Better Data, Less Work

Rethinking How We Use Technology to Engage with Clients and Generate Reports

Presented For:

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ATHENA SOFTWARE
background and experience

95+ full-time staff

19+ years experience

10,000+ users worldwide
GOALS FOR THE PRESENTATION

Why are we here?

• An excuse to take a breath and think about:
  • Structure vs function of data
  • How we collect data
  • Where our data comes from
• To reinforce and solidify ideas that we currently know intuitively
How do we get data out?

Store
Generate
Distribute
Reporting

Where does the data come from?
Reporting

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Reporting
Where does the data come from?
Silos
Traditional Silos
People and Teams

Different teams; Different process

- Communication – “we operate in a different way”
- Systems – “we use a different tool”
- Reports – “we have different metrics”
Two More Silos
Us and Our Systems

- How does the work we are doing turn into data?
- What are the barriers to this process?
Client data starts with the client

- A client has a ton of data about themselves:
  - Demographics
  - Issues
  - Responses

- Service Generates a Ton of Data
  - The action of service itself is data generating, regardless of what is actually logged.
Reporting increases workload when:

- We collect data we don’t use
- We collect the same data multiple times
- We collect the same information in multiple ways
- Our reports aren’t accurate
Opportunities to Reduce Pain

Tools you want to use

In the client’s voice

Who for? Where From?

Right data, right place
Opportunities to Reduce Pain

Tools you want to use

• Are staff using the tools provided to manage their work, or only to feedback data?
  • Calendar?
  • Case Note?
  • Assessments?

• How do they want to work?
Opportunities to Reduce Pain

In the client’s voice

• Who is filling out the documents?
  • Clinician?
  • Client?
  • Admin Staff?

• How many times does the client have to tell us the same thing?

• Can the client see what they are completing?
Opportunities to Reduce Pain

Who for? Where From?

- Why is this piece of information being captured?
- Who will be using this information?
  - Will it be used for multiple purposes?
- Where was it originally generated?
Opportunities to Reduce Pain

Right data, right place

- What does this data refer to?
- Can it be stored in association with when it was captured?
- What other data elements is it associated with?
- Does our system allow us to connect these entities as appropriate?
Questions to think about

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  - Case Note?
  - Assessments?
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