The Intersection of Person-Centeredness & Data-Driven Decision Making

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Jeff Case
National Director of Business Development
2021 Home & Community-Based Services Conference

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Fall Meeting:
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Person-Centered, Data-Driven...

This session will focus on two principles that are at the core of who we are and what we do at Therap:

1. **A Person-Centered** approach to planning, implementing, and evaluating service delivery for individuals

2. **A Data-Driven** approach to informed service delivery built on tools to capture, interpret, and analyze service information
Jason Laws
Director of Quality & Data Initiatives

- Joined Therap in 2010
- 20+ years in I/DD services and supports
- Former service manager in North Carolina and staff to the NC DD Council
- Former Executive Director of a community service provider in Athens, GA
- Team lead on Therap’s Business Intelligence Platform and Quality/Data Related Initiatives
About the Presenter

Ishya “Shae” Dotson  
Assistant Director of Person Centered Practices

- Joined Therap in 2014.
- Over 20 years of experience in the I/DD Community
- Certified Person-Centered Thinking Trainer, Person Centered Coaches Trainer and a co-facilitator for People Planning Together.
- Charting the Life Course Coach.
- State implementation project lead for Alabama I/DD, Alabama Mental Health and Substance Abuse, Arkansas, Mississippi and Puerto Rico.
- Serves as a Data Driven Outcomes Specialist and Global Implementation team member.
Person-Centeredness & Data-Driven Decision Making
Data-Driven Service Provision

✓ By now, we all generally know what it is
✓ We know it’s a good idea
✓ We know it’s something we want to do
✖ We have no idea where to start…

Therefore, we must first understand, embrace, and be willing to address the foundation of being data-driven - the concept of Data Literacy
What is Data Literacy?

Data literacy is the ability to read, understand, create, and communicate data as information.

Why should it matter to us?

Although our business is supporting people, we should still take every opportunity to learn as much as we can about the delivery, quality, and overall impact of what we do...and that requires data.
Why is Data Literacy Important?

• We have an obligation to the people we support to provide the best services we possibly can

• We can only improve on what we do if we can:
  – Evaluate past performance
  – Learn from that evaluation
  – Apply what we’ve learned

• Using Data to comply with minimum standards (basic compliance) is the floor, not the ceiling
Why is Data Literacy Important?

• We have changing expectations
  – Practice Standards
  – Accreditation

• Changing Service Paradigms
  – Managed Care
  – Shift from “fee for service” to “pay for performance” (i.e. value based reimbursement)
Person-Centered Thinking

The Golden Circle: Remember Your Why

Supporting people to discover, define and live the life they desire

The approach taken to help plan person-centered supports

The services and supports offered to produce individual outcomes

The 'golden circle' from Simon Sinek

Why

How

What
What is the WHY of being person centered?

- Heart for valuing people
- Passion for helping people discover their dreams
- Passion for helping people experience what is possible
- Helping people go from presence to contribution

Getting to the WHY requires a shift in thinking.
Understanding Person Centered Thinking

Person Centered Thinking Helps To:

- **Understand** how people think and respond to events and circumstances in their lives
- **Discover** what people value and find meaningful as well as what motivates behavior for goal achievement
- **Understand** what behavior is communicating
- **Develop** better teaching methods and plans of support for people
- **Create** inclusive learning environments
- **Increase** the positive reputation of people with disabilities
So, how do we bring these ideas together?
The “Social Workers”
Vs
The “Bean Counters”
Person Centered/Data Driven

MBA

Ishya “Shae” Dotson
Assistant Director of Person Centered Practices

MSW

Jason Laws
Director of Quality & Data Initiatives
The marriage of these ideas give us a foundation that is built from the needs of individuals but still provides metrics to guide our organizational decision making.
If we’re gonna talk about DATA and Personal Outcomes, we have to define our METRICS!
Let’s discuss metrics through the lens of...

1. **Defining their content** - What are we measuring and why does it matter?

2. **Defining their structure** - What does it look like? What can I do with it? What questions does it answer?

3. **Define the data collection mechanisms** - Where do we get it?
Defining the Content

What is Person-Centeredness and How do we measure it?
Defining Person-Centeredness

What is it?

- Wholistic, individualistic approach to supporting people to live the good life they desire as defined by them
  - Honors their values, culture,
  - Values relationships and community connections
  - Honors choice and opportunity for personal growth
  - Promotes self determination and self-direction
  - Aligns individualized supports and services that lead to desired outcomes
Social Determinants of Health

Integrated Life Domains

Daily Life and Employment
(school/education, employment, volunteering, routines, life skills)

Community Living
(housing, living options, home adaptations and modifications, community access, transportation)

Social and Spirituality
(friends, relationships, leisure activities, personal networks, faith community)

Healthy Living
(medical, behavioral, nutrition, wellness, affordable care)

Safety and Security
(emergencies, well-being, legal rights and issues, guardianship options and alternatives)

Citizenship and Advocacy
(valued roles, making choices, setting goals, responsibility, leadership, peer support)
Defining the Structure

- We need data that is accessible, flexible, and (most of all) meaningful

- We need tools/processes in place to aggregate, analyze, and visualize the data

- We need data that informs our mission by being intuitive and applicable to our services

- Our data must be able to evolve - people and their needs change, we have to be able to change with them
Defining the Data Collection Mechanism(s)

- What we measure depends on what we collect

- Data collection impacts how we evaluate our effectiveness

- Makes the difference between valuable insight or repeated errors
Defining the Data Collection Mechanism(s)

- Understand what you are trying to collect

  - Is it **qualitative**?
    - Narrative in nature
    - Captures observations and interactions

  - Is it **quantitative**?
    - Needs measurement
    - Needs to show statistical evidence
    - Needs to show progress over time
Service Documentation - Today

What is it?
- Daily Activities
- Goal/Outcome Tracking
- Incident Reporting
- Health Related Information

How it’s (largely) been used historically
- Compliance
- Internal Assessment of Activities
- Billing
What is Needed Going Forward

- Ability to demonstrate alignment with **Value Based Reimbursement** structures

- Agencies will be able to distinguish themselves through use of **quantitative measures of performance** rather than simply compliance measures

- Demonstration of performance during state/regional/ accreditation review processes
Defining the Data Collection Mechanism(s)

- Data should be *collected as close to the point of service as possible*

- Quality documentation is more valuable than documentation that only meets the requirements for auditing purposes. **Quality in addition to Compliance**

- Highly accurate documentation *enhances communication, engenders trust, and leads to quality outcomes.*
Defining the Data Collection Mechanism(s)

“Quality is defined at the point of interaction between the staff member and the individual with a disability.”

John F. Kennedy, Jr.
(ideological founder of NADSP)
Tying it all together...

- We need a focus on **data literacy and person-centeredness** throughout our organization to guide our **utilization of data, evaluation of performance, and application of what we learn**.

- These processes must become an **integrated part of the life of the organization** so as to avoid becoming “extra” and/or disposable.
Examples/Case Studies

- Living Well Project - UGA
- Staff Matching
- Data from NCAPPS
- Individual Stories
Living Well Project - UGA/IHDD

- Five year grant from the Administration for Community Living (ACL)
- Collaboration between the University of GA, statewide stakeholders, and a small provider network to identify impact of workforce development interventions on quality outcomes for individuals
- Therap has been utilized as the primary monitoring/data collection tool for the project
Content: Data around achievement of goals that are important to/for individuals receiving services (specific goals defined at the individual level)

Structure: Individualized data was mapped to a common framework developed by project participants based on common goals for assessing progress

Data Collection Method: Data was captured at the point of service for individuals, reflecting progress towards person-centered goals.
Impact/Outcomes:

- Restructuring of documentation processes to ensure data reflected organizational/individual goals rather than simply compliance or health/safety related data.

- Measured improvement in attainment of important to/for goals for individuals assessed at the project, organizational, and individual level.
Staff Matching Processes

- Helps to provide quality, individualized supports
- Builds positive relationships
- Increases valued outcomes
- Increases satisfaction
- Decreases turnover
Staff Matching Processes

**Content:** Data around staff involvement and impact to goal achievement.

**Structure:** Individualized data was mapped to a common framework developed by organizational leaders using Therap’s business intelligence module, Data Drive Outcomes.

**Data Collection Method:** Data was captured at the point of service for individuals and reviewed from the perspective of the staff providing the support.
NCAPPS Data

The NCAPPS 2019 Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Definitions and Principles

Indicators to Measure Person Centeredness in Organizations

- Focus on the person/indicator(s)
  - Identification of desired outcomes
  - Goals and skill development related to personal outcomes
- Choice & self-determination/indicator(s)
  - Choice through supported decision making
- Community Participation/indicator(s)
  - Community connections through meaningful activities
  - Building/maintaining relationships
NCAPPS Data

**Content:** Data around personal outcomes, building capacity for choice and decision making, meaningful activities and community connections

**Structure:** Individualized data was mapped to a common framework developed by organizational leaders based on common goals for assessing progress

**Data Collection Method:** Data was captured at the point of service for individuals through goal tracking and surveys
Individual Examples - The Value of Leading My Life

John’s Story

- Adult with developmental disability
- Desired to be in charge of his own life
- Set a goal to pursue guardianship
Individual Examples - The Value of Being Heard

Trisha’s Story

• Transitioned from institution
• Use to a toxic environment
• Desired to live in her own apartment
In Summary...
Getting from the “What?” to the “Why?”

● Define your metrics/indicators

● Identify data that has meaning
  ○ Input/Process Data - the resources invested and actions taken (referrals, staff hours, units of service)
  ○ Output Data - actual impact of resources invested (individual outcomes, employment, health metrics, etc.)

● Must combine elements of quality:
  ○ Factual Data
  ○ Perception Data
** Each option available at provider, case management, and state/regional level
Person Centered Data in Therap
Person-Centered, Data-Driven Webinar Series

This is a series of three webinars focused on the value and interdependence of being both person-centered and data-driven in our decision making as service providers and system administrators.
Person-Centered, Data-Driven Webinar Series

1. The value of Data Driven Service Provision/Data Literacy (*Jason Laws*)

2. Person-Centeredness (*Ishya Dotson & Heather Daily*)

3. The Intersection of Person-Centeredness and Data-Driven Decision Making (*Ishya Dotson & Jason Laws*)

[Link](https://www.therapservices.net/discover-the-keys-to-person-centered-data-driven-service-delivery-with-therap/)
Discover the Keys to Person-Centered, Data-Driven Service Delivery with Therap

Join Jason Laws, Teshia “Shae” Dotson and Heather Daily for a series of three virtual events where they dive into the essentials of person-centered, data-driven thinking.

The Value of Data-Driven Service Provision


Person-Centered Thinking: Every Day Learning and Results

Start making the most of your data Learn More

The Intersection of Person-Centeredness and Data-Driven Decision Making

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