Water Water Everywhere, But Not A Drop To Drink: Drawing Useful Conclusions From A Sea Of Data

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Netsmart
**care** [kair] - serious attention; solicitude; protection; charge


Netsmart CareFabric™

providing solutions to connect, deliver efficiencies and optimize outcomes for the health and human services community
CAREMANAGER™: Coordinating care to ensure healthcare access, coordination, affordability and outcomes.

CAREPATHWAYS™: The use of data to drive optimal outcomes and operational efficiencies.

PLEXUS™: On demand services, technology and delivery providing predictable results as needed, when needed.

CARECONNECT™: Beyond interoperability, focused on integration, a messaging bus ensuring an open and free flowing network.

CAREVIEW™: Providing specific needs to extend capabilities, connect disparate communities and optimize user experiences.

CAREPOINTÉ™: Person-centric solutions to enable and empower the consumer, providing a seamless integrated connection in the pursuit of recovery, health and wellness.

CARERECORD™: A platform providing a framework for EMR, billing, scheduling, and clinical workflows.
Multi-Dimensional Analysis
Enlighten Analytics Process

We do...

Care Record, Financial, HR System

Enlighten Extracted Data Repository

Automated csv file extract

Enlighten Analyze
Enlighten Reports
Common Data Frustrations

“Data from a single source is only somewhat valuable. It is when you begin to aggregate multiple sources of data that I get excited.”

“If I could have access to real time data it would help immensely. If I could give that access to a broad group of users across the organization, that would be even better.”

“Currently our reports are very static in nature. I wish we had a way to allow for the same view of data across the organization, or the ability to seamlessly share views of data with colleagues.”

“I can’t get to the data myself and the reports are always static in nature.”

“I need to be able to drill into the data and see where the specific areas of need are within my organization.”

“I am always waiting on IT for my reports and data. If I have an additional question, it could be weeks before I have an answer. By then I have another question!”
San Mateo County Specific Data Issues

- I need to get the right information to the right people at the right time
- I need a business intelligence tool that was useable by non-technical people, with training, to ask and answer their own questions.
- Providing the Executive team a real time view of what the financial picture is for the County….and being able to tie outcomes to the services delivered.
- Cost of a report writer in the San Francisco Bay area….more than the investment in Enlighten Analytics.
Becoming a Data Driven Organization

Early Lessons Learned:

• You must be willing to do the work to define what is important to your organization.

• Starting at the top and driving information down.

• You must be willing to accept the information that comes from the analytics.
Early Lessons Learned:

• Don’t be surprised when some of your long held beliefs are challenged based on visibility to data, and the ability to see the data in context.
  
  ➢ Exposed areas for improvement on mix of services being delivered to specific populations
  
  ➢ Caused a rethink of staffing across the clinics providing certain services, leading to more appropriate services being delivered by the right credential’s providers
Q&A

Any other questions?

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