



# Managing Provider Quality & Outcomes with Data

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All registrants will receive a link to the recording and slides later this week.

We will be taking questions at the end of the webinar. You can ask a question at any time through the webinar control panel.

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## Software and services to realize care's potential

Aging & Disability | Protective Services and Guardianship | Behavioral Health  
Homelessness | Community Services



**78%** states use our  
LTSS solutions

**60%** HUD continuums  
of care

**50%** area agencies  
on aging



Home Health

Hospice

Physical Rehabilitation

Home Medical Equipment

Behavioral Health

Intellectual & Developmental Disabilities

Specialty Pharmacy

Skilled Nursing

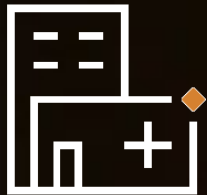
Home Infusion

Cellular Therapy

WellSky helps everyone  
in the care community  
work **better together**



Home



Hospital



Clinic



Community





# Why Look at Data

1. The Pitfalls of Analyzing with Anecdotes
2. Truthiness (Courtesy of Stephen Colbert)

# The Five Step Process

1. Establish key measures
2. Set goals / benchmarks
3. Create dashboards
4. Analyze the outcomes  
(determine causes and remedies)
5. Develop an action & accountability plan





# Establish Key Measures

Output: An output is what you produce as an organization or provider

Factory A produced X number of widgets in March

Outcome: An outcome is what clients, customers or patients do as a result of the activities, products or services you produce

Customers bought 2X number of widgets in the first quarter



# Establish Key Measures

## Output:

We served 500 meals last week

We provided housing for 600 people last year

50 people saw a Primary Care Physician through our facility last month

We provided 60 counseling sessions in the last two weeks



# Establish Key Measures

## Outcome:

The Average Length of Time Homeless dropped from 50 days to 40 days in the past year.

80% of clients with high blood pressure reported reductions in their blood pressure due to our Healthy Senior Living campaign

Hospital readmissions dropped 8% in the past year due to our Treatment Protocol 2.0



# Establish Key Measures

While outputs may tell a story, outcomes are really where it's at. They tell you whether you are really getting the job done!

You want to define measures based on outcomes whenever and wherever possible.

# Establish Key Measures

Things to consider:

- Are there standard measures in your field that everyone is evaluated on?
- What measures are really key in client/patient/customer success?
- Don't reinvent the wheel! If there are standard analytics used in your field, stick with them, instead of coming up with custom solutions to everything
- Keep evaluation simple! Don't spend more time measuring that you are improving your care



# Set Goals/Benchmarks

If your measures are completely new, setting your initial goals can be a bit of a guessing game. It's ok! Until you have some baseline to work from, you may be doing some predicting.



# Set Goals/Benchmarks

Can you use historic data in the framework of your new measures to set goals/benchmarks? (A benchmark is a reference point or standard to work from, a goal is potential level to target in your process improvement.)

Ultimately, getting three data points is a key start to establishing possible trends.

Ask the question: Do we have measurement issues that are causing problems with performance data/giving an inaccurate picture of performance?



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# Create Dashboards

Dashboards can be as sophisticated as Tableau, or other high end reporting tools. (Talk about HDX 2.0, HUD SPM Dashboard)

Or you can go extremely low tech and create dashboards directly out of PowerPoint!



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# Analyze Outcomes

Develop a Quality Improvement Committee. Make sure to include people at all levels of service delivery, from leadership to front line staff workers. Look at outcomes, look at data, ask what factors may affect outliers or inconsistencies in service delivery. Often times, management may not have answers that staff on the front line will intuitively know



# Analyze Outcomes

Develop an action & accountability plan

Once you have identified action steps to improve performance, come up with an implementation plan with a step by step rollout. Will it require:

Training?

Communication?

Resource Development?



# Final Thoughts





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