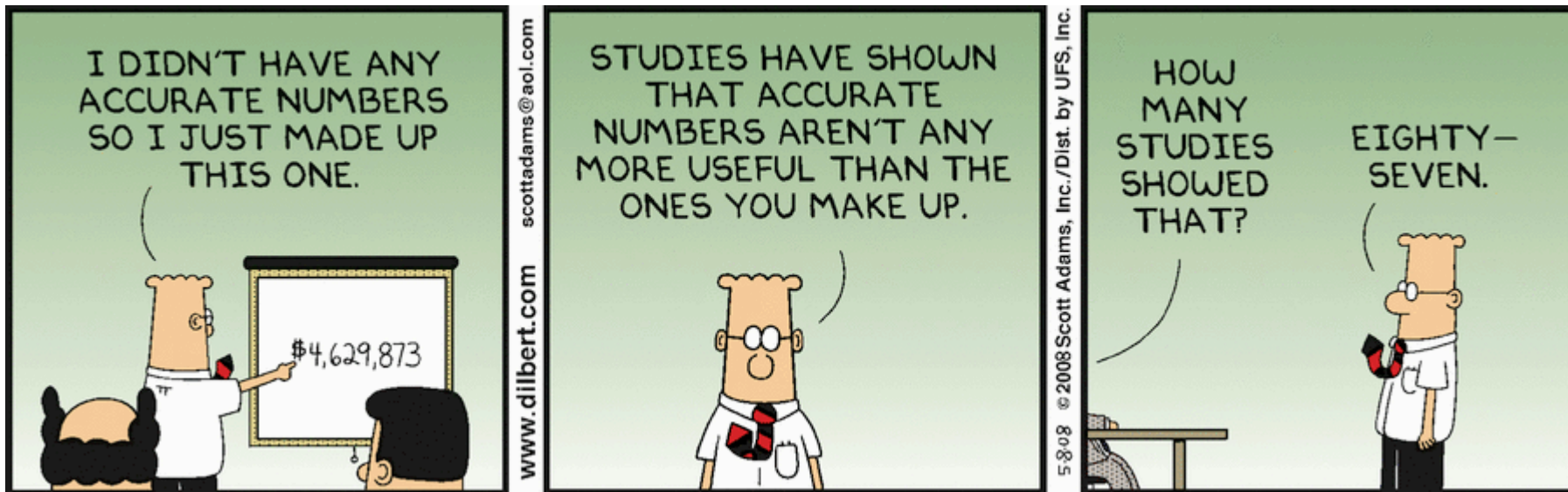


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**Amy Ham, PCMH CCE, Practice  
Transformation Consultant**

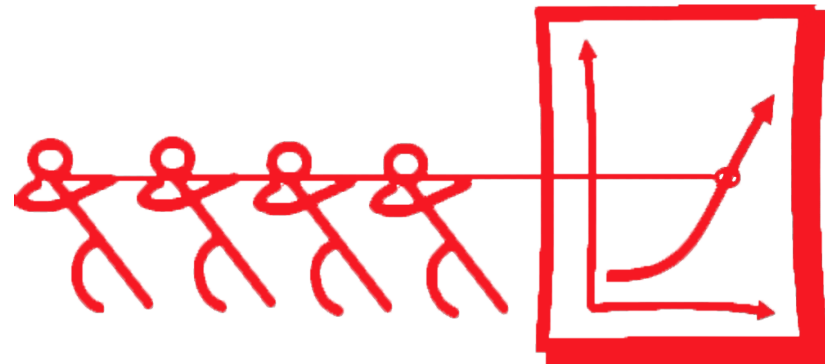
# Chief Data Officer



# Optimization Team

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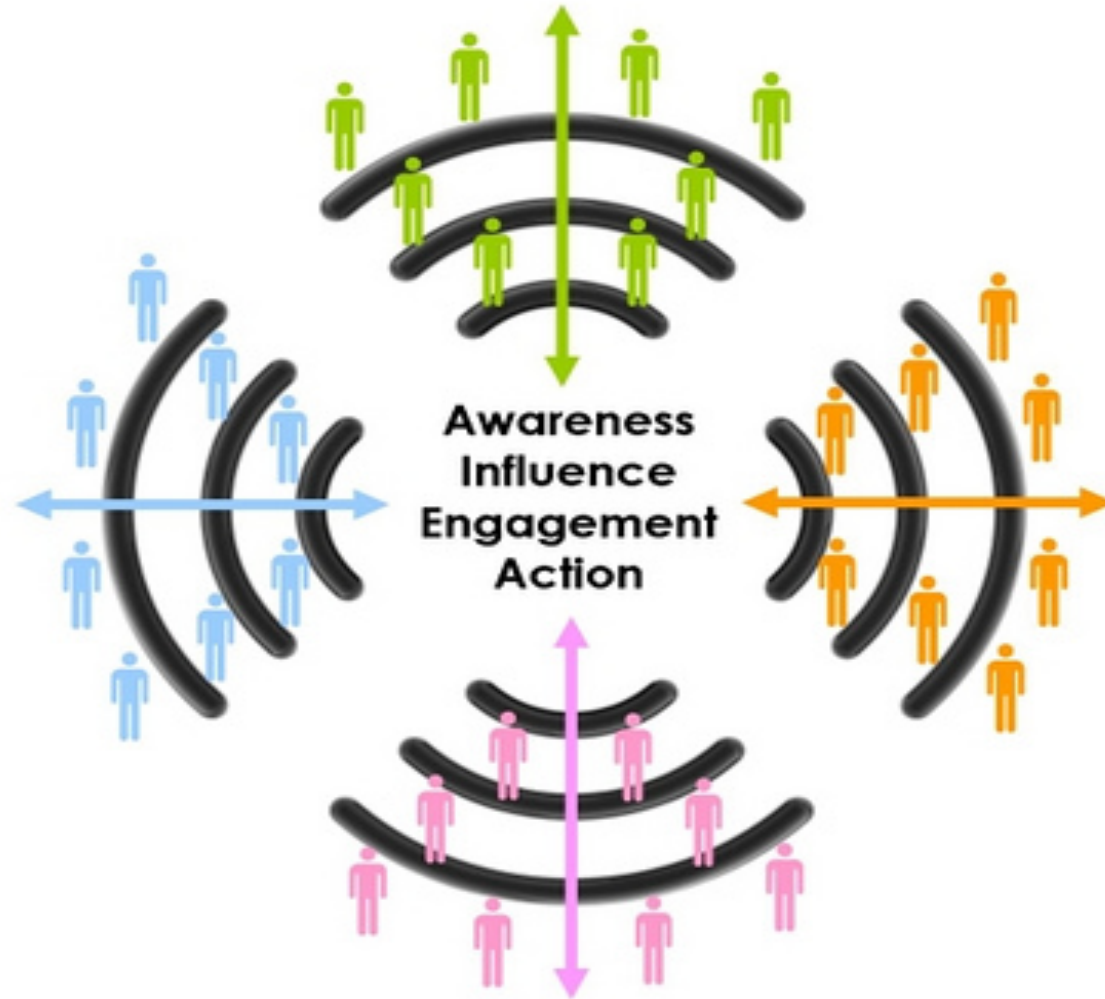
- The staff members, processes, and technical tools, that transform data into actionable information.
- How is the work done, how is the data reported
- Data and workflows need to be aligned





**Data**

## ~~The Social Media Democracy~~



# What else?

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- Prioritization and Governance
- Accessibility





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**Mike Hirst**, Director of Data Services, Southcentral  
Foundation (Anchorage, Alaska)





# SCF Data Services

## Our Approach to Prioritizing Work

Mike Hirst | Director of Data Services





# Water, Water Everywhere, not a drop to drink!

“The Rime of the Ancient Mariner” Samuel Taylor  
Coleridge (1772-1834) English Poet

## Data, Data Everywhere, not a thought to think!

Where do I begin?

# Early Challenges

- Poor Structure
  - Data & analysts not centralized, poor infrastructure, fragmented
- No clear process
  - IT Ticket based or who you knew
- Poor data dissemination
  - Not standardized, not segmented, not automated, difficult to understand, not timely



# Data Services Now

- Data centralization (Data Marts)
  - Major operating systems combined into a one data repository
  - Automated, web-based reports
- Highly trained analysts working together
  - Clinical/Operational/Financial knowledge combined with technical skills
- Data collection and analysis aligned with strategic objectives
- Communication between IT/IM/Clinical/Business
- Standard methods, segmentation, benchmarks, longitudinal

# Build Relationships

- Understand who you're key stakeholders are and build working relationships with them
  - Value the differences and strengths each of your voices bring
- Understand stakeholders needs and how your efforts and output will help meet those needs
  - Executives, Managers, Front-end Staff, Customers
  - Regulatory requirements & grants
  - Operational needs
- Who are the “Data Stewards” in your organization?
  - How do you communicate with them and build relationships?



# Data Steward Functions

- Validity and Reliability of Data
  - Empanelment process, team and support updates for attribution
- Data Quality & Usability & Literacy
  - Review registries for accuracy
  - Assist in report layout and design for their end users needs
  - Understand, approve and help design definitions and methods
- Prioritization
  - Ensure work is prioritized and aligned with organizational objectives

# Stakeholder Needs

## ■ Executive staff

- How well are we doing with corporate objectives?
- Are we meeting our targets?

## ■ Front line staff

- Do I have the information tools I need to proactively do my work?
- Do the information tools?
  - ✓ Save me time?

## ■ Customers

- I want to take a more active role in my health and wellness
- I'm in control of my healthcare
  - ✓ Shared decision making is between me and my healthcare team
- I want tools that give me access to my information

## ■ Managers

- Are there variations occurring in our processes and how can I identify it?

# Leadership Buy-In

- Have an approach and be able to communicate that to leadership
- Demonstrate and communicate efficiency and value
  - Automate and standardize processes that required individual effort
  - Project Management 101 (Scope, Resources, Time)
  - Keep scope limited to what you have resources and time for
- Align with your corporate goals and objectives



# PRIORTIES



*“Not everything that can be counted counts and not everything that counts can be counted”*



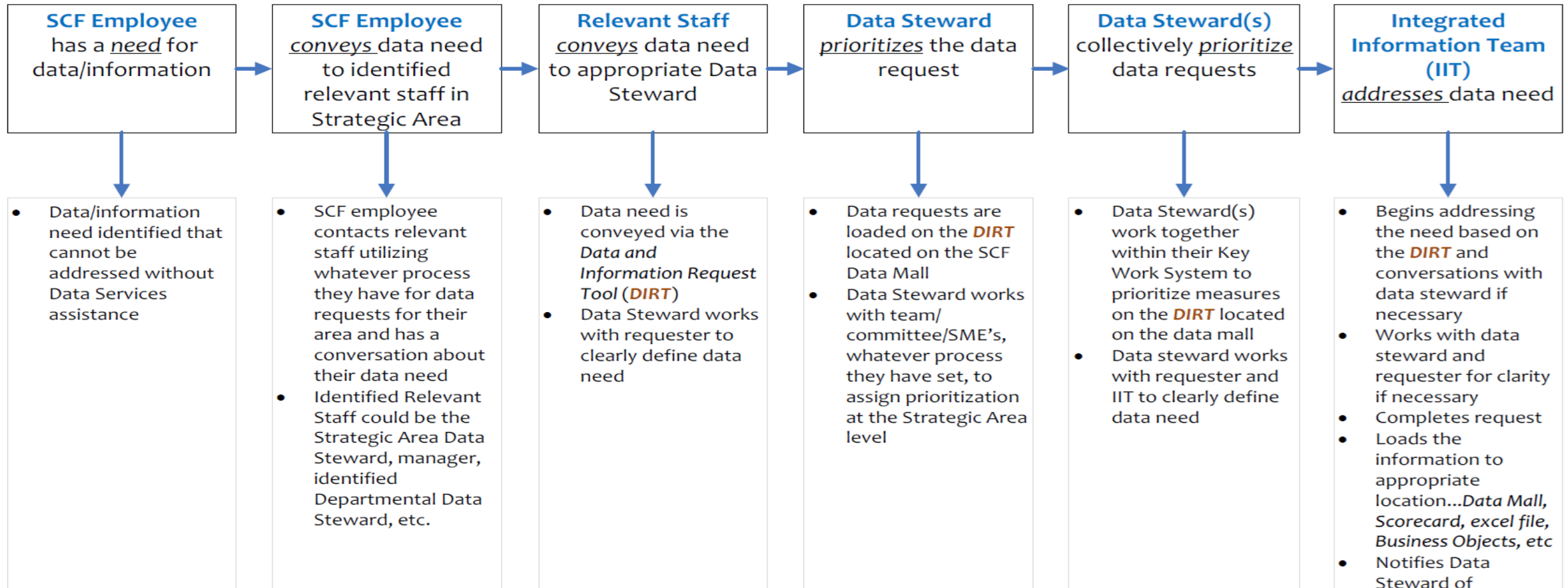
# Prioritize Projects

- How do your data projects get approved?
  - Who is the approving authority?
- Once approved, how are they prioritized?
  - Who prioritizes?
  - How do they handle competing priorities?
- Do you have processes and tools to assist?
- How do you communicate work being done?
  - New projects, reoccurring work, maintenance

# Prioritize Projects

## Data/Information requests to SCF Data Services

High-Low process map\_9.23.13\_DF



# Prioritize Projects

## NEW REQUEST FOR DATA STEWARDS (?)

Details		Category (?)	Strategic Area (?)
Title:	<input type="text"/>	<input type="text" value="Organizational Measure"/>	<input type="text" value="MS Medical"/>
Description:	<div><div></div><div></div></div>		

Save

## REQUESTS FOR DATA STEWARDS (?)

Requestor	Requested	Details	Category (?)	Strategic Area (?)	Stage	Add Note
Mike Hirst	10/8/13	<div>Diabetes Annual Eye Exams</div> <div>Please include these on action list and develop measure with HEDIS Medicaid 75th Percentile as Benchmark</div>	Organizational Measure	MS Medical	Approved	Note

Save

Note	Date	Author
Please contact Meera to see how these are being captured in clinical system in addition to billing codes	5/20/15 11:10 AM	Mike Hirst
Added Description: Please include these on action list and develop measure with HEDIS Medicaid 75th Percentile as Benchmark	5/20/15 11:09 AM	Mike Hirst
New Stage: Approved	10/8/13 7:32 PM	Steve Tierney



# Prioritize Projects

## STRATEGIC AREA (?): MS OPERATIONAL

Rank	Title	Category (?)
1	PHR-High Cost Medication List Additions	Organizational Measure
2	PCC Wellness Care Plan % per PCP	Organizational Measure
3	PCC - Wellness Care Plan - cost outcomes	Organizational Measure
4	PCC - Wellness Care Plan - system utilization outcome	Organizational Measure
9	PHR-High utilization of albuterol	
10	PHR-Antimicrobial prescribing for sinusitis	
11	PHR-Antimicrobial prescribing for UTI	
15	PHR-C-Os on more than 10 medications	
15	PHR-Medication Costs	
15	PHR - warfarin	
15	PHR-- TSOAC panel	
15	PHR-- Cholesterol Management for Patients with Cardi	

Data Stewards **prioritize** their lists with the **top 3** being the most important. Each Data Stewards Top 3 will progress to next decision level

## STRATEGIC AREA (?): MS MEDICAL

Rank	Title	Category (?)
1	Meaningful Use Functional Measures	Regulatory
2	Diabetes Annual Eye Exams	Organizational Measure
3	Diabetes Nephropathy Screening	Organizational Measure
6	Time measurements	Organizational Measure
7	Pownotes unsigned greater than 72 hours	Organizational Measure
8	Children at Risk for Special Healthcare Needs	Grant Support Measure
9	Referral from PCC to Health Education	Grant Support Measure
10	PED CRAFT	Organizational Measure
11	PED Behavioral Based Screeners	Organizational Measure
11	+ Chlamydia/Gonorrhea with abx dispensed within 72 hours of result	Ad Hoc

# Prioritize Projects

## Communication with Stakeholders

2014\_04\_25 weekly update

Friday, April 25, 2014

5:03 PM

1. IT has completed the OBGYN and Peds team add on in the ICDT tool. Team assignments should start happening next week by people in empanelment. Yea!
2. We have methods for two OBGYN reports ready to go and are exploring the remaining methods. This involves continued collaboration with OBGYNs who have been very responsive.
3. We worked with Mike Jacquot, Data Architect, on our needs for the data in the Birth Table.
4. Medications are still causing issues for us. Bob is running into many issues with this data and is continuing to work on solutions.
5. Evan has been working with Cerner on the Empanelment switch tool, which will be tested with a mass panel switch this weekend. I will update you on this project next week.
6. We deployed a CRC pathology RPMS report to Data Mall.
7. We completed reports to Kate's group on mammograms for their grant work.
8. Evan has begun working on the clinic Dashboards for PCC clinics only at this point. He is ready to deploy the clinical data, but needs to work with the Finance team to get the financial data that was on the old report.
9. We have begun preliminary work on a request from Katherine Gottlieb to look at health trends since 1999.

# Thank You!

**Qaġaasakung**

*Aleut*

**Quyanaa**

*Alutiiq*

**Quyanaq 'Awa'ahdah**

*Inupiaq*

*Eyak*

**Mahsi'**

*Gwich'in Athabascan*

**Igamsiqanaghalek**

*Siberian Yupik*

**Háw'aa**

*Haida*

**Quyana**

*Yup'ik*

**T'oyaxsm**

*Tsimshian*

**Gunalchéesh**

*Tlingit*

**Tsin'aen**

*Ahtna Athabascan*

**Chin'an**

*Dena'ina Athabascan*



*Alaska Native People Shaping Health Care*

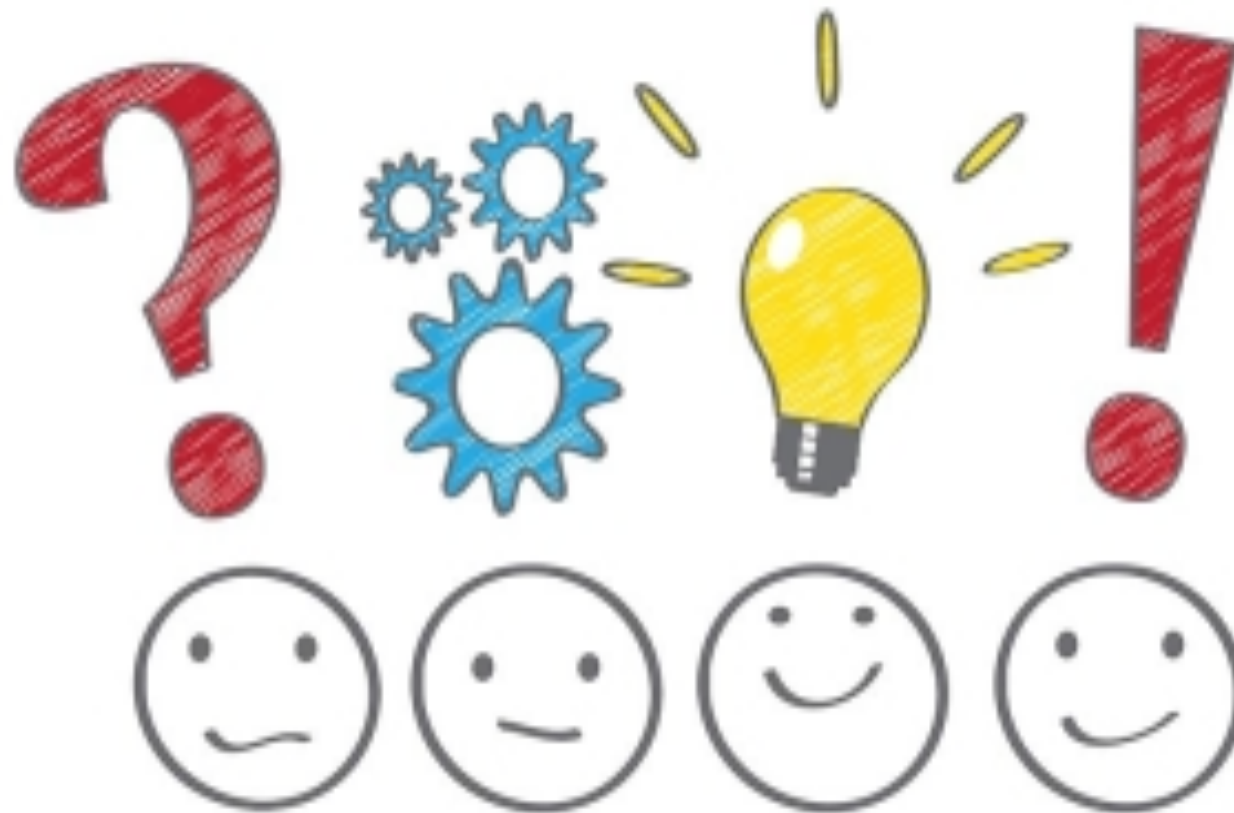
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# Q & A

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# Dates and To Do's

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- Monday April 26 **12:00 – 1:00:**
  - *"Tools, Worksheets and Checklists for Data Quality"*
- Conversations with CCHE - April
- **May 12:** Knowledge Building Session at Cedars-Sinai
  - Building and Growing a Data Services Department
  - Dashboard Clinic
  - Roadmap Roundtable
  - Cartoon Contest
  - ...and more!



# Cartoon Contest - Win Fabulous Prizes!

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**“When you two have finished arguing your opinions I actually have data!”**

Send entries to [mobrien@careinnovations.org](mailto:mobrien@careinnovations.org) by Friday May 5th



# Thank You!



**For questions, please contact:**

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