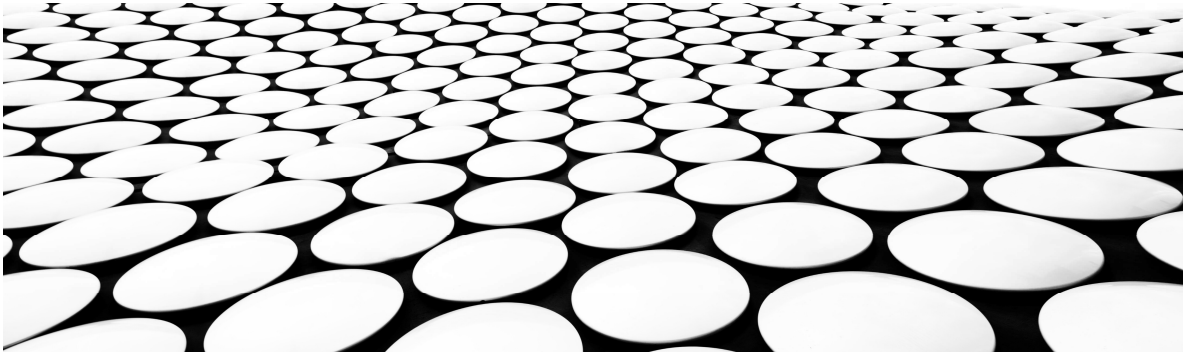


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## LOW COST, LOTS OF DATA

ADAM SOPER & AMY EELLS



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## CONTACT INFORMATION

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- Amy Eells – Associate Executive Director of Quality & Performance
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## AGENDA

- Introduction to PowerBI and licensing
- Evaluate your Data
- Value based Analytics for your organization
- One approach to answering a question with data
- How can you improve your data collection and analysis
- Challenges
- Questions

3

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## HOW DID WE GET HERE?

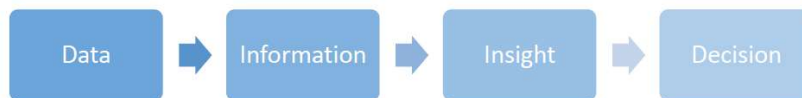


- Unanswered Questions
- Lack of Data Governance
- Inefficient
- Preparing for Managed Care

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## Business Intelligence

- Google's top result, Wikipedia: "Business intelligence (BI) is a set of theories, methodologies, processes, architectures, and technologies that transform raw data into meaningful and useful information for business purposes. "



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## What is PowerBI?

A suite of business analytics tools that deliver insights.  
Data processing and data visualization tool

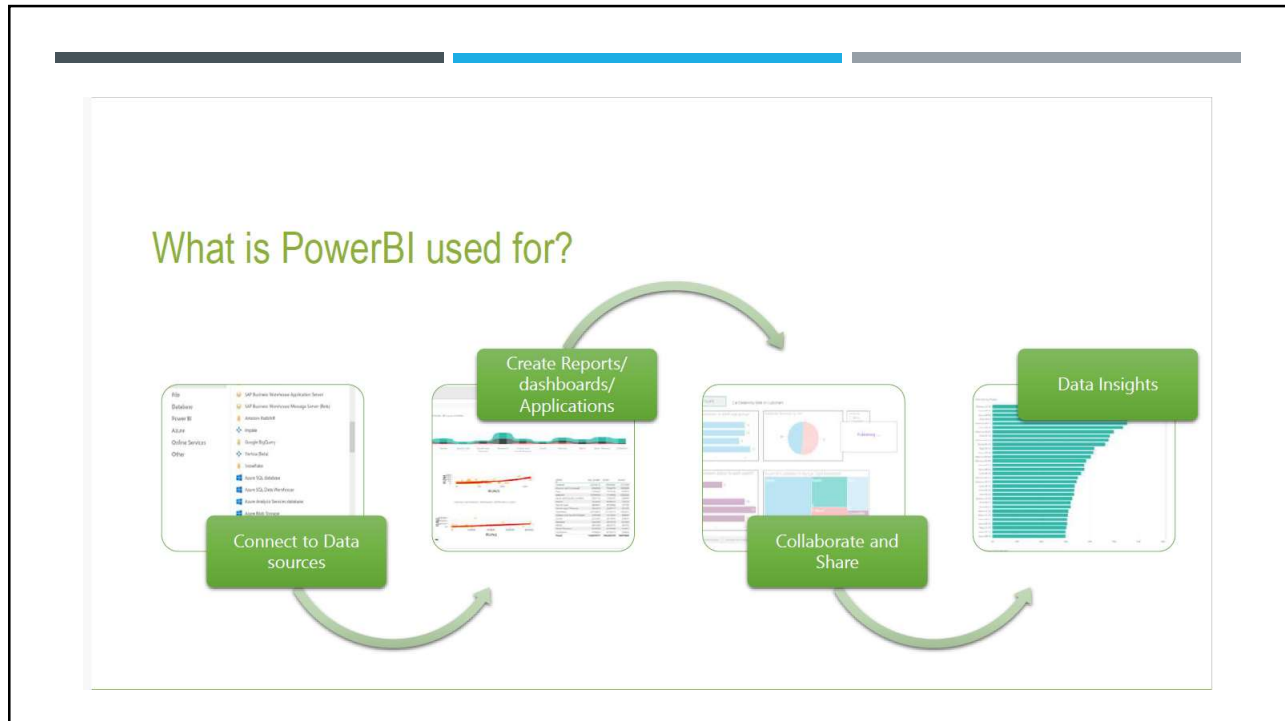
<https://powerbi.microsoft.com>



Audience: Business Users & Managers  
Users: IT, Finance, HR, Marketing, Manufacturing,  
Data Analysts...



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## Different Between Power BI, Google Data Studio and Tableau.

Google Data Studio	Power BI	Tableau
Free	Free for Desktop \$5 per user for server	\$70 for Desktop \$12+ per user for server
Good for online data especially google analytics & google Adwords.	Better Visualizations and easy to start with powerful data transformation capability.	Easy to explore data based on grammar or graphics.
Backed by google ecosystem.	Can Connect 100+ Different Sources and 250+ Different Visuals.	Long legacy and widely adopted.
Community support & Fastest data refresh.	Good community support.	Strong community support.

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## EVALUATE YOUR DATA




The image shows three emoticons in a row: a red sad face, an orange neutral face, and a green happy face. Below each emoticon is a square checkbox. The third checkbox, under the happy face, is checked with a green checkmark, and a hand is shown holding a pen over it.

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## WHERE IS THE DATA

- Most programs have specific requirements to document service for billing
- This can require a few different systems
- As a result, our data collection abilities varies across the organization




The background image shows a row of large, silver, cylindrical grain silos under a clear blue sky. The silos are arranged in a line, and the ground in front of them is dry and brown.

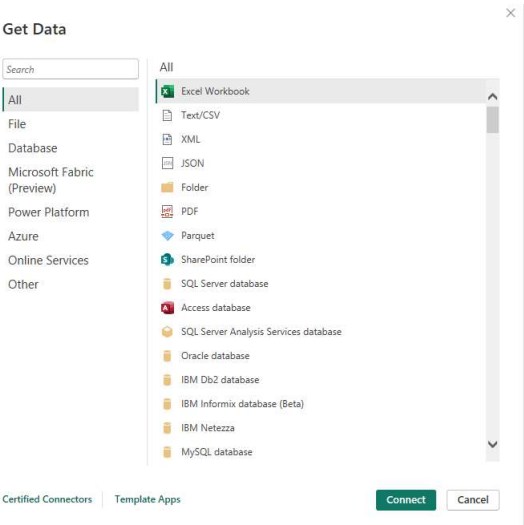
10

## DATA WAREHOUSE

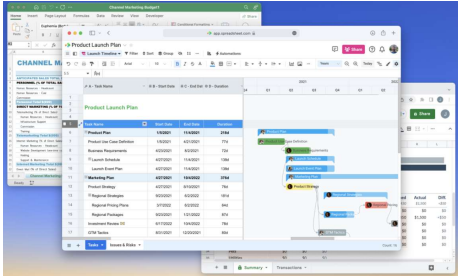
- Goals
  - Connect Data Across multiple disparate systems
- Initiatives
  - Program Planning
  - Quality and Compliance Tracking
  - Manage determinates of Care
  - Increase Productivity
  - Monitor revenue

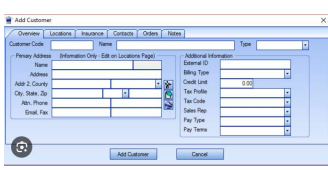


11

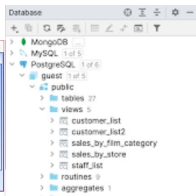


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## INITIAL ANALYSIS

- Data Validation
  - Is it accurate?
- Dashboards
  - Initial visualization of the data
- Data Integrity Checks
  - Is it complete and consistent?




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## EVALUATE YOUR DATA

- Is it what we expected?
- What changes do we need to make to the data collection process?
- Is it sustainable?
  - Cost and effort to collect and supply the data
- How will people use it?
- Will people use it?



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**VALUE**


**VALUE BASED ANALYTICS**

- BENCHMARKS
- MONITORING
- ASSESSING
- EVALUATE

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## GOALS

- Do you have specific goals?
- What are your productivity expectations?
- What are others doing?
- What can be monitored to improve quality?



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## PRODUCTIVITY & ER VISITS



**PRODUCTIVITY – BILLABLE TIME VS. WORKED TIME**



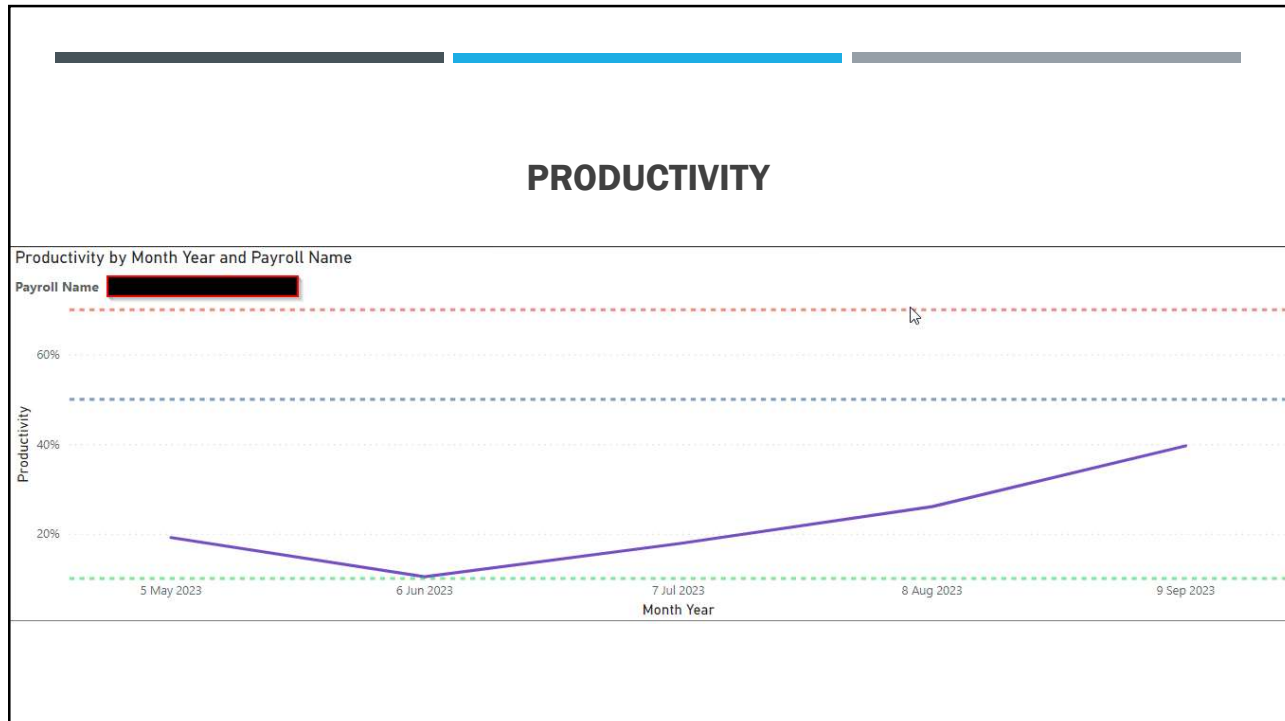
**ER VISITS – CAN TRAINING AND POLICIES REDUCE ER VISITS?**

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## PRODUCTIVITY

Billable Service Hours	Total Service Hours	ADP Calculated \$	ADP Worked Hours	Non-Billable	Training	Dollar % Worked	Billable % Worked	Total % Worked
438.50	455.97	18,917.60	454.75	7.50	1.50	138.62%	96.43%	100.27%
386.00	402.04	18,449.60	443.50	1.50		109.85%	87.03%	90.65%
434.25	440.02	19,562.40	470.25	2.00	1.75	115.62%	92.34%	93.57%
79.25	79.85	3,317.60	79.75		1.00	102.40%	99.37%	100.12%
219.00	231.40	10,816.00	260.00	6.50	1.00	90.50%	84.23%	89.00%
467.75	474.24	20,560.80	494.25	5.00	3.75	126.12%	94.64%	95.95%
142.25	142.81	5,938.40	142.75	9.25	2.00	102.24%	99.65%	100.04%
412.75	423.74	18,553.60	446.00	0.25	1.00	126.41%	92.54%	95.01%
65.25	66.20	2,787.20	67.00	6.25	4.00	99.92%	97.39%	98.80%

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## OTHER EXAMPLES

Master Participant List	Board Dashboard	SDOH Assessments	ER Visits/PCP Follow Up	Evaluating Populations	Vehicle Maintenance
Consolidate all agency data	Financials/Goals	Referral Platform	Evaluate Policies	Languages	Service Intervals
Master Record of services	Employee Turnover/Occupancy	Assist with other needs	Do participants have a PCP	Race/Culture/Religions	Cost of Ownership

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## **OUTCOMES**

- Reduce and correct staff errors
- Monitor Budget performance
- Improved productivity
- Improved Participant Care (High Risk, SDOH, ER Visits, Missed Services)
- The amount of data we collect is increasing

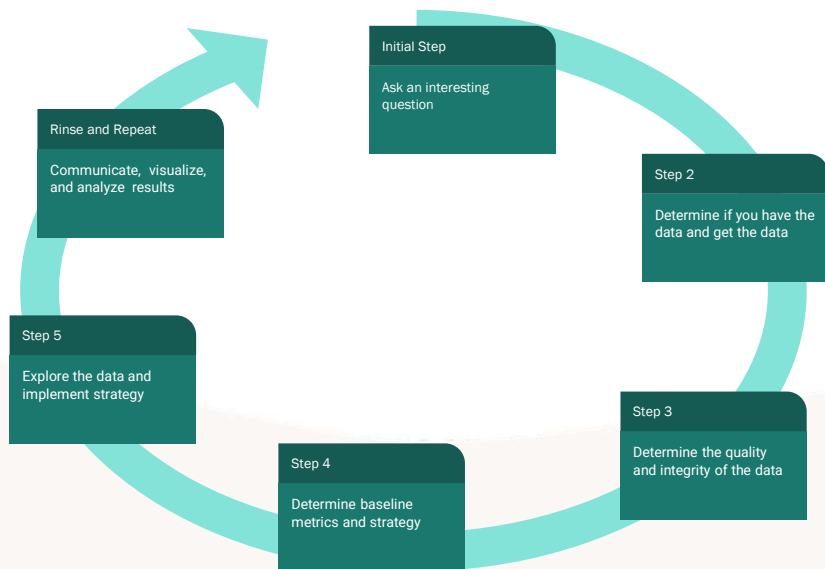
22

# ONE APPROACH TO ANSWERING A QUESTION OR BUSINESS NEED WITH DATA



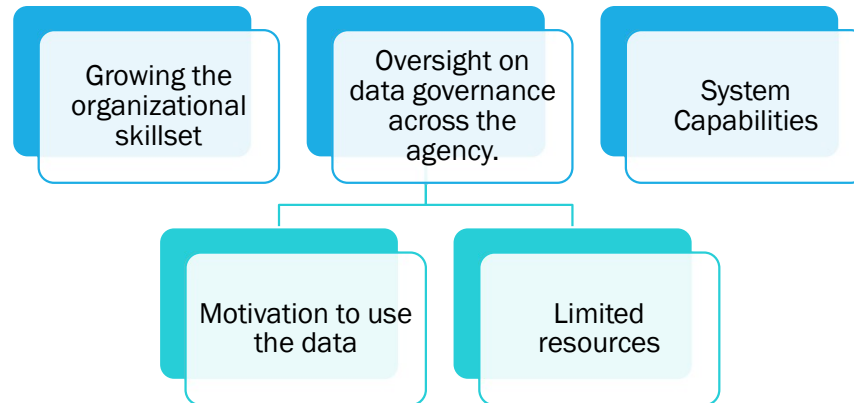
23

## DATA DECISION WORKFLOW



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## CHALLENGES



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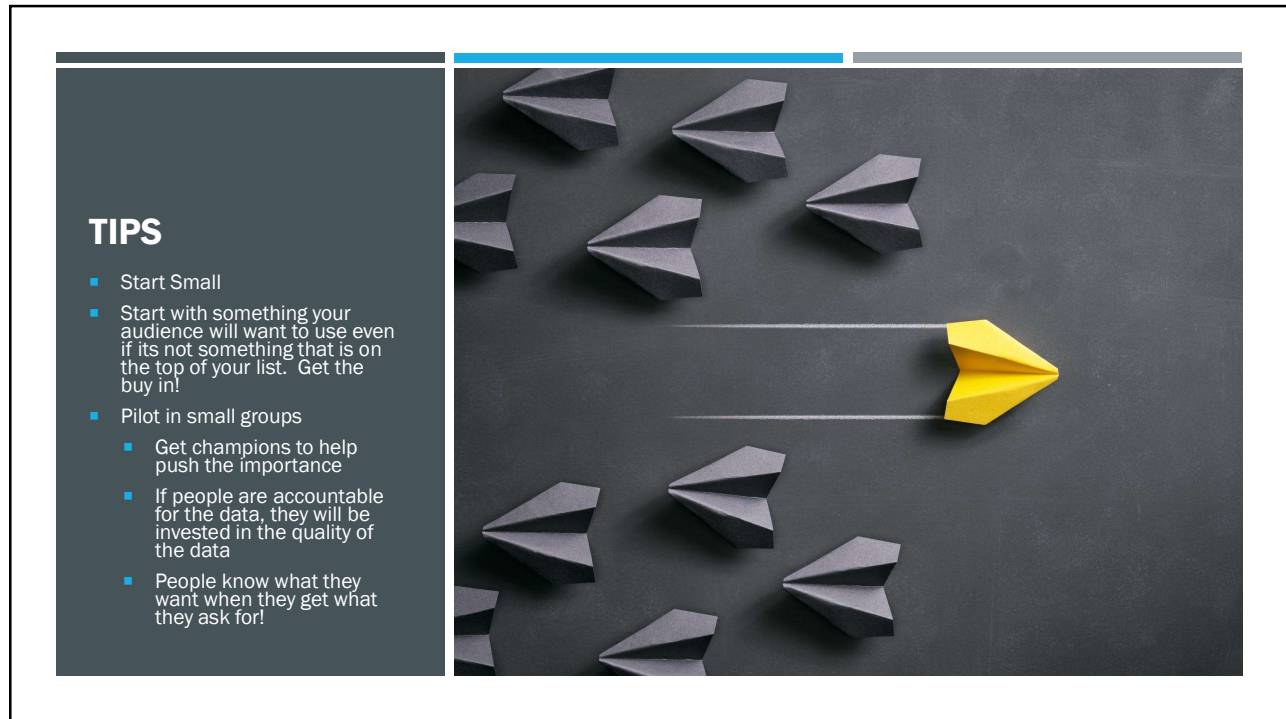
## FUTURE STATE

- Reduce our software footprint
- Automate data extraction
- Increase training for our data users
- Increase collaboration with other agencies



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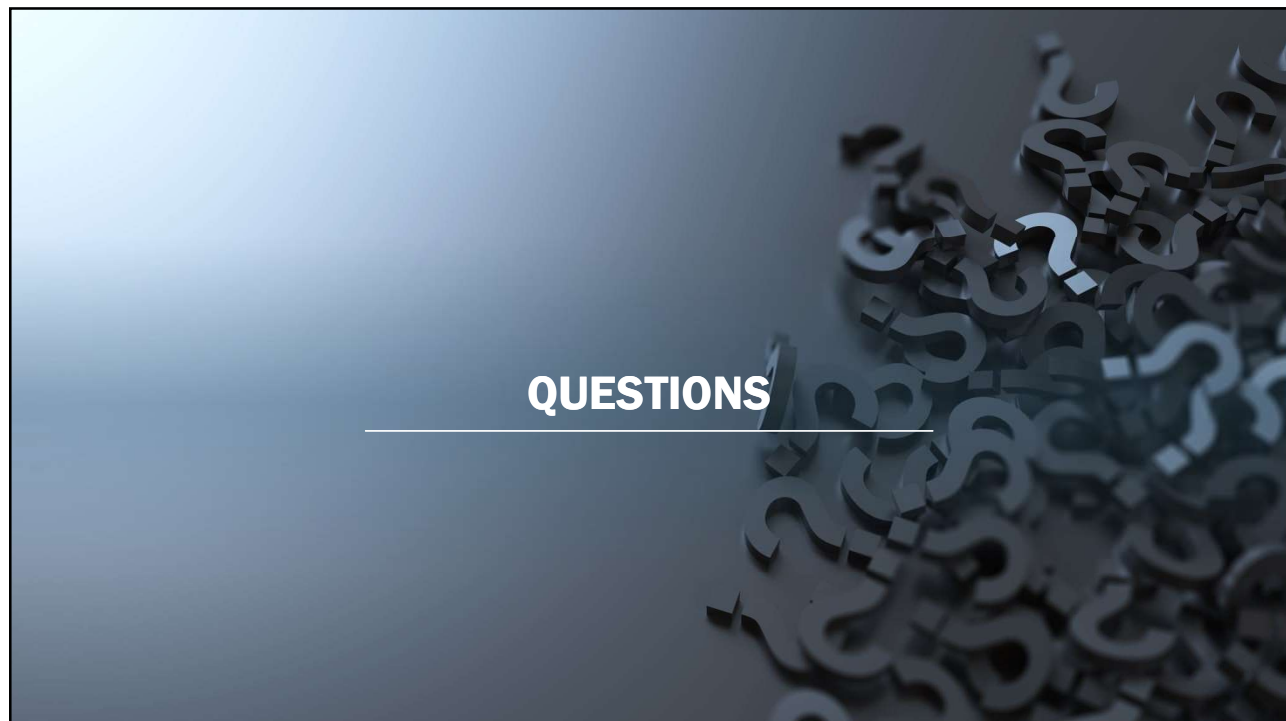


**TIPS**

- Start Small
- Start with something your audience will want to use even if its not something that is on the top of your list. Get the buy in!
- Pilot in small groups
  - Get champions to help push the importance
  - If people are accountable for the data, they will be invested in the quality of the data
  - People know what they want when they get what they ask for!

The slide features a dark grey background with a light blue horizontal bar at the top. On the right side, there is a photograph of several dark grey paper airplanes scattered on a dark surface, with one bright yellow paper airplane in the center, pointing to the right. The word 'TIPS' is written in white, bold, uppercase letters on the left side of the slide.

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**QUESTIONS**

The slide features a dark blue gradient background. On the right side, there is a photograph of many dark grey question marks scattered on a dark surface. The word 'QUESTIONS' is written in white, bold, uppercase letters in the center of the slide, with a thin white horizontal line underneath it.

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