

Integrating Prevalence, Utilization and GIS Data

Ryan Quist, Ph.D.
Riverside County
Department of Mental Health

Unmet Need

- Compare:
 - Prevalence of Mental Illness within each individual county
 - Number of clients actually served within each county
- Difference is Unmet Need
- Break down unmet need within various populations within a county

How to Use

- Overall policy makers should be reviewing data comparing various populations within the county
- Committees focusing on specific populations should receive data about their specific population

Focus Group Data

- Methods:
 - Make sure to standardize across county
 - Make sure you prioritize in every focus group
 - One person needs to summarize and establish trends

Organize Results

- Overall Summary
- Summary Based on Age Groups
- Summary for Consumers vs Stakeholders
- Summary for Spanish speaking groups
- Separate focus groups for staff

Lessons Learned

- Communication required between planners and research folks
 - Include Research/Data folks from the beginning
- EVERYONE underestimates time needed for analysis
- Important to represent all perspectives
- Collect data regarding people attending focus groups
- Develop method for collecting focus group characteristics from beginning

Using GIS Technology

- Learn about dispersion of services
- Evidence based method for improving access

Making Existing Data More Accessible and Useful for Decision Making

Ryan Quist, Ph.D.
Riverside County Department of
Mental Health

Not Just Fulfilling Requirements

- Transform required data collection activities into meaningful and useful data-based decision making processes
 - Meeting data requirements consumes significant resources
 - Now that these resources have been expended, what can we learn from the data?

Evidence Based Practices

- EBP Movement picking up momentum
- Parallel processes:
 - Data-based Decision Making
 - Evidence Based Management

What's Needed

- Data infrastructure
- Analysis and Reporting
- Interpreting and Using Data

Data Infrastructure

- How is data collected?
 - Encounter data:
 - Client characteristics, service information, billing information, staff time accounting
 - QI Activities:
 - Utilization Review, Chart Audits, Medication Monitoring, Grievance Logs, Managed Care authorization and utilization, provider characteristics
 - Human Resources
 - Staff diversity, strengths, and characteristics

How is data entry accomplished?

- Client Management Systems
- Scanning
- Web-based entry

- Centralized vs. De-Centralized

Who is needed?

- Data Entry
- Programmers
- Researchers
 - Can you team up with local universities?
- Analysts

What's Needed

- Data infrastructure
- Analysis and Reporting
- Interpreting and Using Data

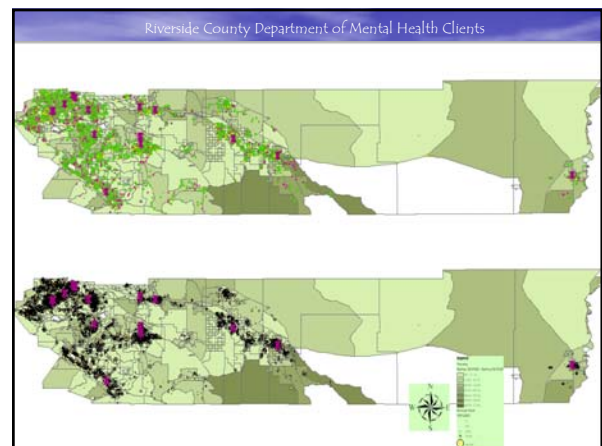
Analysis and Reporting

- Analysis
 - What's the big picture?
 - Where do data fit into the big picture?
 - Can everyone agree on indicators?
 - Can technology be used to improve efficiency and decrease cost?

Reporting

- Available in spreadsheets to meet the needs of multiple users?
- Who needs to see it?
- Is it timely?

- A picture says a thousand words... right?



What's Needed

- Data infrastructure
- Analysis and Reporting
- Interpreting and Using Data

Interpreting and Using Data

- So what does it all mean?
- So what do you want me to do about it?

- Keep it simple
- Avoid jargon
- Don't over interpret
- Listen to dissenting viewpoints
- Feedback is not criticism
- Encourage discussion