The Proof is in the Data: Easy Recipes for Reliable Data Collection and Reporting

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Bedrock Change Principle….

"Value" of Care Equation

1. **Services provided** – Timely access to clinical and medical services, service array, duration and density of services through Level of Care/Benefit Design Criteria and/or EBPs that focuses on population based service needs
2. **Cost of services** provided based on current service delivery processes by CPT/HCPCS code and staff type
3. **Outcomes achieved** (i.e., how do we demonstrate that people are getting "better" such as with the DLA-20 Activities of Daily Living)
4. **Value is determined** based on can you achieve the same or better outcomes with a change of services delivered or change in service process costs which makes the outcomes under the new clinical model a better value for the payer.

Productivity is not a measure of how hard a staff member is working, but how well the system works for the staff…..

To Identify the Source of System Noise –

Anything that keeps staff from being able to do the job they want to do:

Helping consumers in need!

More Importantly, what do you do about it!?

Making Change Without a Data Driven Support System…..

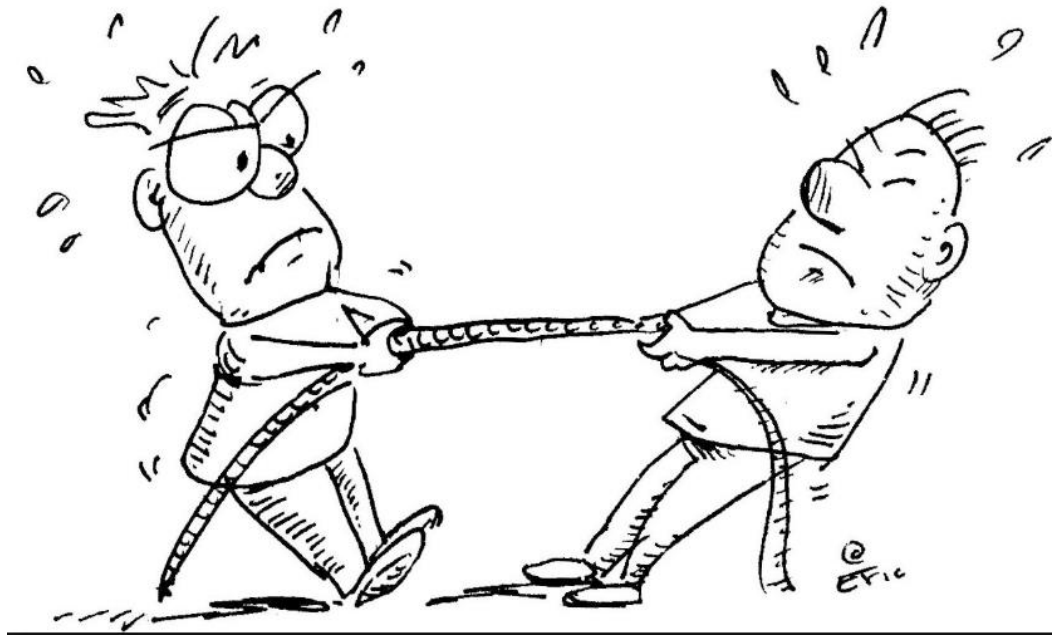
Staff – “I’m busy/overwhelmed”
Leader – “No you’re not/I don’t think you are THAT busy.”

You – “Are consumers showing improvement?”
Staff – “They are doing great!”

Consultant – “So how are your no show rates?”
Team – “Much better than they used to be!”

Making Change Without a Data Driven Support System…..

- *Team members with differing opinions, but neither side has data to back their points is a key roadblock to successful changes!*



Making Change Without a Data Driven Support System…..

"I Feel Overwhelmed…"

Busy

- Burdensome Paperwork Outside of Session
- Practice Variance (Over or Under Target)
- Service Density (Over or Under Target)
- High Level of No Shows/Follow Ups
- Overwhelmed with Meetings
- Excessive Travel Time

Billable

- Paperwork that is an appropriate length and works to engage the consumer
- Practice Variance and Services Density in line with treatment design.
- Engaged Consumers Who Show Up.
- Productive Meetings
- Travel Planned Out to Minimize Drive Time

Why you need a Data Driven Support System…..

A Data Driven Support System is –

1. A system that utilizes data to help teams make informed decisions,
2. Identify organizational trends via the use of data (Examples – Client engagement, satisfaction, or outcomes)
3. Moves the team away from/past anecdotal conversations on what changes are needed.

Kitchen Basics: Boiling it down to the essentials

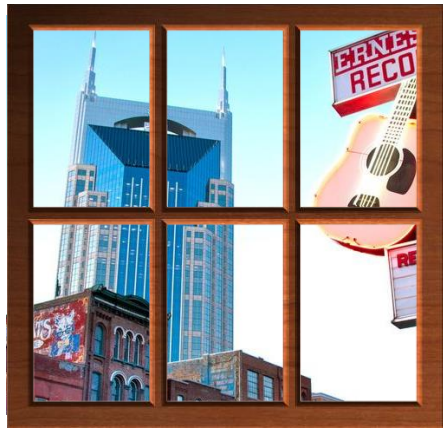
Too Many Cl

Ingredients

Spoil the Broth

Kitchen Basics: Essential Data Elements –

- **Event**:
  - Something happened, and we recorded it.
- When?
  - What **day**? What **time**?
- Where?
  - Which **location**?



Essential Data Elements –

- Who was involved?
  - **Staff Member?**
  - **Client / Patient?**
- What Happened?
  - **Service?**
  - **Appointment Status?**
    - Show
    - No Show
    - Cancel
    - Staff Cancel

Essential Data Elements –

- What was the **Duration**?
- Who is going to pay?
  - Is it **billable**?
    - If so, what **CPT Code / Service Code** and **how much do we bill**, how much do we get paid?
    - If not, what **unbillable code** to we assign the time to.
  - Who is the **Payor?**

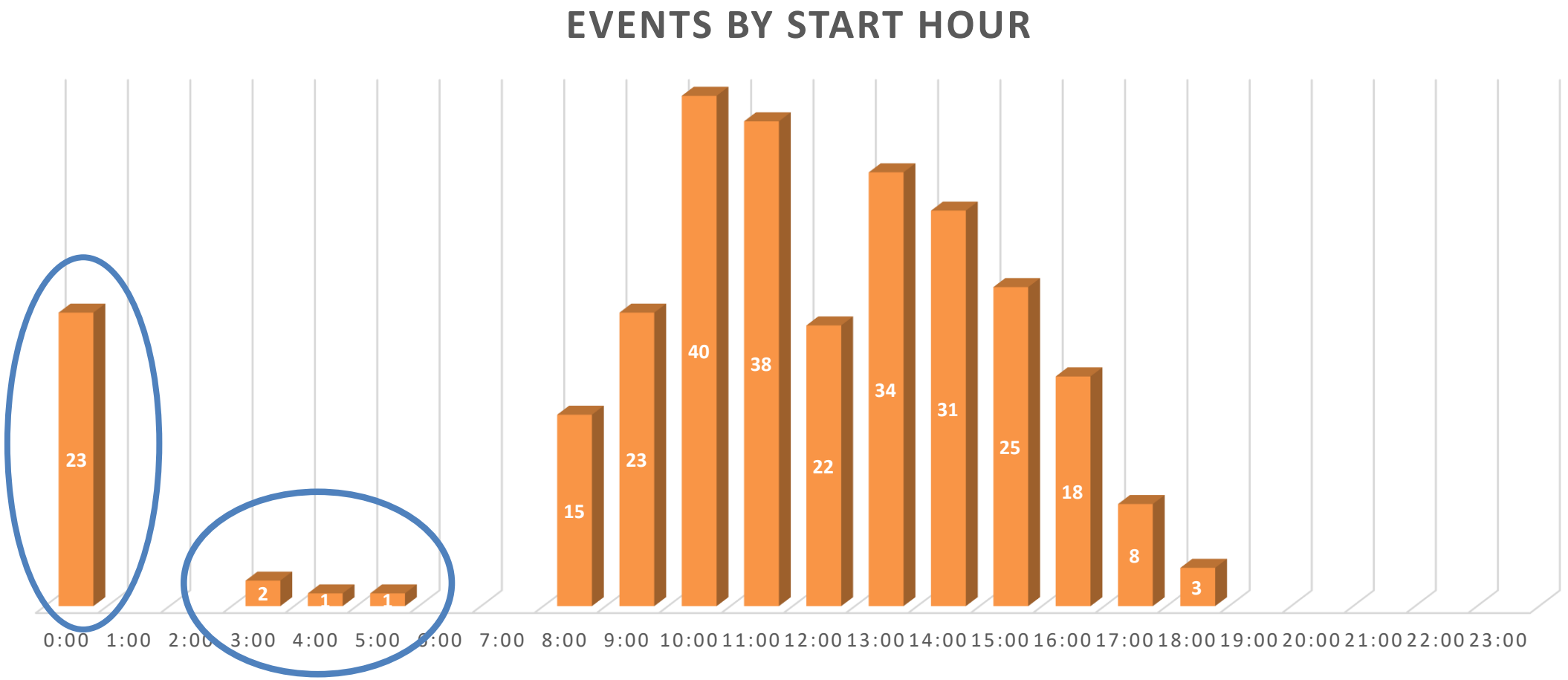
Essential Ingredients Overview

1. **Event**
2. **Date/Time**
3. **Location**
4. **Staff**
5. **Client**
6. **Service**
7. **Appointment Status**
8. **Duration** (Staff Time and Client Time)
9. **CPT/Service Code** (Billable or non-billable)
10. **Payor**

Before we start… Are we getting good ingredients?

- Are we auditing the **Data and the Data collectors** to make sure that we have good, clean data going into the system?

Auditing Data



Now Get Cooking!

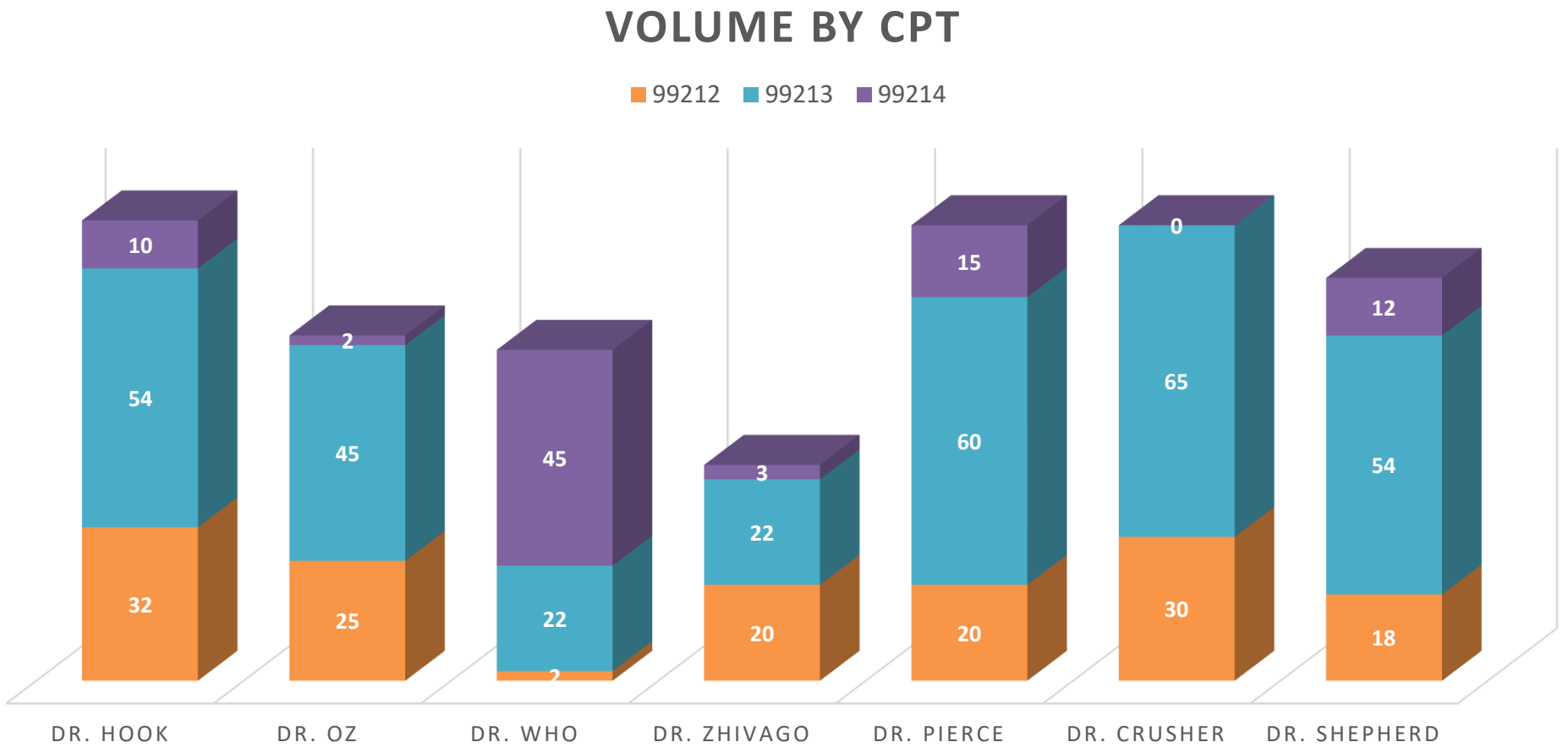
Now Lets Get Cooking!

Recipe One:

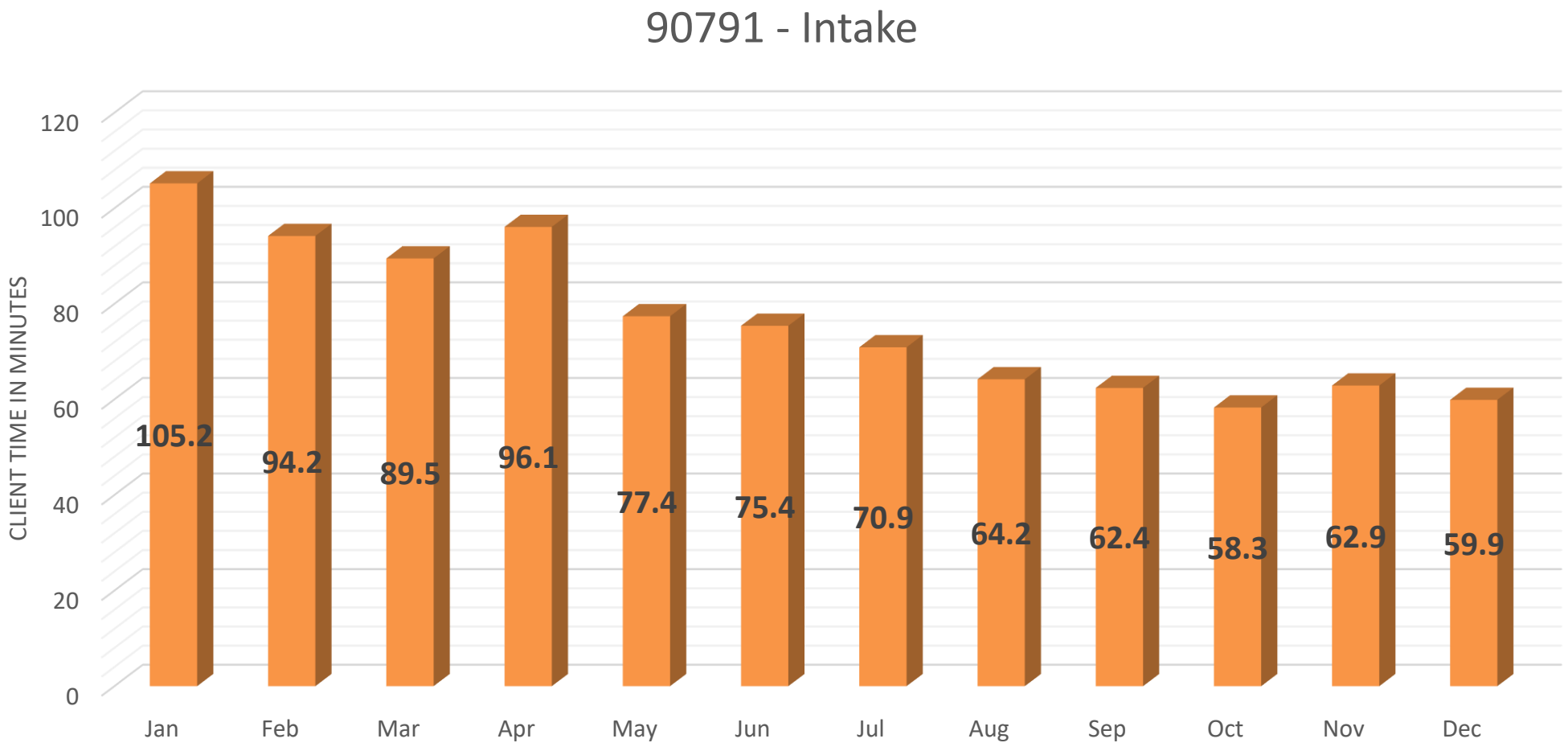
Make an appetizer out of Low Hanging Fruit

What are things we can make immediate impacts on?

Practice Variances at a glance.



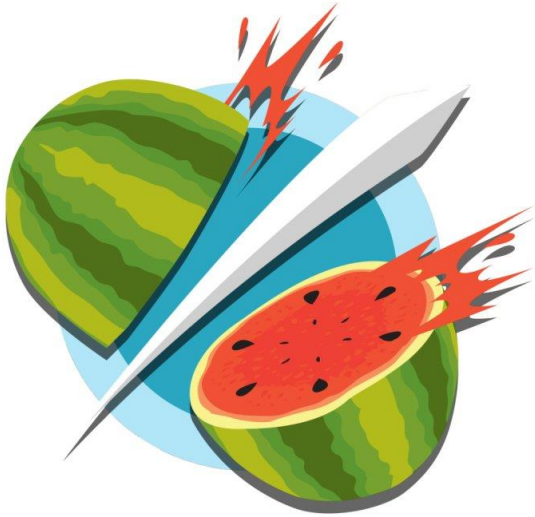
Use data to follow progress of changes



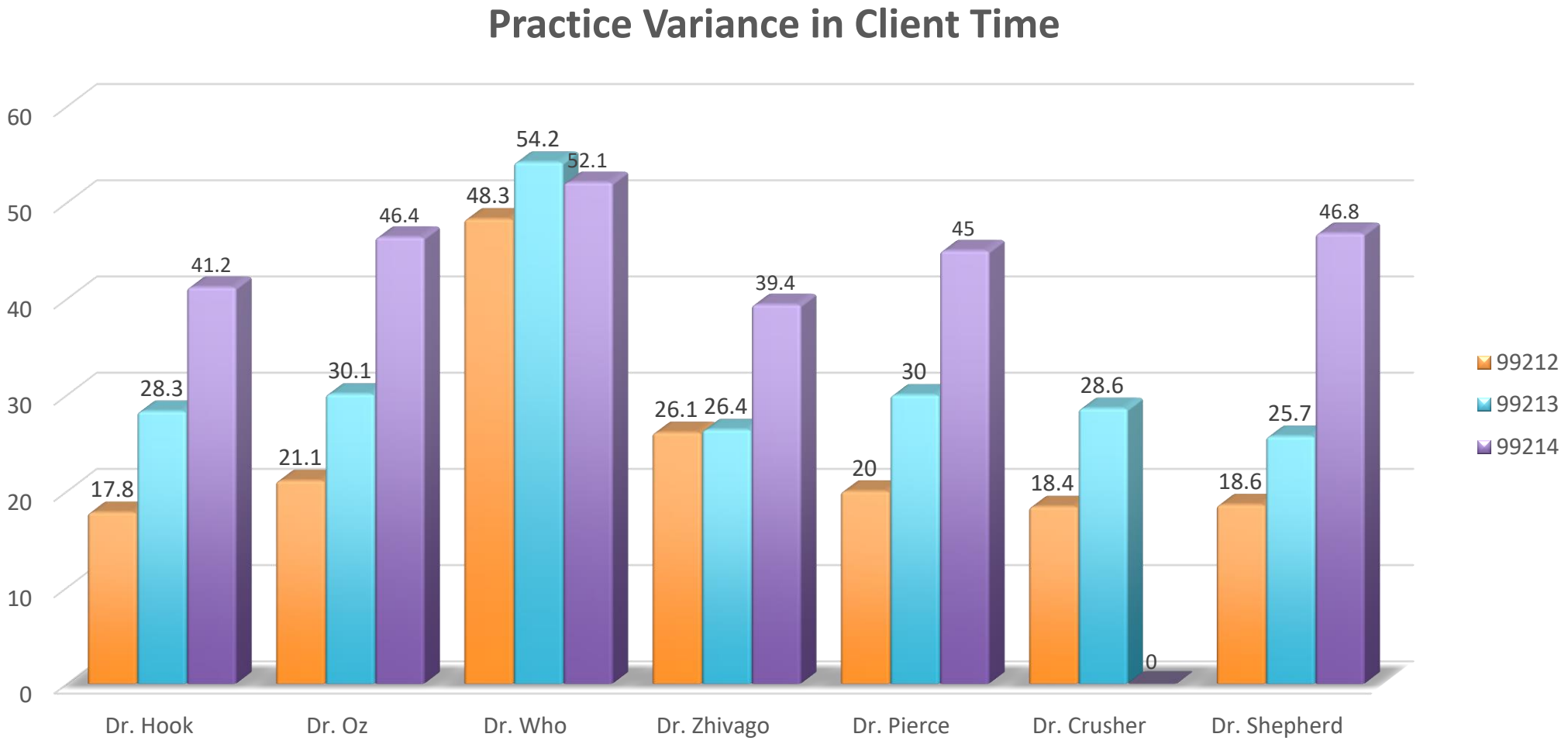
Now Lets Get Cooking!

Recipe Two:
Slicing and Dicing to see what is inside

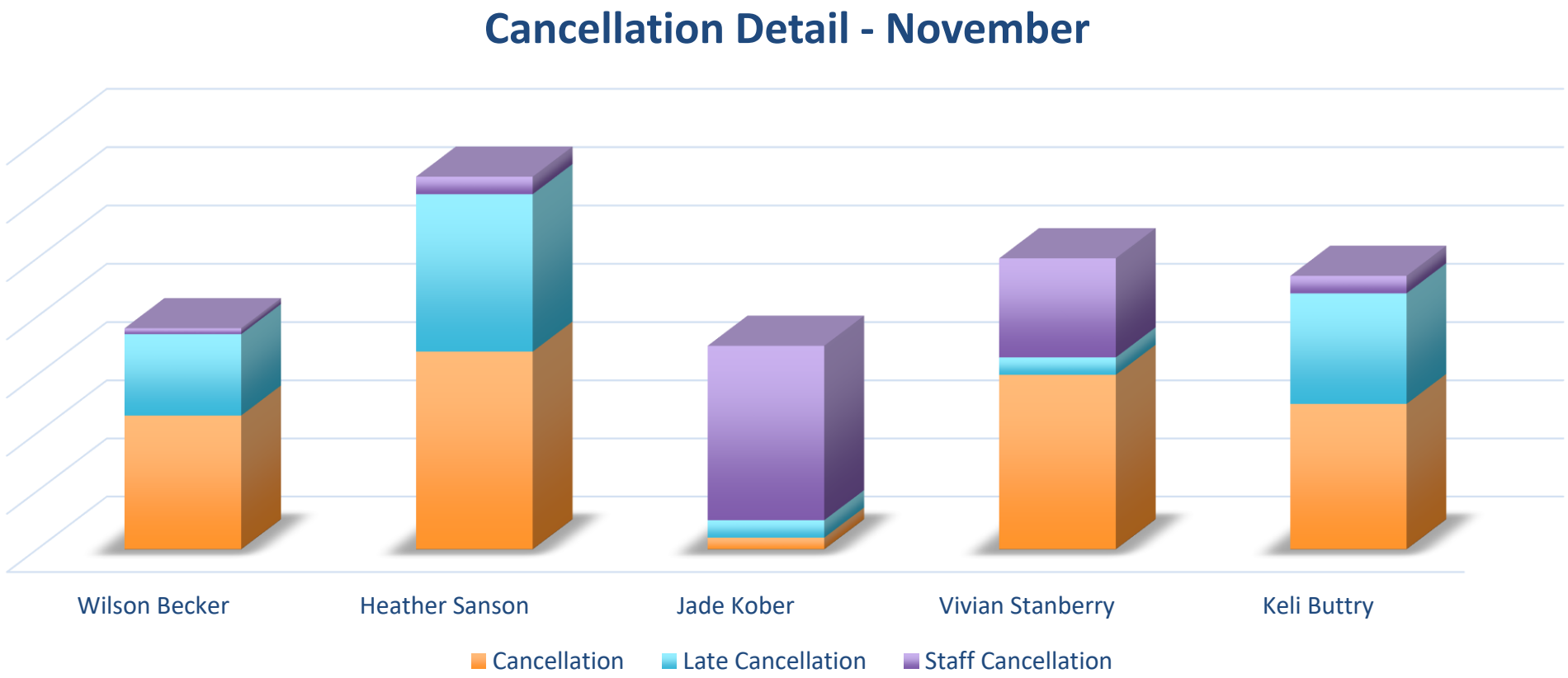
Stratifying data adds flavor and texture.



Using Data to Drive Management



Additional Detail on Cancellation reason



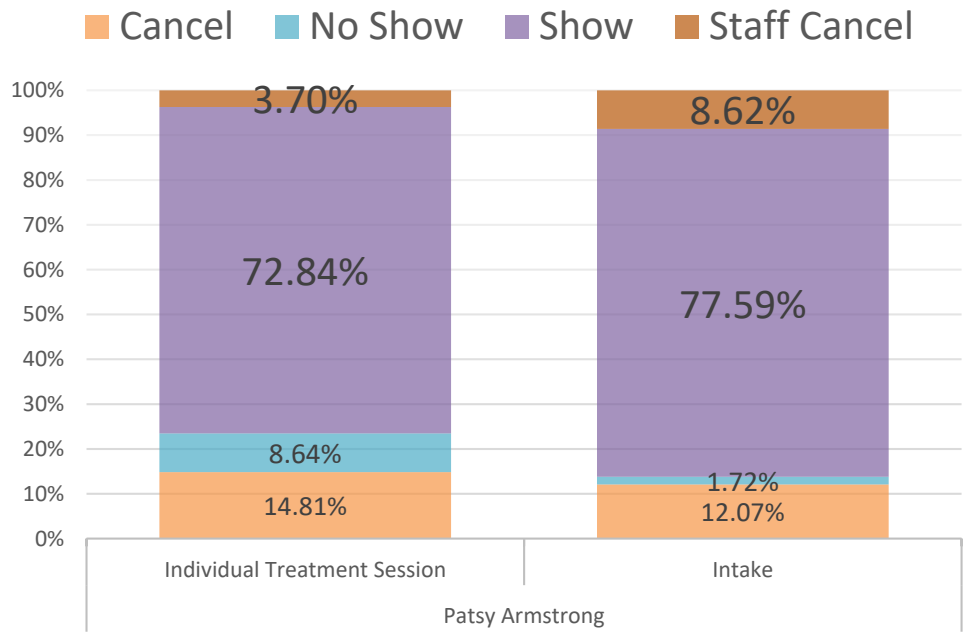
Now Lets Get Cooking!

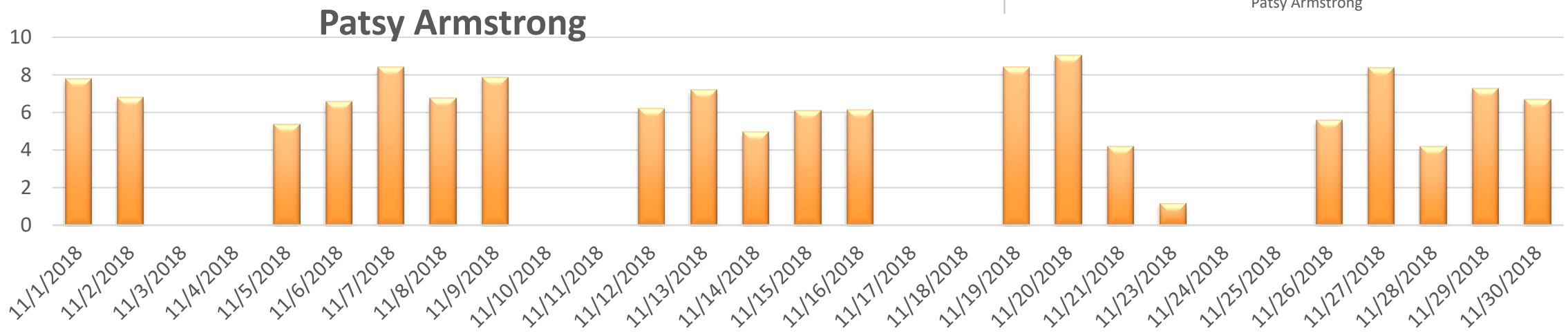
Recipe Three:
Time for the Entree'

Using Data to Manage your Practice, and to Drive Transformational Change.

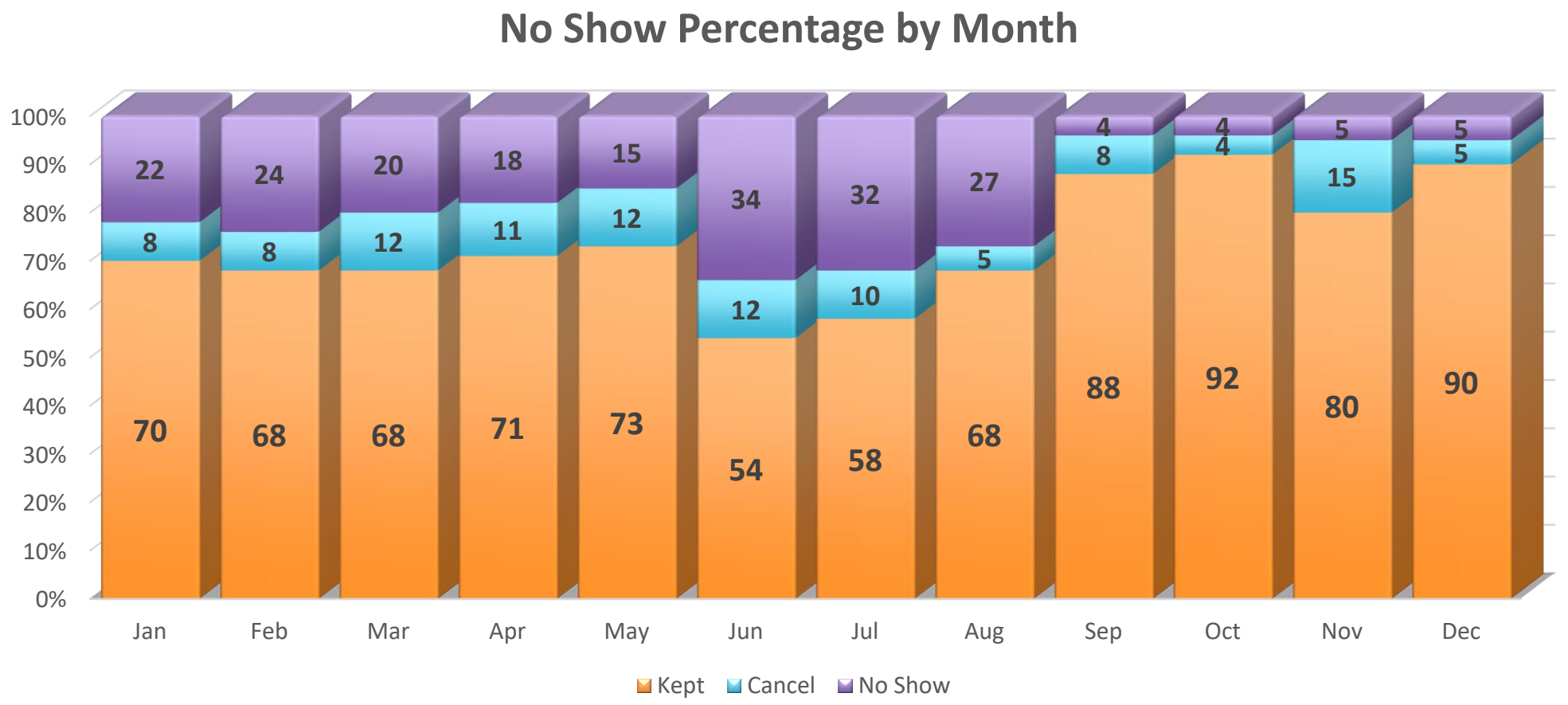
A Day in the Life

Date	Start Time	Case #	Service	Appointment Status	Staff Time Minutes	Staff Time Hours	CPT
11/1/2018	8:00:00	5873	Individual Treatment Session	Show	18	0.3	90832
	8:30:00	6578	Individual Treatment Session	Show	33	0.55	90834
	9:00:00	6494	Individual Treatment Session	No Show			
	9:30:00	10120	Individual Treatment Session	Show	21	0.35	90832
	10:00:00	10638	Individual Treatment Session	Show	19	0.316667	90832
	10:30:00	12484	Individual Treatment Session	Cancel			
	11:00:00	6614	Individual Treatment Session	Show	26	0.433333	90832
	11:30:00	8452	Individual Treatment Session	Show	25	0.416667	90832
	12:00:00		Lunch		30	0.5	
	12:30:00		Lunch		30	0.5	
	13:00:00	10593	Intake	Show	57	0.95	90791





Trending No Show Data



Now Lets Get Cooking!

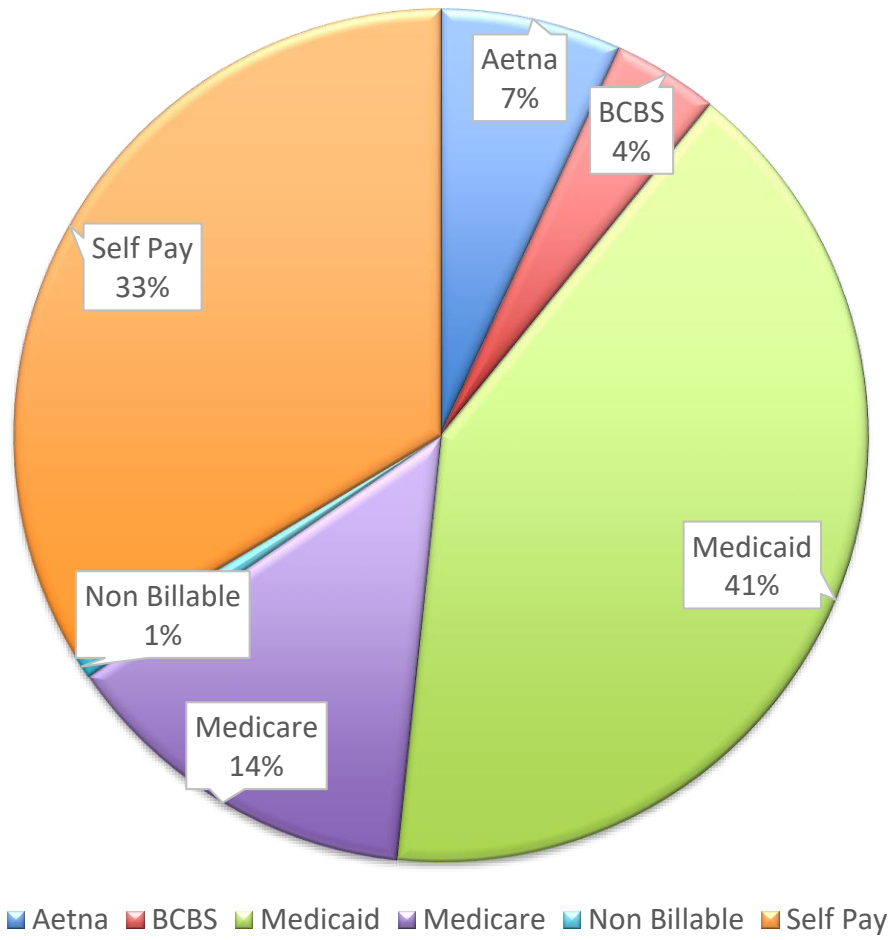
Recipe Four:
A little Accounting to Cleanse the Pallet.

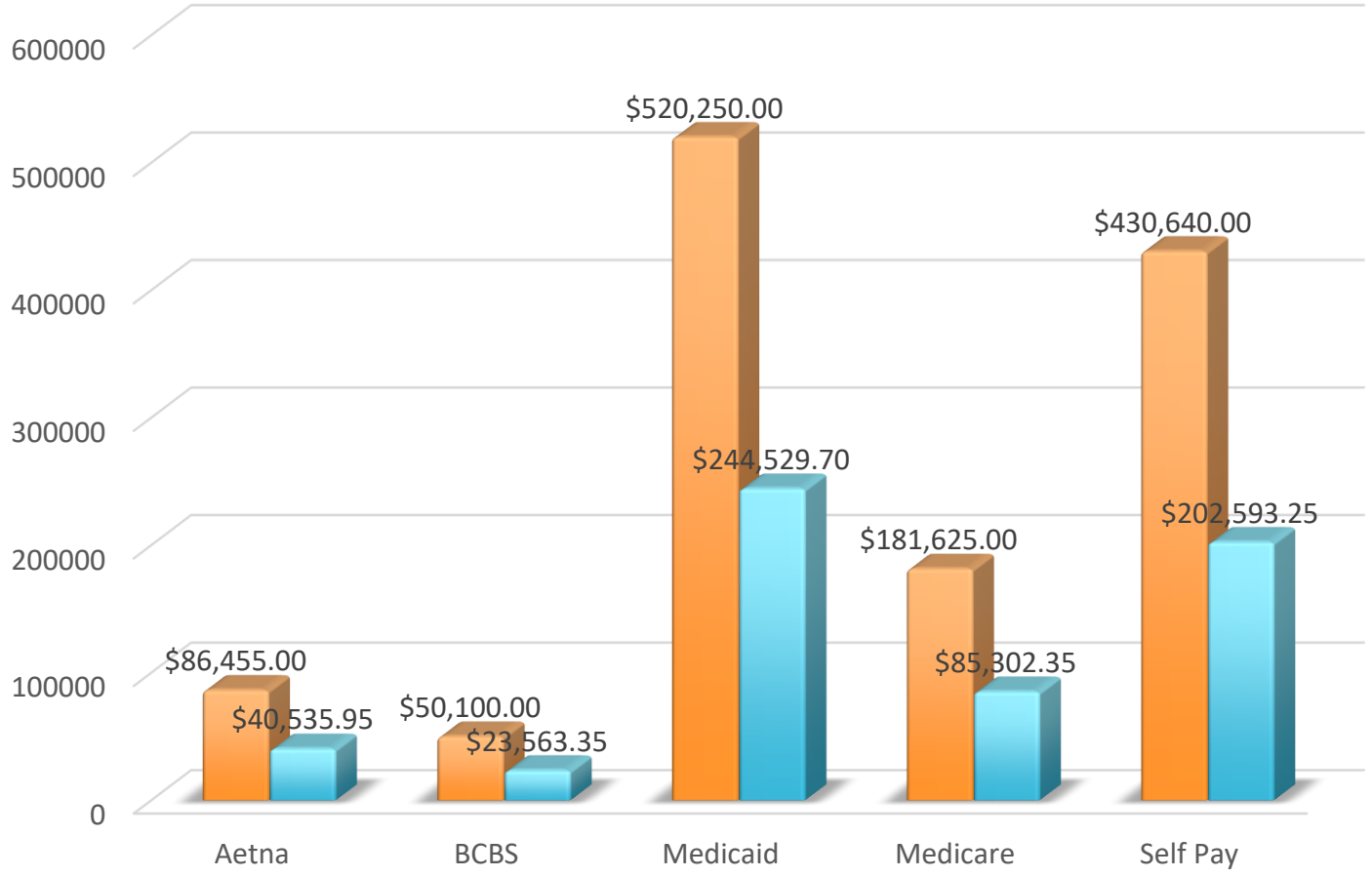
Financially centered reports can give focus to Administration and Clinical Staff alike.

Ingredients Overview

1. Event
2. Date/Time
3. Location
4. Staff
5. Client
6. Service
7. Appointment Status
8. Duration (Staff Time and Client Time)
9. CPT/Service Code (Billable or non-billable)
10. Payor
11. Net and Gross Revenue

Payor Mix


Aetna 7%
BCBS 4%
Medicaid 41%
Medicare 14%
Non Billable 1%
Self Pay 33%
Aetna
BCBS
Medicaid
Medicare
Non Billable
Self Pay


600000
500000
400000
300000
200000
100000
0
$86,455.00
$40,535.95
$50,100.00
$23,563.35
$520,250.00
$244,529.70
$181,625.00
$85,302.35
$430,640.00
$202,593.25
Aetna
BCBS
Medicaid
Medicare
Self Pay

Now Lets Get Cooking!

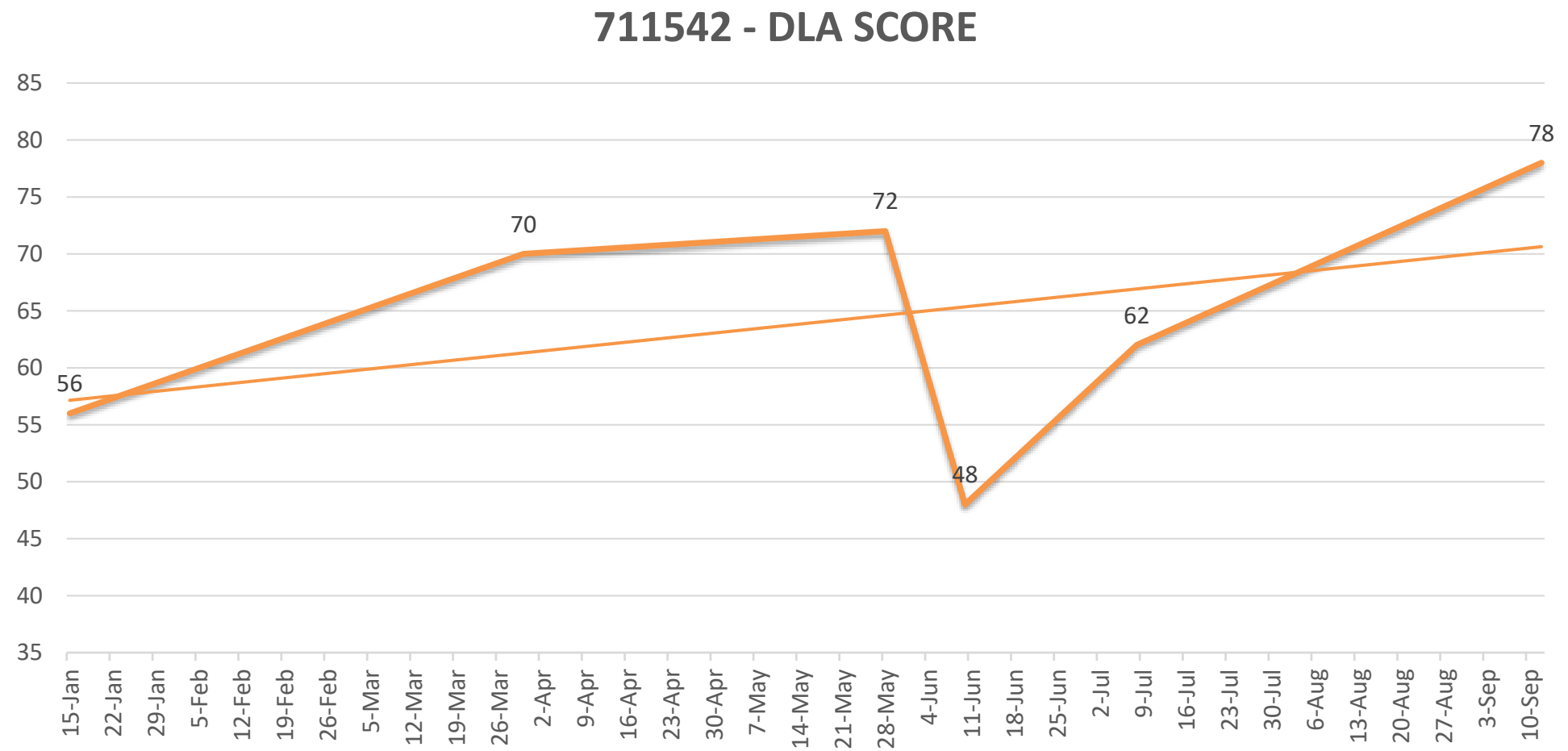
Recipe Five:
For Dessert, a focus on Outcomes

Tracking outcomes is the icing on the cake.

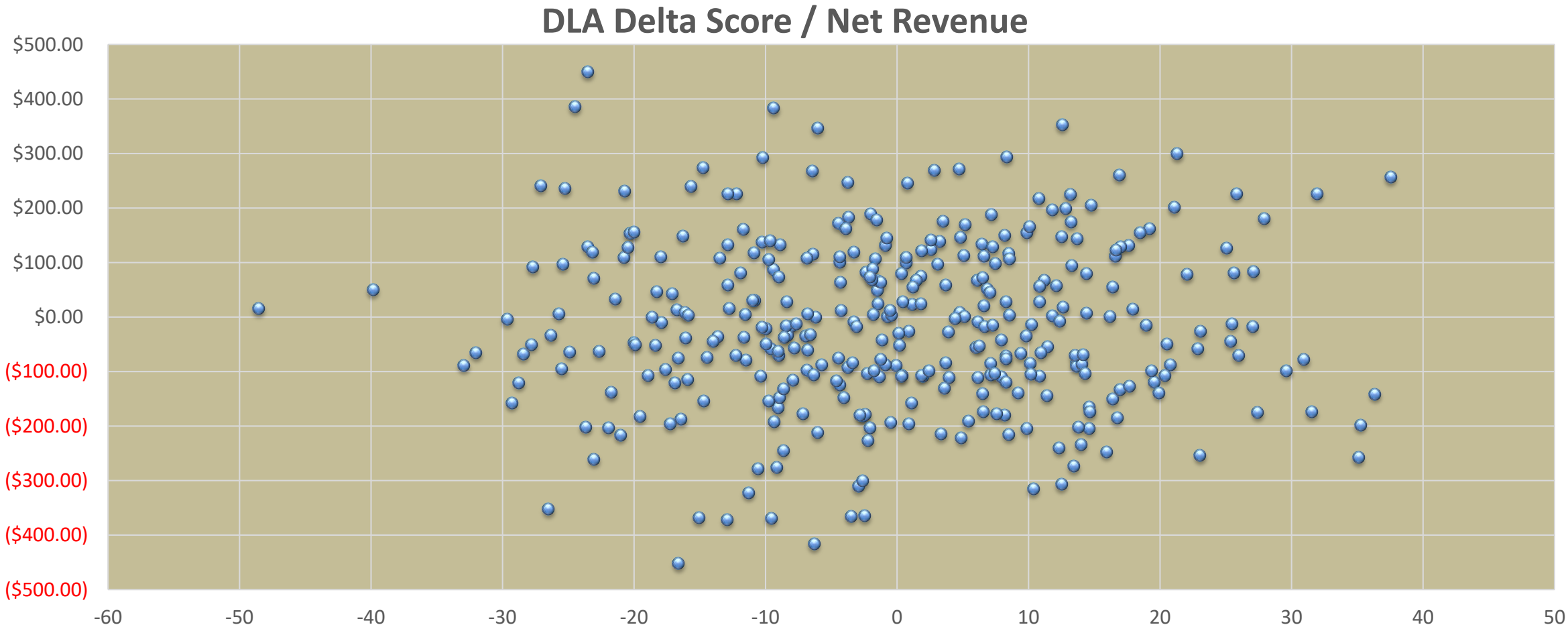
Ingredients Overview

1. Event
2. Date/Time
3. Location
4. Staff
5. Client
6. Service
7. Appointment Status
8. Duration (Staff Time and Client Time)
9. CPT/Service Code (Billable or non-billable)
10. Payor
11. Net and Gross Revenue
12. Outcome Scoring

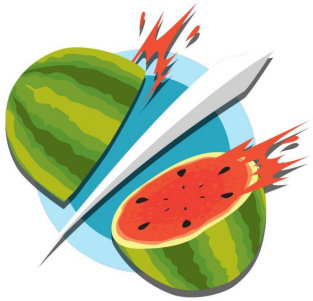
Tracking Individual Client's Progress



Outcome Tracking with a Twist of Revenue



We hope you like what we cooked up!



Questions?

Thank you for joining us!

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