

Don't Waste Your Data: How to Transform Your Data into Powerful and Actionable Analytics

David Bucciferro, Senior Advisor, Foothold Technology



The Freedom to Focus on Your Mission



Introduction

- Presenter introduction
- Presentation preview
- Your questions answered

About Foothold Technology

Founded in 2001, Foothold Technology offers a web-based software for human service providers, AWARDS, with a goal of creating a working environment in which our clients are liberated from the constraints of information management and are free to focus on their mission.

Feel Familiar?



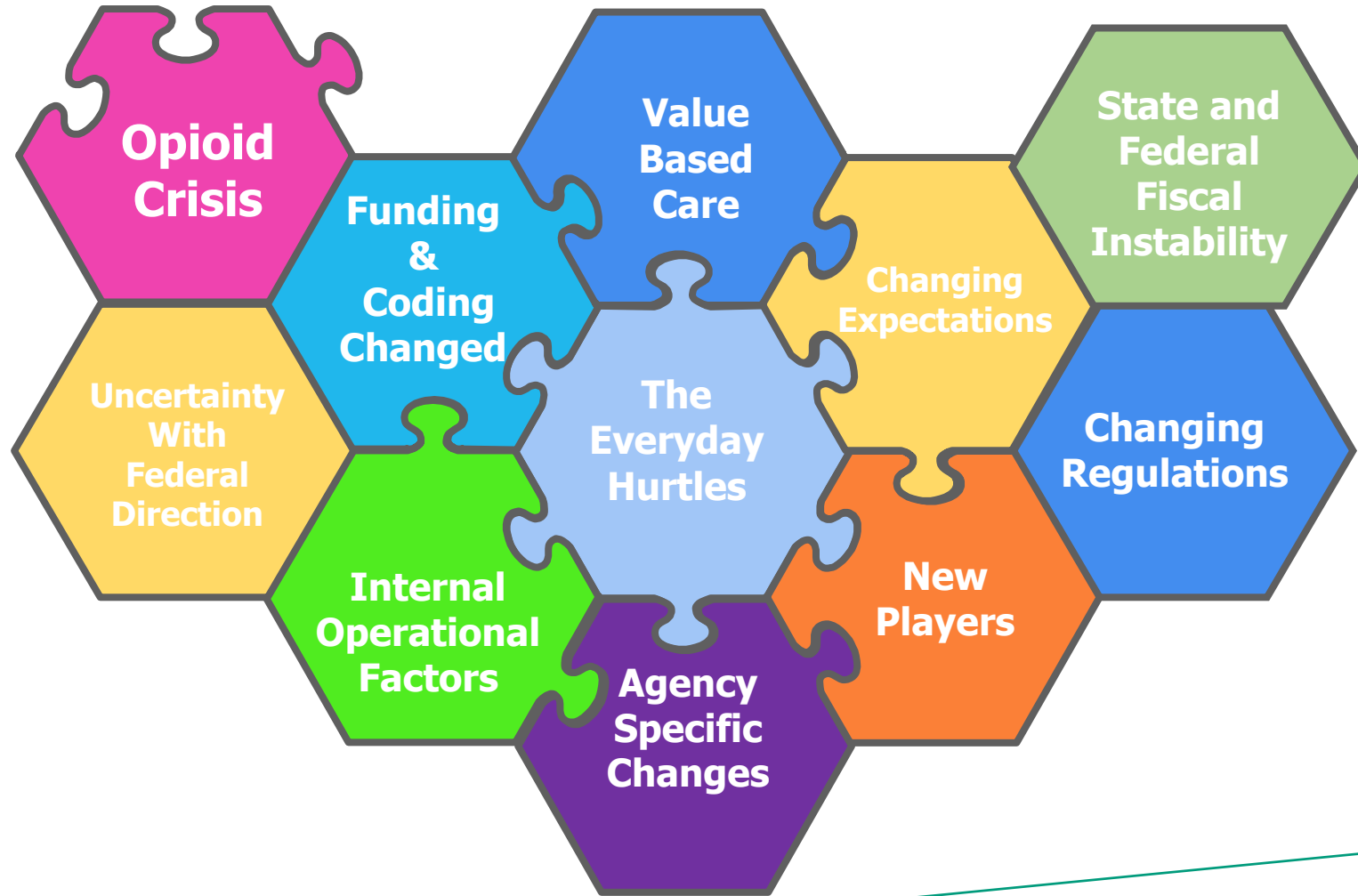
What Are Your Pain Points Today?

- Programmatic?
- Administrative?
- Workforce?
- Marketplace change?
- Push toward value-based care?

The U-Factors

- Uncertain
- Uncontrollable
- Unintentional
- Unexpected

Normal Issues



Why Are We Seeing So Many Changes?

Depends upon your perspective...What do you think?

- Control cost
- Control quality of service delivery
- Provide an evidence-based service delivery structure
- Create efficiencies
- Structure for value-based care (VBC)
- U-Factors

Fears Associated With Change

What are your concerns with the changes you face?

- We won't be able to do business
- Rates are inadequate
- Consumers will go without
- Unfunded mandates
- Increased administrative burden

What Can We Expect?

If the past 6 months have taught us anything, it has taught us that we do not know what to expect, BUT it may include the following:

- Partnerships and mergers
- Population and community health focus with identified hot spot approaches
- Focused initiatives i.e. suicide prevention, opioid crisis, PTSD
- Stronger dependence upon a managed care model
- Value-based care – effective, efficient service delivery

How Often Do You Hear this?

- “I do not care what the data shows. I know what is working and not working. I know what to do and what not to do.”
- “Information is unimportant in making decisions. My experience and my degree are more important.”
- “I have been doing it this way for 20 years, I am not going to change now.”

A Lesson to Learn or a Blip on the Screen?

- Data to predict
- Data to understand
- Data to inform
- Data to solve
- Data to manage
- Data to prevent

What Can We Do To Stay Relevant?

Learn to Use Your Assets

Traits of Successful Agencies

- Quality leadership
- Quality workforce
- **Supported by** quality data and analytics

Data/Information: What Is It?

- Two Types
 - Quantitative — in the form of numbers, e.g. percentages, comparison, etc.
 - Qualitative — in the form of words, e.g. description of quality, appearance, etc.

Use Data Analytics To Invest In your Future

- Make data analytics your partner
- Make data analytics your tool
- Make data analytics your friend
- Make data analytics your currency

What's in Your Data Lake?



Think of Data Analytics as your Currency: Invest it Wisely

Your lake of data includes:

- Demographics – understand your population
- Diagnostic – understand treatment needs
- Goals and desires – understand what your participants want
- Social determinates of health – understand barriers to health
- Service data – to understand your effectiveness and efficiency
- Outcomes – to understand what is working

Ways To Do It

- Use it to meet your obligations
 - You are accountable to many people—exceed those obligations
- Use it to make decisions
 - Gut decisions do not work
 - Continuously improve using your organizational memory:
 - Data, information, knowledge, wisdom
- Use it to be more Efficient
 - Manage delivery and documentation
- Use it to develop Partnerships and Create New Business
 - Manage delivery and documentation
- Use it to Market yourself
 - You're a social service business and need to sell yourself

How to Make it Happen

Performance improvement:

- Target a specific area for improvement
- Suggest potential indicators of progress
- Identify source of information
- State expected results
- Identify anticipated time to see improvement
- Review and modify practice or indicators

Identifying Your Currency

Share how you see your data analytics being your currency!

Contact Information



David Bucciferro
Senior Advisor
Foothold Technology
david@footholdtechnology.com
212-780-1450

The freedom to focus
on your mission.



**FOOTHOLD
TECHNOLOGY**




36 East 12TH Street, 5TH Floor
New York, NY 10003


T: 212.780.1450

F: 646.365.3066

footholdtechnology.com

 [@footholdtechnology](https://www.facebook.com/footholdtechnology)

 [@footholdtech](https://twitter.com/footholdtech)

 [linkedin.com/company/foothold-technology](https://www.linkedin.com/company/foothold-technology)