How Data Can Inspire Results and Culture

- Weekly data at leadership meeting
- Weekly department reports
- Shared data at monthly all-staff meeting
- Top-level data for board of directors
- Data as starting point for annual strategic planning
- External transparency and collaboration
Elements of culture

- Vision
- Values
- Practices
- People
- Narrative
- Place

Data makes vision clear
Examples:
- The “no crates” initiative
- Community outreach

Data brings values to life
- Professionalism
- Innovation
- Positive approach
- Compassion and respect
Professionalism

- Clarity on roles and tasks
- Accountabilities
- Outcomes AND expenses AND revenue
- Growing up: this stuff is complicated. Choosing discipline and balance.

Innovation

- Our metrics, no one else’s
- Understanding what we can change.
- Understanding what our community needs

Positive approach

- Celebrating results
- Celebrating data itself
Compassion and respect

You have a right to see this information
Data depersonalizes communication and approach

Data shapes practices—shaping plans and projects

Compassion and respect

Data shapes practices—shaping plans and projects
Data makes people experts

- Seeing results
- Seeing/understanding consequences, intended and unintended
- Free and able to ask questions

Data tells the story

- Staff knows what leadership tracks and why
- Shared language
- Clarity
- Inclusiveness

Data creates the place

- Positive spaces drive good results
- Reduced population drives good results
- We know what to do to make this happen