Systems Thinking & Data Mining

Call Together

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UPDATE!!!

- Depression Screening and Plan Toolkit Posted for your reference

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The PERSON, The POWER, The PUNCHING BAG

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Macro, Meso, Micro

WHO needs WHAT data?

- Macro-Administration/Board
- Meso-Middle Management
- Micro-Front Line

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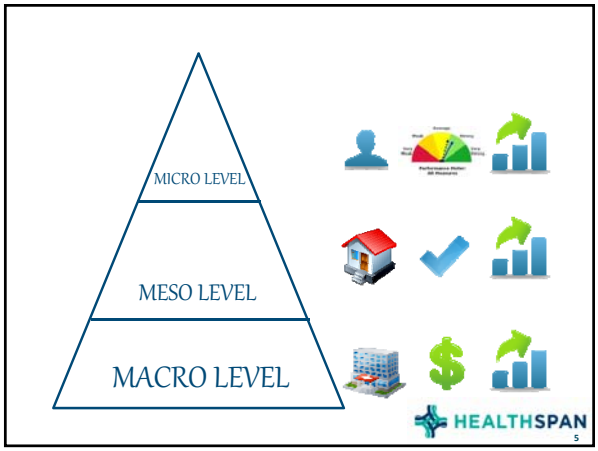

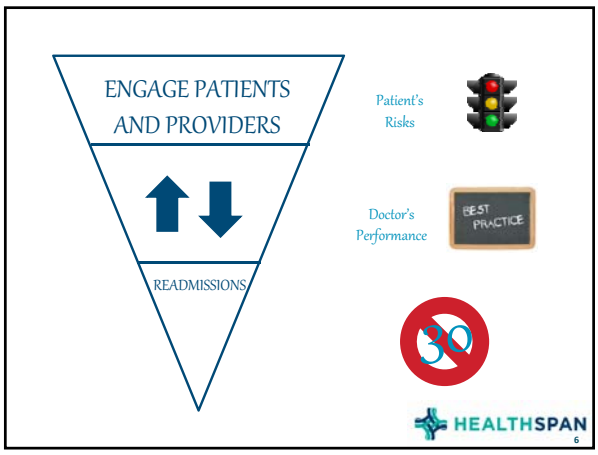

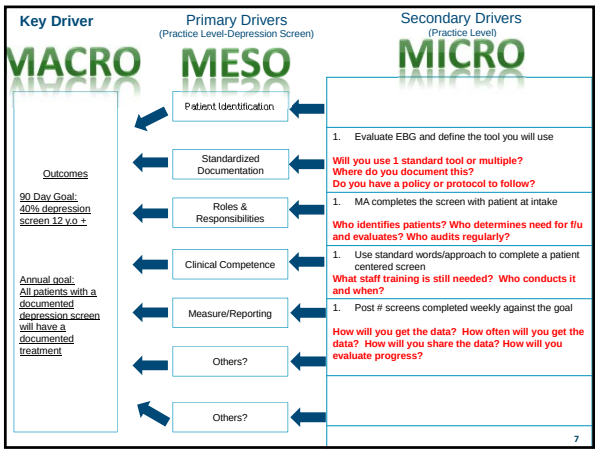
Key Driver
Primary Drivers
(Practice Level-Depression Screen)
Secondary Drivers
(Practice Level)
MACRO
MESO
MICRO
Outcomes
90 Day Goal:
40% depression screen 12 y.o +
Annual goal:
All patients with a documented depression screen will have a documented treatment
Patient Identification
Standardized Documentation
Roles & Responsibilities
Clinical Competence
Measure/Reporting
Others?
Others?
1. Evaluate EBG and define the tool you will use
Will you use 1 standard tool or multiple?
Where do you document this?
Do you have a policy or protocol to follow?
1. MA completes the screen with patient at intake
Who identifies patients? Who determines need for f/u and evaluates? Who audits regularly?
1. Use standard words/approach to complete a patient centered screen
What staff training is still needed? Who conducts it and when?
1. Post # screens completed weekly against the goal
How will you get the data? How often will you get the data? How will you share the data? How will you evaluate progress?
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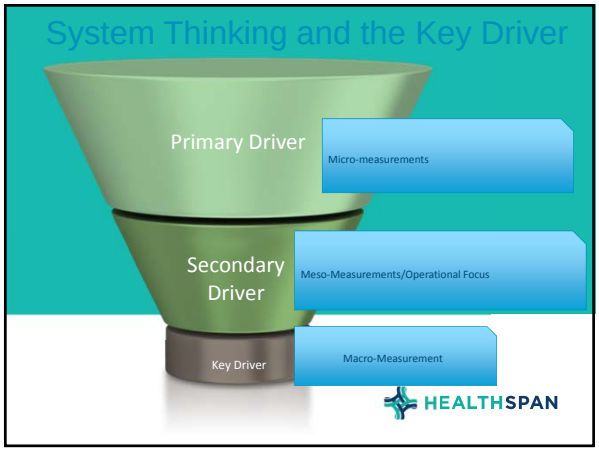
System Thinking and the Key Driver
Primary Driver
Micro-measurements
Secondary Driver
Meso-Measurements/Operational Focus
Key Driver
Macro-Measurement
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Practices and Providers
Patients coming in today who have used the ED since last visit
Patients coming in today who know when to use us vs. the ED
Patients who tried to access us first before ED
Operations
% of patients who have used the ED by provider
# of after hours calls by site or provider
# of filled Same Day Appointments
3NA
Executive Level
% of Patients who use ED since last visit
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Practices and Providers
% of Visits where Insulin given within correct timeframe
Operations
% of Providers Utilizing Self-Management Methods
Executive Level
What is our compliance with UDS requirement
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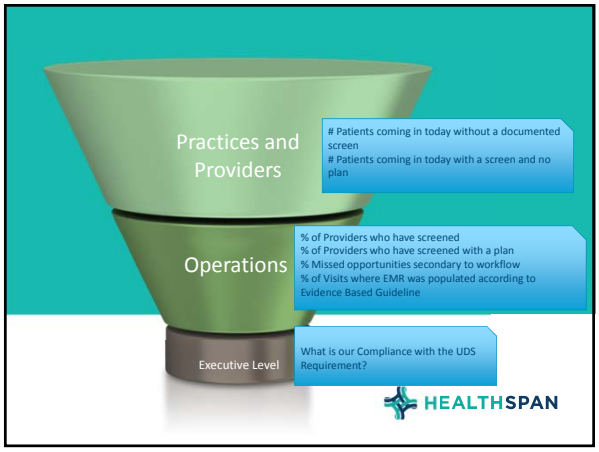
Practices and Providers
Patients coming in today without a documented screen
Patients coming in today with a screen and no plan
Operations
% of Providers who have screened
% of Providers who have screened with a plan
% Missed opportunities secondary to workflow
% of Visits where EMR was populated according to Evidence Based Guideline
Executive Level
What is our Compliance with the UDS Requirement?
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Practices and Providers
# of Patients coming in today who are now eligible for insurance
Operations
% of insured encounters
% of uninsured encounters
Executive Level
% of charges that are Self Pay
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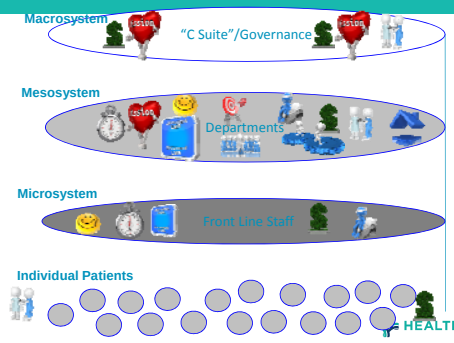
What's on our mind?



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Clarifying the request…

- GOLDEN RULE: Always ask WHY?
  - What is the purpose of the request?
    - Outreach?
    - Financial?
    - Quality?
    - Data Validation?
    - High level vs. detail?

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Clarifying the request…

- SILVER RULE: Always ask for definitions
  - Does HTN mean 401 or include 428?
  - Does Diabetes include gestational diabetes?
  - Does pediatrics mean all kids <18
    - Do you want 18 year olds?
  - Does a "visit" mean *any* visit?
    - Medical Visit or Dental Visit or both?
    - Qualifying encounter (UDS) or any encounter?

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Clarifying the request…

- BRONZE RULE: Ask for time periods
  - Is the reporting period the same as the "event" time period?
  - Ever? Within last X months?
  - Include or don't include end points (age, time)

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Choosing your "data" ammunition…

- PLATINUM RULE: Know your audience!
- GOLDEN RULE: Know your purpose
- SILVER RULE: Be prepared to validate—know your additional data needs

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What tool?...When?...Who? Pt. Searches

When

- List of patients for outreach
- Data Validation
- Huddle/Schedule lists
- Assign/remove tracking type
- Create summaries, recalls, f/u
- View NOT analyze

Who

- Meso
- Micro

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What tool?...When?...Who? HRR

When

- One population stratified by race/ethnicity/language/age
- One population profile items- standards of care

Who

- Meso

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What tool?...When?...Who? iPHA Reports

When

- Measuring outcomes
- Trending data over time
- Information on more than 1 population
- Need to create run charts
- Stratify by outcome values
- Continuous data

Who

- Macro
- Meso
- Micro
- PATIENTS

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What tool?...When?...Who? Tracking Types/Profiles

When

- Ongoing population management
- Workflows
- EBG and Protocol focus
- Pre-visit planning
- Decision Support

Who

- Meso
- Micro

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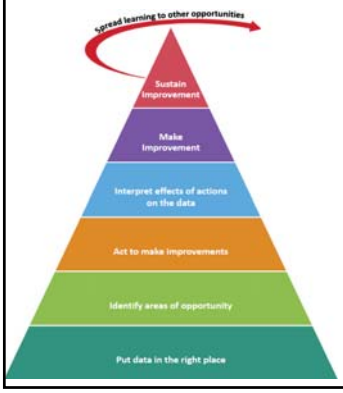
Improvement Hierarchy



How to Build System Thinking

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22

QI Homework

Pick one measure (w/Ops):

- Could be depression if doing
- Could be different measure

Develop PPT answering these questions:

- Where are we now?
- Where do we want to go?
- What are our risks?
- What are our opportunities?

Ops Homework

Pick one measure (w/QI):

- Could be depression if doing
- Could be different measure

Develop PPT answering these questions:

- What does this data mean?
- What are our operational risks?
- What are our operational opportunities?
- How will you message to staff?