

# Managing Data, Information and Knowledge For Tomorrows Success

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- **Presenter Introductions**
- **We Hope to Cover**
- **Your Hopes for Our Time Together**



# What is Happening Nationally?

- **Connecticut**
  - Olmstead Ruling
- **Massachusetts**
  - Closed the Front Door send 18 months later closed the workshops
- **Oregon**
  - Preemptively closed workshops prior to federal review
- **Rhode Island**
  - Justice Department Intervention



# How do You Use Data Today?

- Reporting
- Meet Regulatory Requirements
- Plan for Future
- Improve Outcomes
- Increase Efficiency
- Modify Service Delivery



## – Meeting Obligations

- You are responsible to meet many obligations, understand the information that can help you meet your obligations.

## – Agency Wide Informed Decision-Making

- Gut decisions won't work.

## – Managing with Information – creating a Dynamic Management System

- Continuously Improve using your Organizational Memory.
  - data, Information, knowledge wisdom

## – Future of Information in Your World

- Collaboration and Interoperability

## – Market Yourself

- You're a business and need to sell yourself.



## – External Reporting

- Government
- Funders
- Accreditation Bodies and etc.

## – Internal Obligations

- Individuals in Service
- Board of Directors
- Staff and etc.



# Agency-wide Informed Decision-Making



## – Data-Based Decision-Making

- Data
- Information
- Knowledge
- Wisdom

## – Everyone's Job

- Administrators
- Supervisors
- Clinicians
- Oversight and Support





- Culture of data decision making
- Utilization management
- Business opportunities
- Outcome monitoring
  - Anecdotal vs. Fact based
- Value based purchasing





## **Interactive process of data feeding back into operations**

- Be Informed
- Be Flexible
- Be Able to Rapidly Adapt



- Collaboration
  - Part of team
  - Partnerships
- Interoperability
  - Population Health
  - Ready Information



- Value to Your Funder
- Value as a Partner
- Efficiency
- Effectiveness
- Person to Person Outreach





# Access To Data Is Critical

- Key staff must have access and knowledge of the system
- Everyone needs to regularly use of the system
- Tracking outside of the system
- Easy access to reports from the system—client demographics/profile, client outcomes, LOS
- Ongoing review of data
- Staff training and re-training, new features





- Start yesterday to prepare for the future but at the very least don't wait until tomorrow.
- Quality Decisions will safeguard agency
- Your success comes from quality decisions
- Quality Decisions come from Quality Information
- **Plan Of Action To Move Forward**



# CHALLENGES AND BENEFITS

## Challenges

- Training
- System errors
- Adjusting to changing regulations
- Initial input of data
- Cost

## Benefits With an EHR

- Consistency
- Reporting
- Back-up
- Safe, secure, HIPAA
- Easier reviews
- Improved care
- Accessible from any location
- Freedom to focus on mission
- Increased contact
- Cost effective



# Remember To...

- **Incorporate** a culture of accountability
- **Maintain** a person-centered philosophy
- **Establish** a concurrent approach
- **Avoid** losing your culture
- **Enhance** your agency operations
- **Ensure** regulatory requirements are met
- **Review** existing capacity against ideal



# Contact Information

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**THANK  
YOU**