

# Accessing and Using Data to Drive Change

March 1, 2016

# Overview

Public Health District (PHD) Statewide Healthcare Innovation Plan (SHIP) staff will work with data on the following levels:

- Within and across practices
- Within and across districts
- Within the PCMH project
- Across projects:
  - PCMH
  - Health homes
  - Healthy Connections



This session will address quality measurement factors as a supplement to the PCMH Facilitator Handbook and the training you will receive.

# Privacy and Security

Any data that can identify a patient is considered Protected Health Information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA).

- Patient Identification (ID)
- Name
- Date of birth
- Address
- Social Security Number (SSN)



## Privacy and Security (continued)

- Is your laptop equipped with HIPAA-compliant encryption? If not, never store patient-level data on it.
- Paper documents containing PHI must be secured at all times and destroyed after use.
- Practice-level data that is not PHI is also sensitive and proprietary.
- Data privacy and security are your responsibility every day.



# Audiences for Data and Performance Metrics

## Data Audiences by System Type

	<b>Health System</b>	<b>Hospital</b>	<b>Multi-Group Practice</b>
<b>Macro System</b>	C-Suite	C-Suite	Corporate Office
<b>Meso System</b>	Specialty Clinics	Departments	Clinics
<b>Micro System</b>	Front Line Staff	Front Line Staff	Front Line Staff
<b>Individuals</b>	Patients	Patients	Patients

# Audiences for Data and Performance Metrics (continued)

## Data Concerns by Audience

Audience	Concern
<b>Macro System</b>	Mission, financing, incentives, strategic goals, partners, market share
<b>Meso System</b>	Mission, financing, operations, incentives, cash flow, patients, clinical performance
<b>Micro System</b>	Patient and staff satisfaction, access, operations, cash flow
<b>Individuals</b>	Access, experience, quality of care, person data

# Guidelines for Data Presentation by Audience

## Macro System audience:

- High-level data showing key trends, variances, accomplishments, and risks
- Never patient-level

## Meso System audience:

- Department-level metrics against goals and targets, comparative department-level metrics (identified or de-identified), financial and clinical performance indicators
- Patient experience indicators
- Little patient-level data

# Guidelines for Data Presentation by Audience (continued)

## Micro System audience:

- Patient-level data, financial, clinical, access, patient experience indicators, population data

## Individuals:

- Personal data
- Population data



# Idaho PCMH Practice Audiences

## Idaho PCMH Practices

System Level	Audience	Concern
Macro System	Owner, corporate office	High level information on access, quality, cost
Meso System	Clinic managers	Clinic performance measures, comparisons
Micro System	Individual providers and staff	Provider-level performance measures, comparisons, clinical outcomes
Individuals	Patients	Access, experience, quality of care, person data

# Understanding the Purpose and Details of the Data

## Articulate the purpose of the request:

- Outreach
- Financial
- Quality
- Validation
- Regulatory



# Understanding the Purpose and Details of the Data (continued)

## Clarify all definitions:

- Does hypertension (HTN) include all International Classification of Diseases (ICD)10 codes or just some?
- Does diabetes include gestational diabetes?
- Does pediatrics include 18 year olds?
- When do we stop counting 18 year olds? On birth date?
- Does a visit mean a provider visit only, or any encounter?
- Are definitions of numerator and denominator precise?

# Understanding the Purpose and Details of the Data (continued)

## Clarify time period:

- Has something ever occurred? Within last 90 days?
- Date of service versus paid date?



# Validating the Data

1. Document the data collection methodology and validate that the method was carried out correctly.
2. Clean the data.
3. Investigate unexpected results.
  - Is everyone documenting in the same Electronic Medical Record (EMR) field?
  - Are work-arounds in use?
  - Are free text versus drop-down menus being used?

**Suggested Exercise:** Review your clinic applications and evaluate the data submitted for panel size and visit counts.

# Displaying Data: Purpose

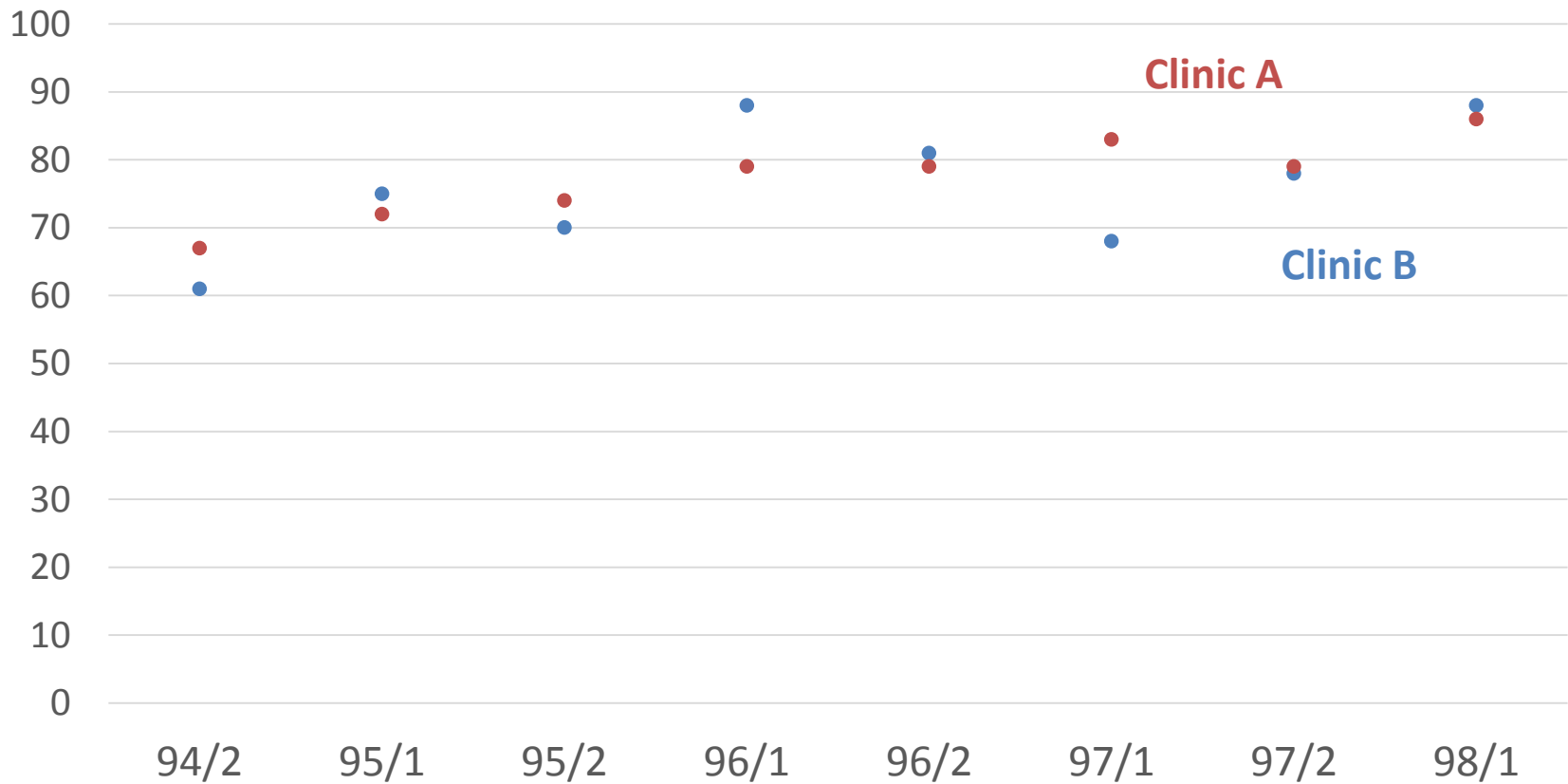
The purpose of displaying data is as follows:

- To convey change rapidly and clearly
- To answer the question:  
*Are we making improvement or just a change?*
- To tell a story with a picture



# Presentation Challenges

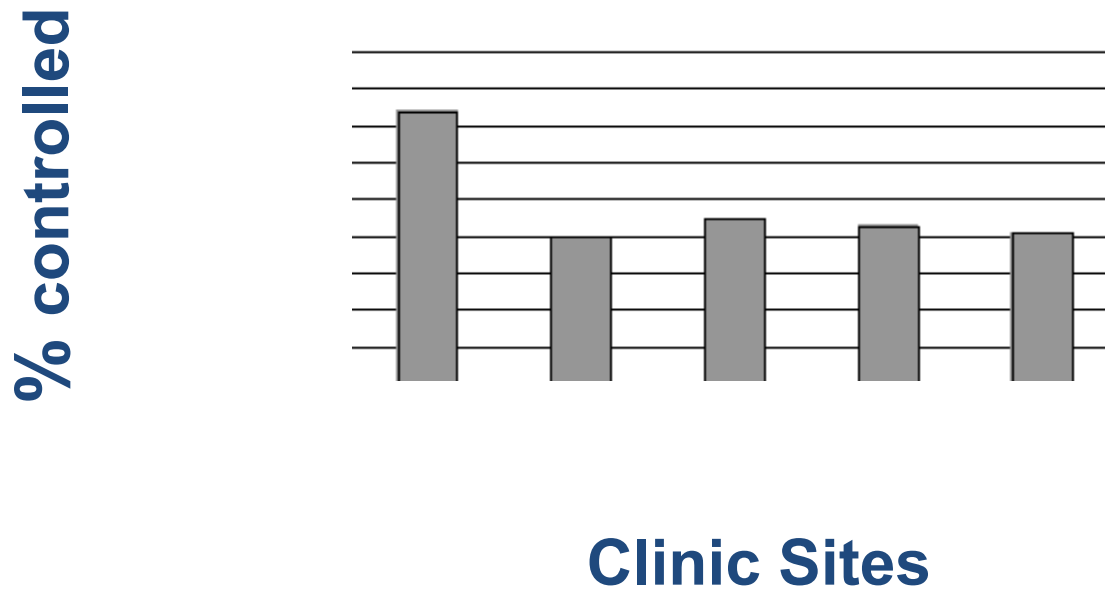
## Immunization Rates - Two Clinics



# Bar Charts and Time-Series Charts

Use bar charts to display data that are unrelated in time.

## Hypertension Control

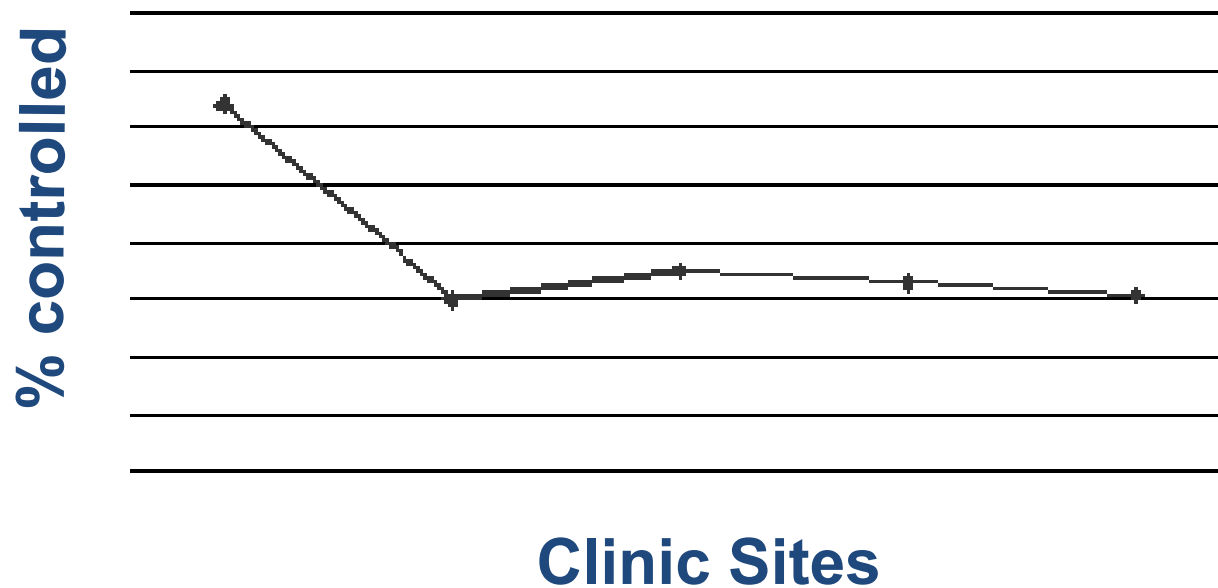




## Bar Charts and Time-Series Charts (continued)

Use time-series charts to display data that form a temporal sequence.

### Hypertension Control

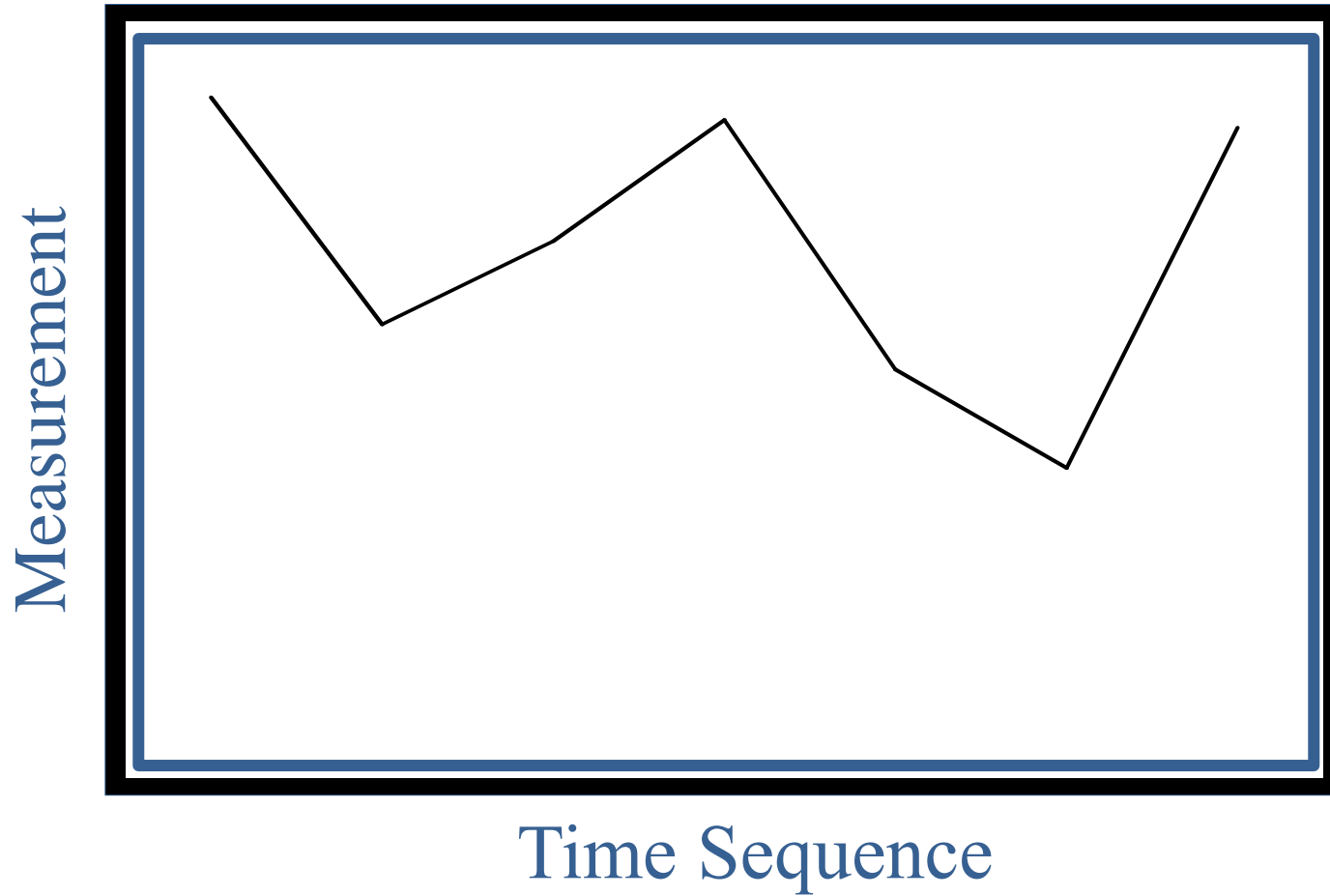


# The Run Chart

A Run Chart is used for the following reasons:

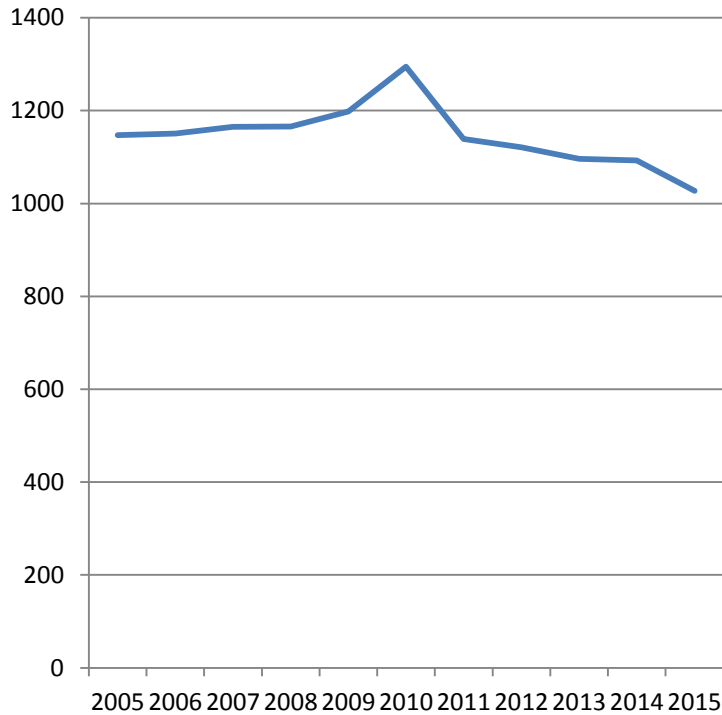
- A basic data display tool for continuous improvement
- Provides a cumulative record over time
- Requires no statistical calculations
- Is readily understood by all involved

## Example of a Run Chart



# Data Integrity: Scale, Average, Trend

## Total Covered Lives

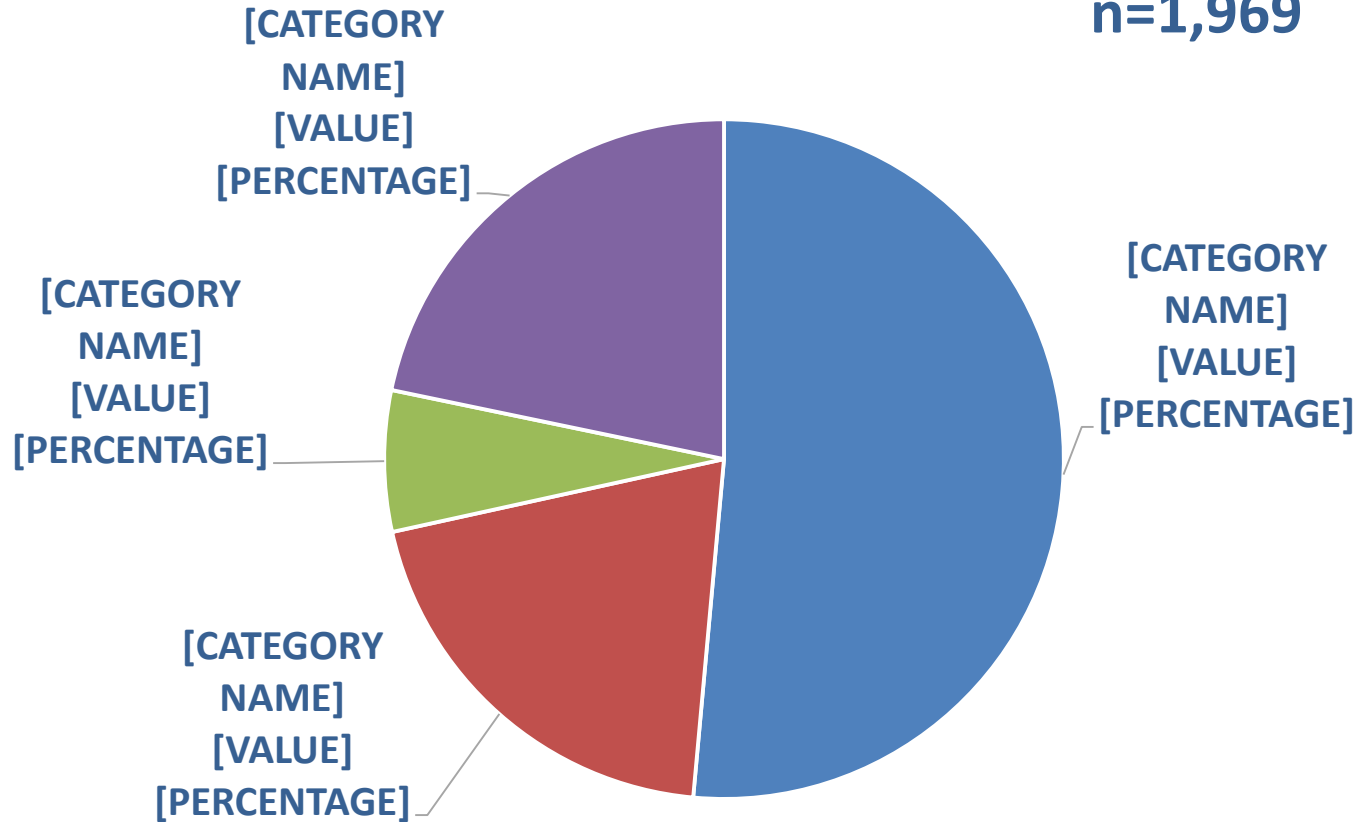


## Total Covered Lives



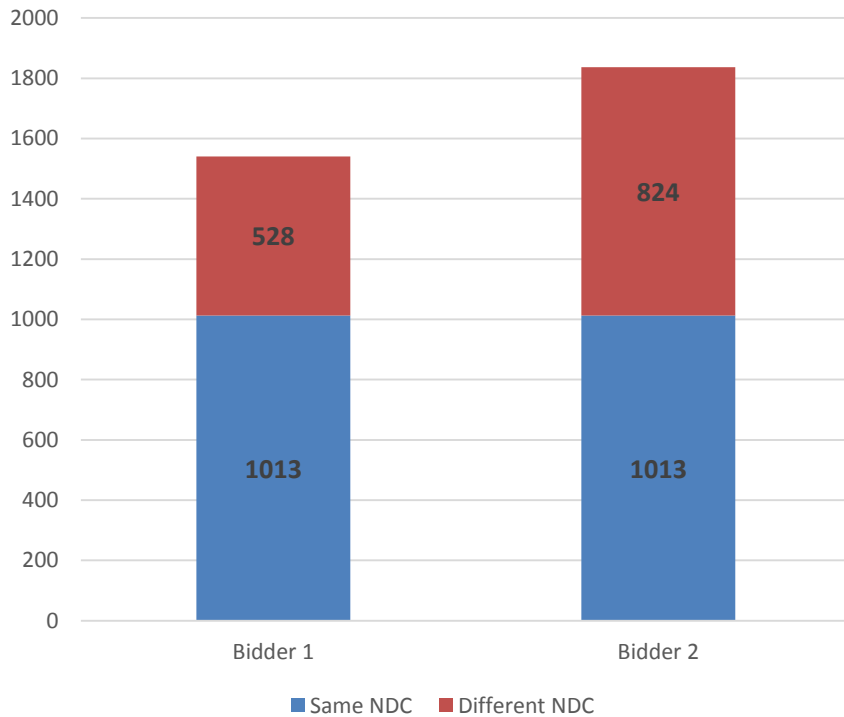
# Pie Charts – Components of a Whole

**BRAND DRUGS**  
**n=1,969**

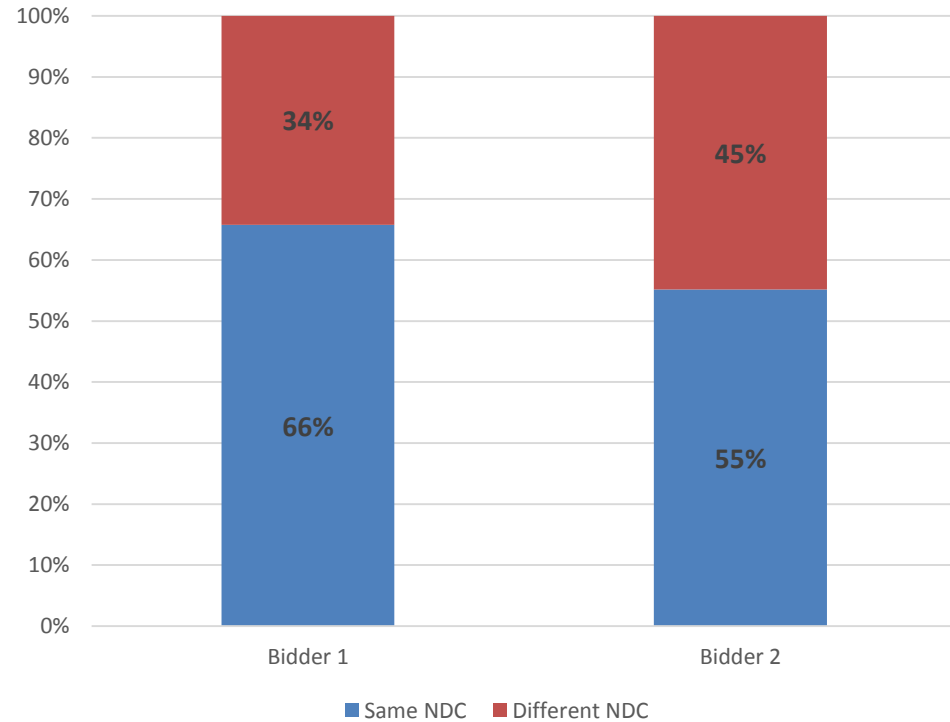


# Raw Numbers versus 100% Charts

Brand Drug NDCs Priced Compared to Client



Brand Drug NDCs Priced Compared to Client



# Idaho SHIP Data Measures

Sixteen measures to be collected statewide, in coordination with other SHIP projects across the country.

Separate data collection vendor involved

Idaho Focus:

1. Childhood Obesity
2. Tobacco Use
3. Diabetes



# Exercise: Consider 1 of 16 Measures

**Measure** = The percentage of patients age 18 to 75 with a diagnosis of diabetes who have optimally managed modifiable risk factors:

- A1c <8.9%
- Low Density Lipoprotein (LDL) <100 mg/dl
- Blood pressure <140/90
- Tobacco non-use
- Daily low-dose aspirin

## Activity

1. Define the numerator and denominator.
2. Write down all your questions.
3. Craft a hypothetical graphic for one practice.
4. Craft a hypothetical graphic for the region.



# Questions and Answers

Do you have any questions or comments that you would like to share?

