

Collecting and Visualizing Data to Drive Network Performance

CCSI's [Center for Collaboration in Community Health's David Eckert](#), Senior Consultant, and [Rebecca Hauck](#), Consultant, presented at the [Alcoholism and Substance Abuse Providers of New York State \(ASAP\)](#) 19th Annual Conference in Syracuse last month. Dave and Rebecca showed three examples of user-friendly, interactive, data collection visualization tools developed by CCSI staff, including:

- **Key Indicators Tool** – utilizes data from the [Psychiatric and Clinical Knowledge Enhancement System \(PSYCKES\)](#) to show trends in client utilization of acute services at the State, Regional, County, and Agency/Program levels. The PSYCKES acute service utilization measures include: frequent use of Emergency Room services, multiple inpatient hospitalizations, and hospital/inpatient readmissions within 30 days of discharge. This Tool is currently being utilized by counties as they work with local agencies and programs to identify and reduce the unnecessary use of acute services by the clients they serve by implementing interventions intended to meet client needs at lower levels of care.
- **Substance Use Disorder Dashboard** – features data from the [OASAS Client Data System \(CDS\)](#) to visually represent service utilization and treatment outcome trends. Data is visualized in an interactive format which enables County leadership to identify service capacity across all levels of substance use treatment, including: Community Residence, Supportive Living, Inpatient, Outpatient, and Methadone Maintenance. This user-friendly dashboard also depicts discharge disposition and discharge status by primary substance. The use of these visualized reports is particularly relevant as we focus on maximizing our use of current services and monitor treatment outcomes across all levels of care to gauge our progress in the current Value Based Payment environment and in addressing the current heroin epidemic.
- **Data Collection and Visualization Tool** – developed in partnership with MCTAC, and portions through SAMHSA for the Upstate New York System of Care Expansion Project, NYS Success (NYSS), this tool has been made available on the MCTAC website. This tool allows any provider type to enter basic data on their current roster, which the tool then auto-populates analyses and visualizations. The Excel-based tool has two data entry tabs (1: demographics, utilization and outcomes by client; 2: financial information, such as revenue, costs, units of service (for both budget and actuals)) and four auto-populated performance reports (Demographics, Utilization, Outcomes, and Finance). This tool has been expanded upon in collaboration with [The Center on Addiction](#) to support substance use providers in tracking Access and Show Rates. The tool helps providers answer key data questions and supports providers in generating performance reports with basic data entry requirements, regardless of their current analytic capabilities.



Those attending their presentation talked about the questions they ask themselves, the challenges they face, and the data they use to measure practice improvement. Seeing these tools helped attendees to gain a better understanding about the essential questions to ask as they identify and collect data points that drive effective Continuous Quality Improvement (CQI) initiatives at the systems, agency, and program levels.

If you missed their presentation, you can find it [here](#). For more information about how you can use data collection and interactive visualization tools to better inform CQI, contact Dave at deckert@ccsi.org.