



Systems Thinking & Data Mining

Call Together

UPDATE!!!

- Depression Screening and Plan Toolkit Posted for your reference

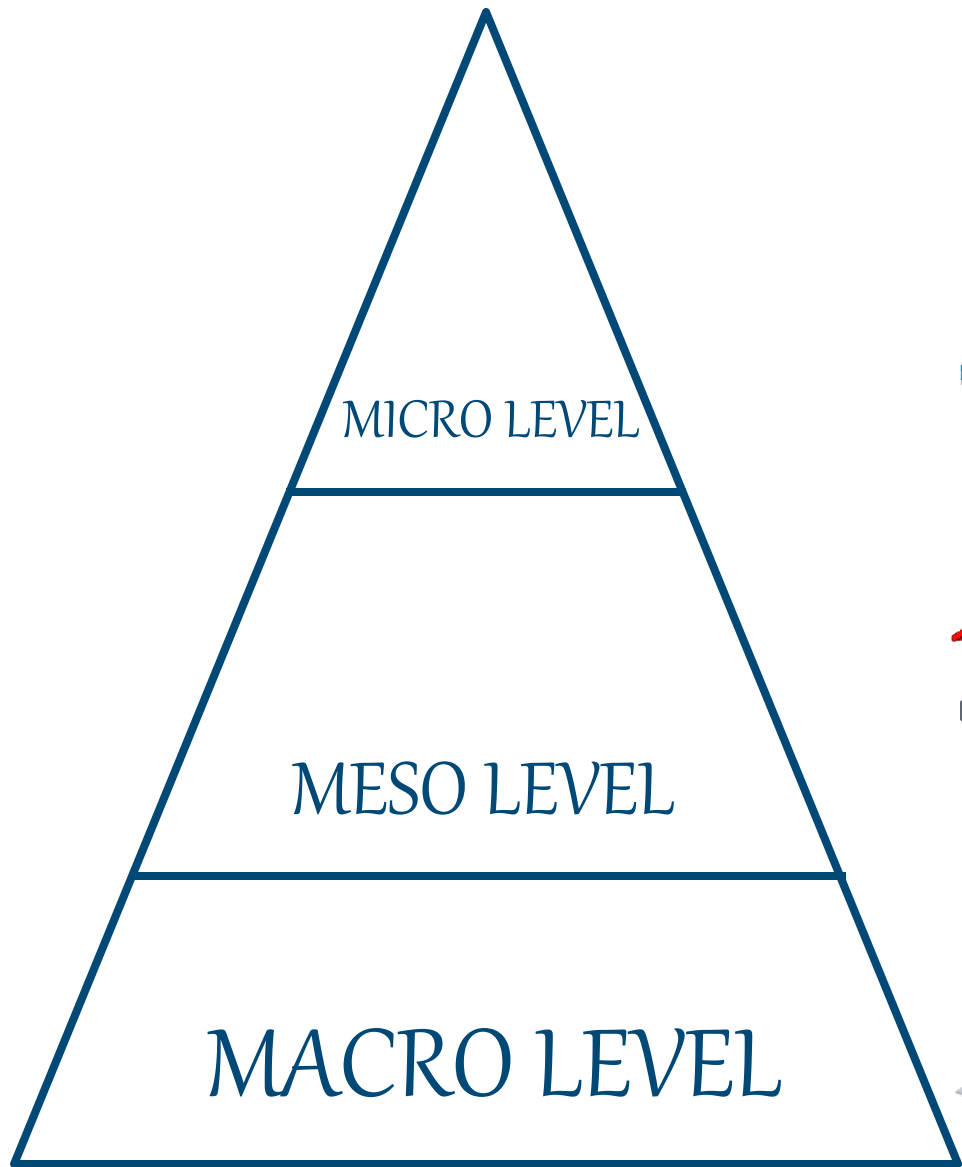
The PERSON, The POWER, The PUNCHING BAG

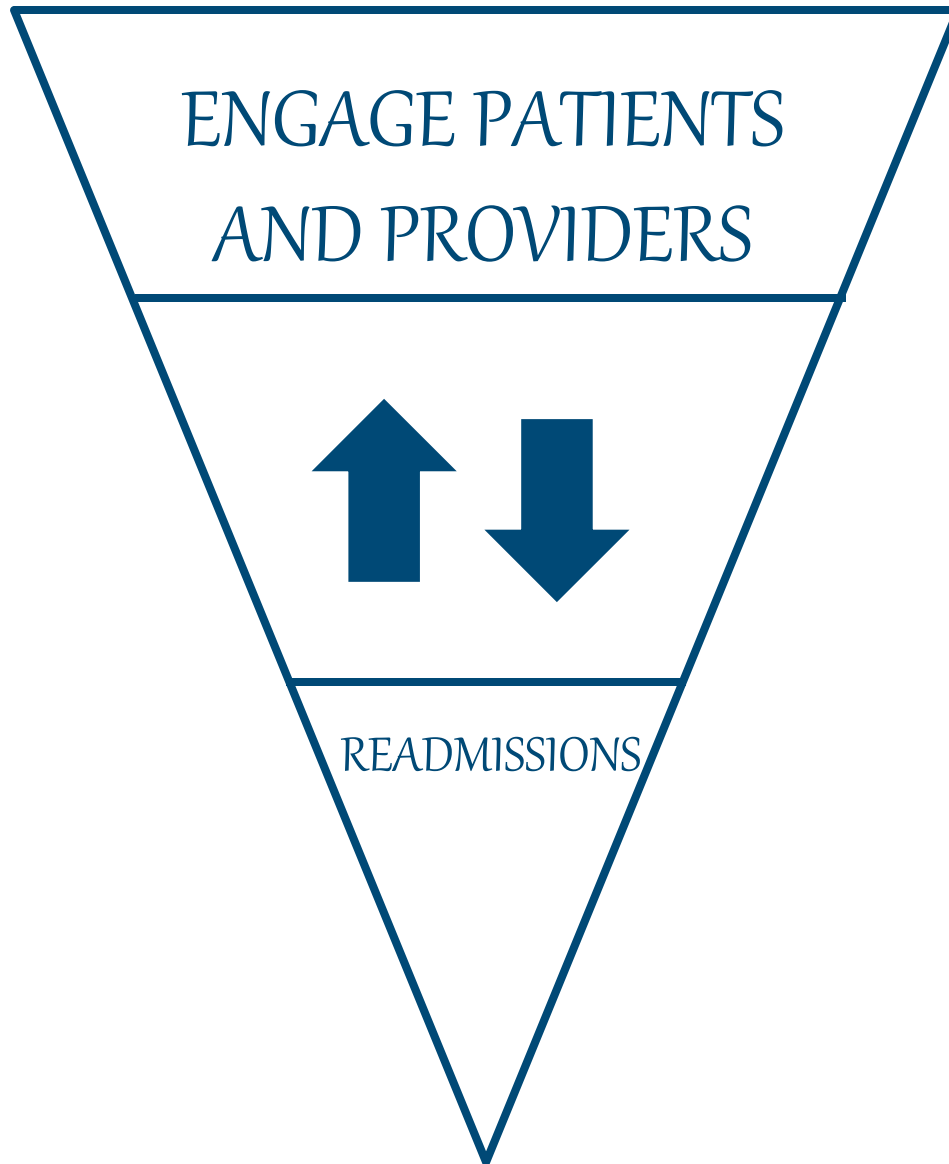


Macro, Meso, Micro

WHO needs WHAT data?

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





Patient's
Risks



Doctor's
Performance



Key Driver

Primary Drivers

(Practice Level-Depression Screen)

Secondary Drivers

(Practice Level)

MACRO

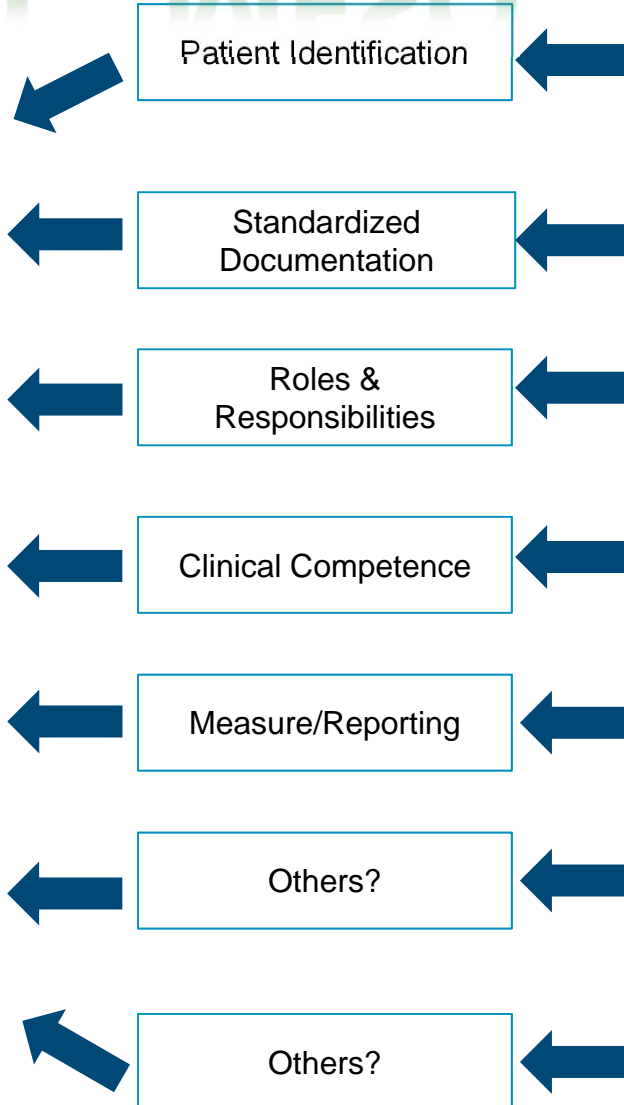
MESO

MICRO

Outcomes

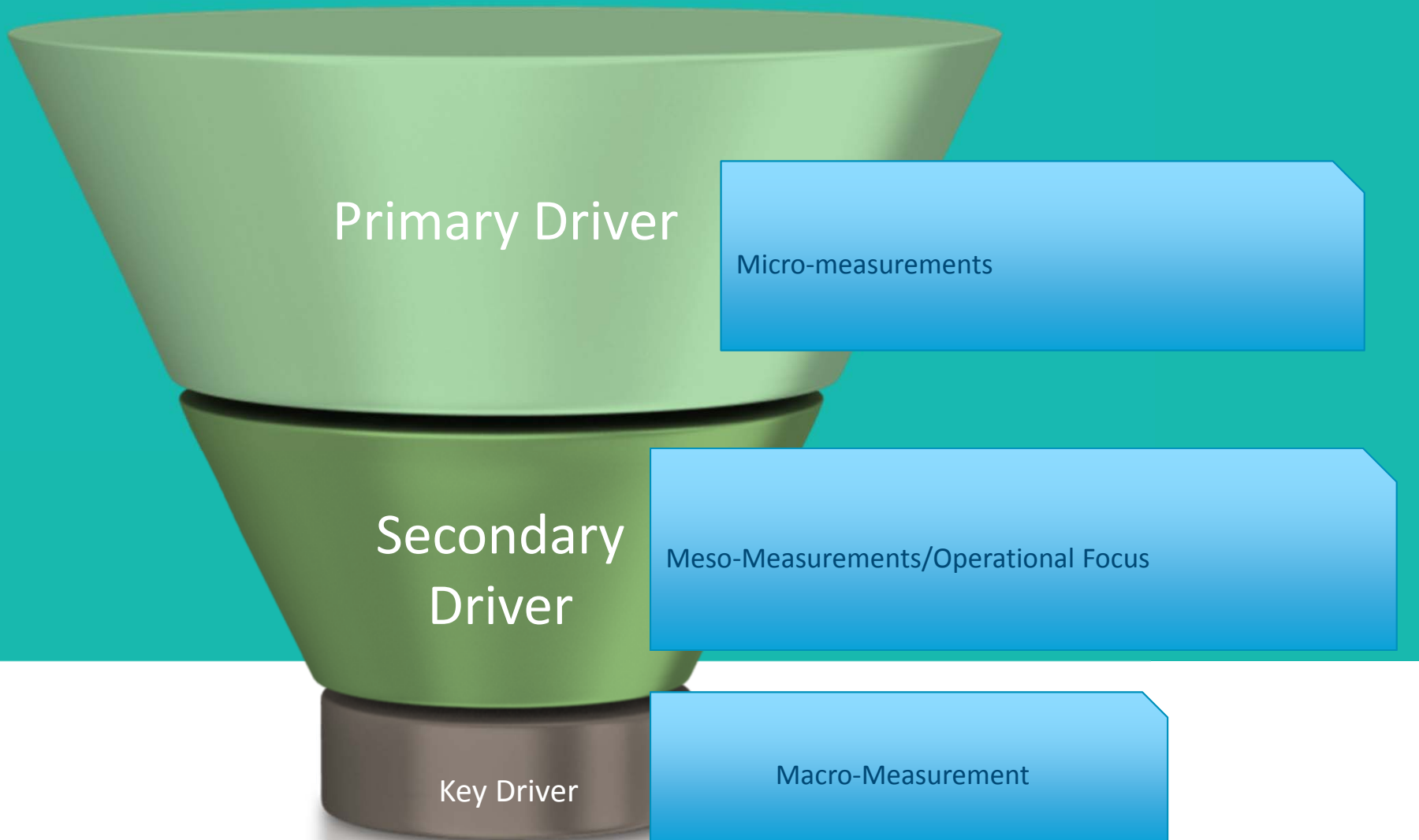
90 Day Goal:
40% depression
screen 12 y.o +

Annual goal:
All patients with a
documented
depression screen
will have a
documented
treatment



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?

System Thinking and the Key Driver



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

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

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?

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

What's on our mind?

Macrosystem



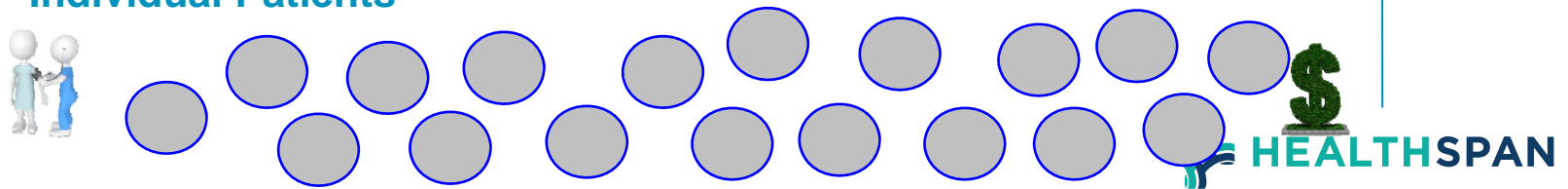
Mesosystem



Microsystem



Individual Patients



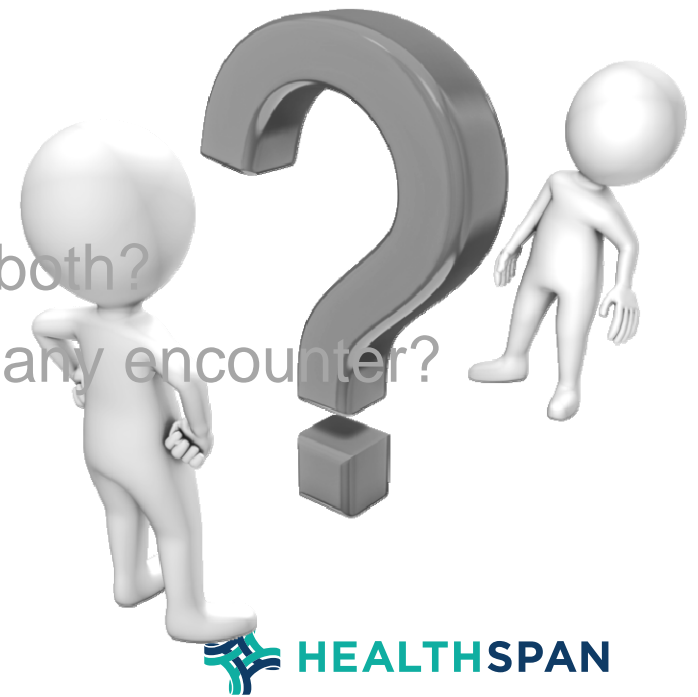
Clarifying the request...

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



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?



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)



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



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

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

When

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

Who

- Meso

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

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

Tracking Types/Profiles

When

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

Who

- Meso
- Micro

Improvement Hierarchy



How to Build System Thinking



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?

