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

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

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
mhirst@scf.cc
Webinar Reminders

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?)
Chief Data Officer

I didn’t have any accurate numbers so I just made up this one.

Studies have shown that accurate numbers aren’t any more useful than the ones you make up.

How many studies showed that?

Eighty-seven.
Optimization Team

• 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
The Social Media Democracy

Data

Awareness
Influence
Engagement
Action
What else?

• Prioritization and Governance

• Accessibility
Mike Hirst, Director of Data Services, Southcentral Foundation (Anchorage, Alaska)
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?

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

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
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
"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

SCF Employee has a need for data/information

SCF Employee conveys data need to identified relevant staff in Strategic Area

Relevant Staff conveys data need to appropriate Data Steward

Data Steward prioritizes the data request

Data Steward(s) collectively prioritize data requests

Integrated Information Team (IIT) addresses data need

- Begins addressing the need based on the DIRT and conversations with data steward if necessary
- Works with data steward and requester for clarity if necessary
- Completes request
- Loads the information to appropriate location...Data Mall, Scorecard, excel file, Business Objects, etc
- Notifies Data Steward of
# Prioritize Projects

## New Request for Data Stewards

<table>
<thead>
<tr>
<th>Title:</th>
<th>Category (?):</th>
<th>Strategic Area (?):</th>
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<table>
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<th>Description:</th>
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## Requests for Data Stewards

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<th>Requestor</th>
<th>Requested</th>
<th>Details</th>
<th>Category (?):</th>
<th>Strategic Area (?):</th>
<th>Stage</th>
<th>Add Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike Hirst</td>
<td>10/8/13</td>
<td>Diabetes Annual Eye Exams&lt;br&gt;Please include these on action list and develop measure with HEDIS Medicaid 75th Percentile as Benchmark</td>
<td>Organizational Measure</td>
<td>MS Medical</td>
<td>Approved</td>
<td>Note</td>
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</table>

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### Note

- Please contact Meera to see how these are being captured in clinical system in addition to billing codes
- Added Description: Please include these on action list and develop measure with HEDIS Medicaid 75th Percentile as Benchmark
- New Stage: Approved

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<tr>
<th>Note</th>
<th>Date</th>
<th>Author</th>
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<tbody>
<tr>
<td></td>
<td>5/20/15 11:10 AM</td>
<td>Mike Hirst</td>
</tr>
<tr>
<td>Added Description: Please include these on action list and develop measure with HEDIS Medicaid 75th Percentile as Benchmark</td>
<td>5/20/15 11:09 AM</td>
<td>Mike Hirst</td>
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<tr>
<td>New Stage: Approved</td>
<td>10/8/13 7:32 PM</td>
<td>Steve Tierney</td>
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Prioritize Projects

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

Qağaasakung  Aleut

Quyanaa  Alutiiq

Quyanaq  Inupiaq

‘Awa'ahdah  Eyak

Mahsi'  Gwich’in Athabascan

Igamsiqanaghhalek  Siberian Yupik

Háw'aa  Haida

Quyanaa  Yup’ik

T’oyaxsm  Tsimshian

Quyanaa  Tlingit

Tsin'aen  Ahtna Athabascan

Gunalchéesh  Dena’ina Athabascan

Chin’an  Athabascan

Alaska Native People Shaping Health Care

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Dates and To Do’s

• 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!

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

Send entries to mobrien@careinnovations.org by Friday May 5th
Thank You!

For questions, please contact:

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