BUILDING A DATA DRIVEN CULTURE – CASE STUDY

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AGENDA

- Identifying focus area
- Formulating strategy
- Example of a failure
- Building data capacities
- Leadership buy-in
- Provider buy-in

- MA Training and competencies
- Health Coaching program
- Sequential identified and de-identified data sharing
- Provider refresher training
- Self-monitored Blood Pressure program
- Results
- Key Learnings
IDENTIFYING FOCUS AREA

- Aided by PHASE’s focus on HTN

- First ideas gathered on Nov-25-2017 Convening

- Self-monitored Blood Pressure presentation was instrumental
FORMULATING STRATEGY

• Get a clear picture of HTN Control
• Data with high integrity
• Scalability of the project – building a sustainable template
• Non-disruptive / non-intrusive
• Adhering to evidence-based guidelines
• Simple, measurable and efficient interventions
EXAMPLE OF A FAILURE

• Simple strategy of including PHASE on a Page algorithm in the provider’s HTN workflow
• CMO shared at the Provider meeting
• Laminated copies of the algorithm were placed in a visually accessible area at the provider stations
• Outcome - Insignificant
BUILDING DATA CAPACITIES

- NextGen to i2iTracks
  - Data Mapping
- Data Validation
  - Accuracy of data and definitions
- Making sense of the numbers
  - Data Analysis
- Data Visualization
  - Dashboards and Charts
- Sharing with the stakeholders
  - Data Presentation
- Data Tracking
  - Monitor performance
BUILDING DATA CAPACITIES
# Building Data Capacities

## Hypertension Health Coaching Dashboard - May 2019

### Hypertension: General

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<tbody>
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<td>Total HTN</td>
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<td>HTN + HC</td>
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<td>HTN NO HC</td>
<td>1843/2040</td>
<td>96%</td>
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<td>Controlled HTN</td>
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<td>Health Coaching</td>
<td>132/197</td>
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### Hypertension: High Risk

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<td>40-64y + &gt;160/90</td>
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<td>80%</td>
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1. General HTN Control: 140/90mmHg for 18-59y & 60-85y with DM. 150/90mmHg for 60-85y with no DM
2. High Risk Age Group: 40-64years
BUILDING DATA CAPACITIES
LEADERSHIP BUY-IN

- Data presented to CMO, COO and DON for three consecutive months to display consistency and improve confidence in the data.
- Utilized dedicated PHASE Team meetings for data presentation
- Meanwhile QI team continued to refine the dashboards
CMO Shared Deidentified Data at the Provider meeting → CMO Shared Deidentified data, with each provider shared identified data privately → CMO Shared Identified Provider data to all providers → Improvement projects like SMBP and Health Coaching are implemented → Providers given refresher sessions on HTN Control
ADDITIONAL EFFORTS

- Dedicated Health Coaching for HTN
- Health Coaching data dashboards
- Implementation of Self Monitored Blood Pressure Pilots
- Results of SMBP shared across the clinical care teams

- Regular MA Competencies and refreshers
- Nursing training and competencies
Hypertension Control Data Trend
2017 Q1 - Present (Higher is better)

Point of Intervention

Q1  Q2  Q3  Q4  Q1  Q2  Q3  Q4  Q1  Q2  Q3
2017  2018  2019

52%  60%  59%  59%  59%  60%  62%  63%  66%  69%  71%
KEY LEARNINGS

- Leadership involvement in QI Projects is critical
- Data shared by direct department head is well-received
- QI team needs to demonstrate consistency and confidence in data
- Make data available freely to clinical teams
- Scalable interventions for other chronic conditions like DM, Obesity, Asthma, etc.
QUESTIONS?

Thank you.