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

Learning Session #5: Module 4: Increasing Data Literacy
A Case Study in Self-Service Analytics

June 22, 2017
SNAP-LA Program Portal
https://snap-la.com/

Welcome to the SNAP-LA Portal!
Posted on December 9, 2016

Greetings!

Welcome to the program portal — your one-stop shop for information related to CCI’s SNAP-LA Program.

- On the Program Details page, you will find information about the key dates and activities for future in-person and web-based events.
- On the Templates/Reports page, you will find report and other templates needed to completed homework assignments and grant deliverables.
- On the Resources page, you will find presentations and handouts from in-person and web-based events and resources created by program participants.
- On the Contact page, you will contact information for staff, coaches, and program participants.
1. Everyone is **UNMUTED**.
   - 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
Voices on the Webinar

Megan O’Brien, Value-Based Care Program Manager, Center for Care Innovations
mobrien@careinnovations.org

SA Kushinka, Program Director, Center for Care Innovations
sa@careinnovations.org

Jerry Lassa, Principal, Datamatt3rs
jerry.lassa@datamatt3rs.com

Angela Liu, Program Coordinator, Center for Care Innovations
angela@careinnovations.org

Bhumil Shah, Associate Director of IT, Contra Costa Health Services
Recap from May 12 Knowledge Building Session

Mike Hirst and Melanie Binion, Southcentral Foundation
“Going beyond IT and build a data services department that supports all stakeholders”

Boris Kalikstein, Pivotal Moment Consulting
“Ways to turn data into information that engages and supports all staff in doing the best possible work for the patients you serve”
Other Highlights

Jerry Lassa, Data Matt3rs

Dashboard & Analytics Clinic
Improve your visual display and analysis of data

Project Updates & Ask An Expert

Roadmap RoundTable
Cartoon Contest

Big Winner: South Central
Evaluation Feedback

The convening overall was: (n=28)

- Excellent: 39.3%
- Very good: 53.6%
- Good: 7.1%

I will be able to apply something I learned today to our organization’s data analytics efforts: (n=29)

- Strongly Agree: 41.4%
- Agree: 58.6%

Learned at session:

- Creating dashboards, particularly with better data visualization and more actionable data
- Turning data into usable information
- i2i – running reports and mapping to ensure data quality
- Making a stronger business case for a data services department
- Involving clinical leadership in data-related decisions
- Control charts and understanding statistical significance
Agenda

1. Welcome & Brief Announcements
2. What is Self-Service Analytics?
3. Self-Service Analytics at Your Health Center
   - Where is your organization on the pathway to self-service analytics?
   - What are your next steps?
4. “A Case Study in Self-Service Analytics: Bhumil Shah from Contra Costa County”
5. Q&A
6. Upcoming Events & Reminders
Where is your organization on the pathway to self-service analytics?

What are your next steps?

Team Experiences
## SNAP Content Overview

<table>
<thead>
<tr>
<th>MODULE</th>
<th>TIMEFRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Module 1</strong>: Building a Roadmap for Healthcare Analytics</td>
<td>12/16 – 01/17</td>
</tr>
<tr>
<td><strong>Module 2</strong>: Managing Data as a Strategic Asset</td>
<td>02/17 – 04/17</td>
</tr>
<tr>
<td><strong>Module 3</strong>: Improving Data Quality and Leveraging Data Tools</td>
<td>04/17 – 06/17</td>
</tr>
<tr>
<td><strong>Module 4</strong>: Increasing Data Literacy</td>
<td>06/17 – 09/17</td>
</tr>
</tbody>
</table>

---

Analytics Field Project
## SNAP Content Overview

<table>
<thead>
<tr>
<th>MODULE</th>
<th>TIMEFRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1: Building a Roadmap for Healthcare Analytics</td>
<td>12/16 – 01/17</td>
</tr>
<tr>
<td>Module 2: Managing Data as a Strategic Asset</td>
<td>02/17 – 04/17</td>
</tr>
<tr>
<td>Module 3: Improving Data Quality and Leveraging Data Tools</td>
<td>04/17 – 06/17</td>
</tr>
<tr>
<td>Module 4: Increasing Data Literacy</td>
<td>06/17 – 09/17</td>
</tr>
</tbody>
</table>

Analytics Field Project
Data Literacy

TERMS

- What is Data Governance?
- What is Data Stewardship?
- What is Data Literacy?
- What is a Data Model?
- What is Data Density and Data Liquidity?
- What is Controlled (or Structured) Clinical Vocabulary?
- What is Risk Stratification?
- What is Capitation?
- What is Cost Benefit Analysis?

DATA LITERACY

The ability to collect, understand, interpret, and use data in a coherent, critical and strategic way.
## 3. Technology

<table>
<thead>
<tr>
<th>Capability Levels</th>
<th>Reactive</th>
<th>Responsive</th>
<th>Proactive</th>
<th>Predictive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self Service Analytics:</strong> Self-service analytics refers to the degree to which data and performance measures are available to all stakeholders in the organization at the time and place needed via information technology tools and access points.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3C. To what extent are the right data tools in place and accessible to meet the needs of all users in the organization?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The data available is largely raw and requires additional processing to turn into useful, actionable information. Access to and timeliness of actionable data is based on individuals that process the data (e.g., QI, IT staff).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reports, typically monthly, provide actionable information for selected departments and reports may be generated at any time. Data and information to support the care team is limited.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reports, typically real-time, provide actionable information for all departments and reporting capability is widely available. Data and information selectively support proactive care efforts and point of care decision-making to improve care.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data is widely accessible in a variety of formats and delivery modes to provide actionable information required by all data stakeholders. Advanced analytics (prescriptive, predictive) provide intelligence on proactive care management and improving and sustaining business and quality outcomes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCORE</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
</tr>
</thead>
</table>

Total your scores and divide by 3 to determine your organization’s average score within the Technology domain;
Opportunity for Growth

- Reactive
- Responsive
- Proactive
- Predictive

3.5
Analytics Capability Assessment (ACA)

Top 4 Factors of Focus

All centers selected at least one of these four Factors to focus on
Contra Costa Health Services
BI Journey
using Epic EMR, Qlik and Microsoft Technology

Bhumil Shah
bhumil.shah@hsd.cccounty.us
Director, Business Intelligence
June 2017
* Get to know Contra Costa Health Services

* Hear about our BI Maturity Journey

* Learn about our Data Lifecycle – Acquire, Analyze, Share, Retire

* Learn about our Decision Support Tools
About Us

* **County owned** Integrated Healthcare Safety Net System including Hospital & Clinics, Health Plan, Public Health, Behavioral Health, EMS

* **166 Bed Hospital, 10 Ambulatory clinics, 5 Detention Health Centers**

* **100K+** unique patients annually

* **50K+** annual Emergency Room Visits
* **10K+** annual Inpatient admissions
* **500K+** annual Outpatient Visits
People:
* 25+ BI Experts
* Build 1200+ reports, dashboards
* Strong MS SQL skills

Process:
* Agile - Scrum
* Standard Work – Report Request, Data Validation, Traceability
Technology:

- Microsoft BI Stack – SQL Server, SSRS, SSIS, SharePoint
- Qlik Sense
- Crystal Reports, BOE
Data Distribution

Where Do You Volunteer?
Many of you give countless hours of your personal time volunteering. What charitable organizations do you support? Let us know in the comments section.

News Around CCHS

NOV 24, 2015
Donate to the Food Bank as Part of the Annual "Food Fight"
READ MORE

NOV 13, 2015
Flu Clinics for County Employees Every Friday
READ MORE

CCHS Calendar

VIEW CALENDAR
Dec 9 - 8:30 AM
DOC:Logistics Section Meeting
Dec 9 - 9:00 AM
Disaster Service Worker (DSW) Training
Dec 9 - 9:00 AM
DOC:Finance/Admin Section Meeting
Dec 9 - 11:00 AM
EMT New Member Orientation
Reports

- **Member Eligibility Summary (TAP2325)**
  TAP2325 Member Eligibility Summary

- **Cadence Monthly Reports**
  Appointment and demographic information from the Cadence application

- **CCHP PayorPlan Crosswalk (TAP2538)**
  CCHP PayorPlan Crosswalk

- **Member Eligibility Detail (TAP2327)**
  CCHP eligibility data with detailed Member and Plan information. One row represents one member. NOTE: If you need to export more than 65,000 members to Excel, data is split across multiple Excel sheets.

- **Cadence Weekly Reports**
  Weekly appointment and demographic information from the Cadence application

- **ED Stats (ASA2358)**
  For selected time range shows all ED Encounters and Key Events related to the encounter

- **OP Visit Report for Finance (RES2300)**
  This report provides information for CLINIC visits as well as ER visits, sorting by Department, is based on FINANCE requirements.

- **Med-Surg Readmission Rate (INP2426)**
  Shows admissions over a time period, and analyzes how many of those admissions are readmits
### Data for Panel Management

**Denominator:** Patients aged 18-75 as of the reporting date who have been seen twice for diabetes, been hospitalized for diabetes, or have received diabetes medication in the past 12 months. Patients with no diabetes diagnosis excluded if they have polycystic ovaries, gestational diabetes, or steroid-induced diabetes.

**Numerator:** Patients with no HbA1C on file in the last 12 months, or with a last HbA1C > 9.0.

Please click on a project name to only display patients who qualify for the project in the subsequent sheets.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Owner</th>
<th>Specification Document</th>
<th>Target</th>
<th>Target (# of Patients)</th>
<th>CCHS Percent</th>
<th># of Patients Needed to Reach Target</th>
<th>25th Percentile</th>
<th>90th Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1. Integration of Behavioral Health and Primary Care</td>
<td>Karin Styer, Noshin Abtahi</td>
<td>Click Here</td>
<td>31.17</td>
<td>2,453</td>
<td>38.88</td>
<td>Target Exceeded By 86</td>
<td>49.89</td>
<td>29.08</td>
</tr>
</tbody>
</table>

### Data Dictionary

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Description</th>
<th>Data Sources</th>
<th>Additional Details</th>
<th>Additional Details Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Insulin Dispenses</td>
<td>Number of medication orders for diabetes meds</td>
<td>Medication Orders</td>
<td>HEDIS Medication List: CDC-A</td>
<td><a href="http://Starreport/ReportServer/Pages/ReportViewer.aspx%3FMS%3DGroup+Dictionary&amp;GroupId=CD+A&amp;ExtraText=Hedis_Medications_list">Link</a></td>
</tr>
<tr>
<td>Diabetes OP Visits</td>
<td>Number of outpatient visits for diabetes care</td>
<td>Procedure code from hospital billing transactions, UB revenue code from hospital billing transactions</td>
<td>CPT and UB Revenue Codes for Adult Outpatient Visits</td>
<td><a href="http://Starreport/ReportServer/Pages/ReportViewer.aspx%3FMS%3DGroup+Dictionary&amp;GroupId=HEDIS_Adult_Outpatient&amp;ExtraText=Hedis">Link</a></td>
</tr>
<tr>
<td>Diabetes Observation Visits</td>
<td>Number observation visits for diabetes care</td>
<td>Procedure code from hospital billing transactions</td>
<td>CPT Codes for Observation</td>
<td><a href="http://Starreport/ReportServer/Pages/ReportViewer.aspx%3FMS%3DGroup+Dictionary&amp;GroupId=HEDIS_Adult_Observation&amp;ExtraText=Hedis">Link</a></td>
</tr>
<tr>
<td>Health Center</td>
<td>Provider</td>
<td>Gender</td>
<td>Race</td>
<td>Ethnicity</td>
</tr>
<tr>
<td>--------------</td>
<td>---------</td>
<td>--------</td>
<td>------</td>
<td>----------</td>
</tr>
<tr>
<td>Pittsburg</td>
<td>ROMITO, L, RH, SCHW</td>
<td>M</td>
<td>White/Cauc asian</td>
<td>European</td>
</tr>
<tr>
<td>West Count y</td>
<td>SROMBEE RD, LYNET</td>
<td>F</td>
<td>Declined/Un known</td>
<td>Hispanic/L atino</td>
</tr>
<tr>
<td>Brentwood</td>
<td>GUJULU, PRIyASHANT HI</td>
<td>M</td>
<td>Asian</td>
<td>Asian India n</td>
</tr>
<tr>
<td>West Count y</td>
<td>WARE, TH, OMAR</td>
<td>N</td>
<td>Declined/Un known</td>
<td>Guatemala n</td>
</tr>
<tr>
<td>Pittsburg</td>
<td>CHANDRA, CHOCO, S, WPNAIJA</td>
<td>Y</td>
<td>Filipino</td>
<td>CCHIP MediCal</td>
</tr>
<tr>
<td>West Count y</td>
<td>TELL, STAG TA</td>
<td>Y</td>
<td>Filipino</td>
<td>CCHIP Com merCal</td>
</tr>
<tr>
<td>Brentwood</td>
<td>FRANCIS, DElMA</td>
<td>Y</td>
<td>Declined/Un known</td>
<td>Hispanic/L atino</td>
</tr>
<tr>
<td>Antioch</td>
<td>ZUNIGA, Z, ORAYA</td>
<td>Y</td>
<td>More Than One Race</td>
<td>African Am erican</td>
</tr>
<tr>
<td>West Count y</td>
<td>MCHROY, I, RICHAR D CHERRY</td>
<td>Y</td>
<td>Declined/Un known</td>
<td>Salvadoran</td>
</tr>
<tr>
<td>Pittsburg</td>
<td>WINDSOLO WOLE, LAU, REN M</td>
<td>M</td>
<td>Declined/Un known</td>
<td>Mexican</td>
</tr>
<tr>
<td>Pittsburg</td>
<td>CHANDRA, CHOCO, S, WPNAIJA</td>
<td>Y</td>
<td>Asian</td>
<td>Korean</td>
</tr>
<tr>
<td>Pittsburg</td>
<td>RICHMON D, MARCIE</td>
<td>Y</td>
<td>Black/Afric an America n</td>
<td>African</td>
</tr>
<tr>
<td>Pittsham</td>
<td>STIT, EFF E, M</td>
<td>Y</td>
<td>Other Race</td>
<td>Zulal</td>
</tr>
</tbody>
</table>
Additional Q&A

SA Kushinka,
Program Director
Center for Care Innovations
sa@careinnovations.org

Bhumil Shah,
Associate Director of IT
Contra Costa Health Services

Jerry Lassa,
Principal, Datamatt3rs
jerry.lassa@datamatt3rs.com
What’s Next?

Two-part online training leveraging i2i Systems to improve data quality

- Thursday June 29 from 12:00 – 1:00 pm
  - Part 1: Creating and Updating a Data Dictionary

- Thursday June 13 from 12:00 – 1:00 pm
  - Part 2: Enlisting Data Stewards to Ensure Accurate, Complete Data
Upcoming Webinars

• **Thursday, July 27 from 12-1pm: Design Thinking for Data Visualization**
  – Andrew Frueh, Director of User Experience from Health Catalyst
  – Why visualization is important, commonly accepted presentation rules, how to identify weaknesses in existing visualizations, and critical steps for effective chart creation

• **Thursday, August 10 from 2-3pm: Tableau in Action**
  – Dr. Jason Cunningham and Dana Valley from West County Health Centers
  – How WCHC staff has put data visualization into action with Tableau
Reminder: Consulting Support Available

SNAP-LA Consultation Support

Data Governance
Data Stewardship
Data Quality
Reporting
Dashboards, Control Charts, Funnel Charts
Analytics Tools

Jerry Lassa,
Data Matt3rs

Boris Kalikstein,
Pivotal Moment Consulting

Data Culture Change Management
Building an Org. Data Strategy
Report/Dashboard Design
Data Warehouse Design
Data for Pop Health
Basic Statistics
Program Reminders

- **August 24 Webinar:** Topic suggestions? Deeper dive into something we’ve already done or new content like patient segmentation/risk stratification, empanelment data analysis, Excel pivot tables, etc.

- **Consulting Support:** Are there consultants you’d like to work with besides Jerry or Boris? Shoot us a email or call, we’re happy to discuss your needs.

- **September 18th Session:** Reminder your colleagues to save the date! EventBrite will be sent in August.
Thank You!

For questions, please contact:

SA Kushinka
Program Director
SA@careinnovations.org

Megan O’Brien
Value-Based Care Program Manager
mobrien@careinnovations.org

Angela Liu
Program Coordinator
angela@careinnovations.org