

Chapter 7: Understand and Evaluate Your Data



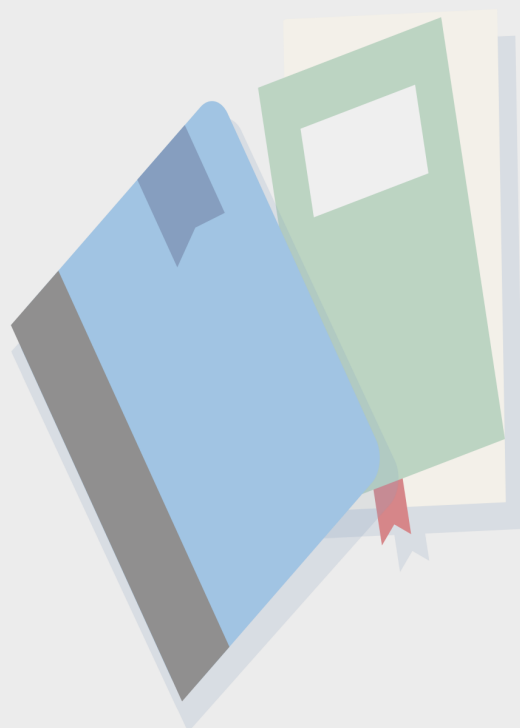
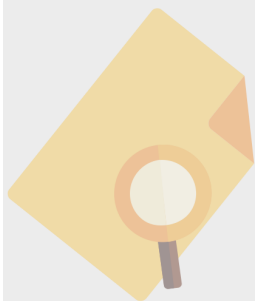
CHAPTER OVERVIEW

How will you know if PRAPARE is being implemented effectively at your practice? To better understand this, you will need to evaluate your PRAPARE data and data collection process. Evaluation is an ongoing process in which quantitative or qualitative data may be used to assess whether the program is being implemented effectively. It is a systematic method for collecting, analyzing, and using information to answer questions about the effectiveness and efficiency of the implementation. For example, PRAPARE evaluation can help you determine whether you are reaching your targeted populations with all your intended SDH questions, how well your staff are implementing the tool as planned in your workflow strategy, whether the EHR tools are working properly, and whether patients are receiving the intended services.

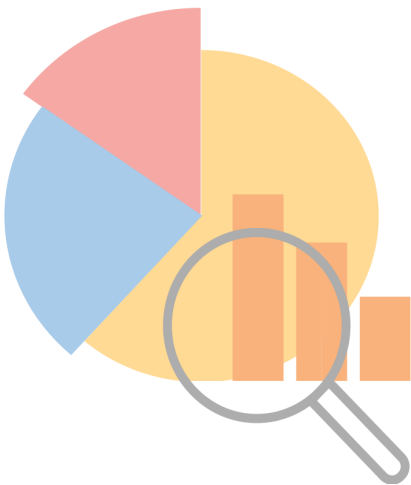
This chapter provides strategies and sample tools on how to evaluate your data as well as the PRAPARE implementation process at your organization so that it can be effectively used, reported, and disseminated to the broader and intended communities.

Tools for Evaluating Data

- ① Data Validation
- ② Multi-stakeholder Clinic Interviews
- ③ Staff Process Evaluation Survey



1 DATA VALIDATION



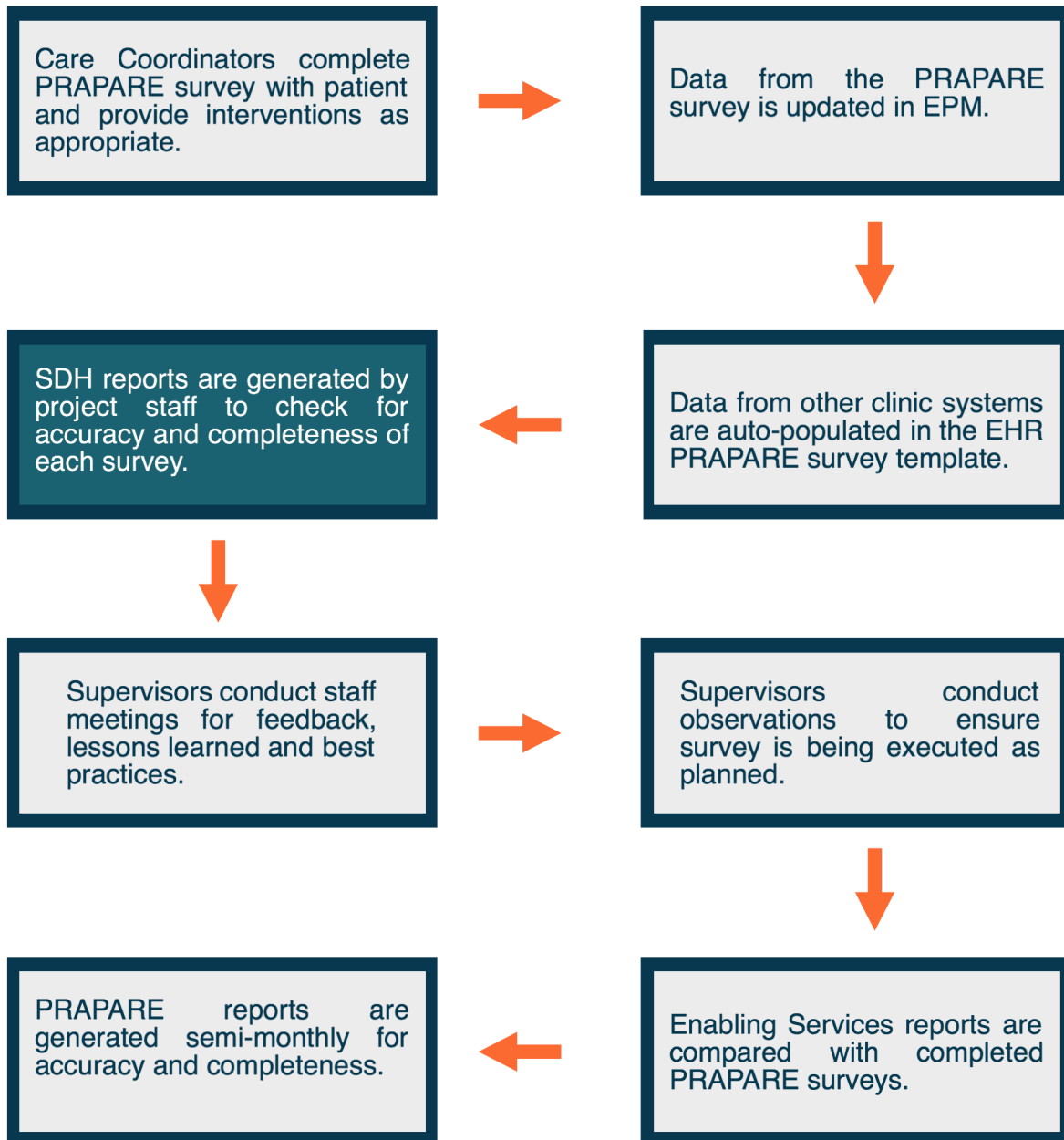
PRAPARE implementation data should be shared with various stakeholders, including board members, community members, patients, clinicians, and enabling services staff for data validation to understand how well the data is capturing meaningful and accurate information as intended.

For example, are all intended questions being asked of all intended patients? Do staff feel that patients understand the questions? Are patients skipping questions? Do the results surprise the staff or is the information representative of their expectations? Why or why not?

This process of data validation with relevant stakeholders can help ensure data quality, consistency, transparency as well as accountability. The following is an example of a data validation process used by clinics that implemented PRAPARE.

SDH DATA GATHERING AND VALIDATION PROCESS

Sample Process



The following are sample questions to ask staff and other stakeholders to help validate the PRAPARE data:

1. What initial questions do you have based on the data?
2. What observations across communities did you observe?
Which of them are surprising?
3. What are the key takeaways from these data snap shots?
4. What explains stark variation?
5. What other data runs would be helpful?

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MULTI-STAKEHOLDER CLINIC INTERVIEWS



It is important to ask team members involved in the PRAPARE implementation how the process is working for them so that changes can be made to improve the process to optimize workflow and efficiency. The following sample questions can be directed to different PRAPARE staff to help identify issues and opportunities facing health organizations as they implement data collection.

Overall, these questions explore three main themes:

- (1) the process of SDH implementation
- (2) understanding how data is used to foster change at the patient, health center, and community levels
- (3) the effectiveness, replicability, and sustainability of the PRAPARE data collection model for health organizations and other stakeholders nationally.



Evaluation Questions for Executive Staff

1. Please describe your decision to implement PRAPARE and how it fits in your future strategic planning.
2. Please describe the organizational relationship between the key stakeholders in your organization (e.g., clinicians, administrators, patients, technology professionals, decision makers, payers) with regard to the implementation.
3. To what extent has the clinic standardized PRAPARE implementation at your center?
4. Please describe facilitators and challenges/successes with integration of PRAPARE at your center.
5. What strategies do you think your center can implement in order to better integrate the use of the PRAPARE tool in daily practice?
6. What would you estimate to be the total costs associated with implementing PRAPARE?
7. How have you promoted use of the PRAPARE tool to others in as well as outside your network/clinic? What was successful and/or unsuccessful?
8. How do you plan on using the data for this project for future initiatives and strategic planning? What are the organization's plans for using the data to plan population level interventions?
9. What are the organization's plans and goals for improving the use/management of data collected at the patient, health center, community, and policy levels?
10. Please rate your satisfaction to date with the overall implementation, why?
11. What would you do differently if you had to do the implementation over again?
12. Do you have any further comments or suggestions about the PRAPARE implementation?





Evaluation Questions for Data Collection Staff

1. What is your job title?
2. What do you like about the PRAPARE tool so far? How useful is the PRAPARE tool in your daily work?
3. During your use of the tool, what improvements have you noticed for the patients who were administered the tool (e.g. patient referred for interventions immediately: to education about managing diabetes, to financial counselor, to community partners, etc.)?
4. How is the data used to help develop new interventions, programs, or community partnerships that can impact change at the patient, health center, and community level?
5. What improvements within your clinic have you noticed as a result of documenting patient social determinants of health?
6. What has been your experience working within the clinic to access and use the PRAPARE data?
7. What best practices have you encountered with the PRAPARE tool?
8. What barriers or challenges have you encountered with the PRAPARE tool? What suggestions do you have to facilitate these barriers in future implementation?
9. Do you have any further comments or suggestions about the PRAPARE implementation?





Evaluation Questions for IT Staff

1. Please provide a demo of the PRAPARE EHR template.
2. Who are the IT staff involved in the implementation?
3. Please describe how the PRAPARE data is stored operationally (e.g. Practice Management or EHR system, data warehouse, etc).
4. Please describe how the data is used by the clinic staff.
5. Please describe who the data is shared with (internal and external to the organization). What reports have you created? What trends are you seeing when you analyze the data?
6. Please describe the capability for the IT systems to pull data and link it to other patient data (enabling services, health outcomes, etc)? How would we go about assigning weights to the measures in the future?
7. What kind of tracking are you doing for the purposes of this project to ensure PRAPARE data are being collected consistently and appropriately? Do you run special reports to audit clinic staff activity?
8. How often is the PRAPARE data accessed and reported to clinic staff?
9. How is your IT service delivery function structured? Describe process for supporting clinic user community (help desk, on call system administrators, ad hoc)? How much of this function does the network vs the clinic provide?
10. What are your plans to share data on a broader scale such as with your primary care association, network, state, or other?
11. What are the network's goals for improving the IT systems associated with implementation? (e.g. sharing a data warehouse with clinics, interoperability with community partners) Are there any vendor limitations that need to be addressed?
12. What lessons learned and best practices would you recommend from your experience with implementation? What would you do differently if you had to do the implementation over again?
13. Do you have any further comments or suggestions about the PRAPARE implementation?





Evaluation Questions for Patients

1. How well do you understand the questions asked?
2. How well do you understand all of the answer choices?
3. How easy are all the questions for you to answer?
4. Do you think there would be any problems answering these questions on a registration form at this health center? If yes, why?
5. How well do you think these questions allow you to tell us about your current health risks? Why?
6. Are there other questions that would be important for us to ask you about your health risks? If so, what are they and why are they important?
7. How important do you think this information is for your health center staff to know about you? Why?
8. How have these conversations impacted your relationship with the clinic staff?
9. Is there anything else you'd like to tell us about how to improve the questions or how they are asked?



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STAFF PROCESS EVALUATION SURVEY



If you are trying to reach a broader audience and/or have less time than you need for interviewing team members, you may consider using a staff survey to help evaluate the process of implementing PRAPARE data collection at your organization. Aggregated responses from staff can help better assess whether there are trends in terms of needs for improvement of the implementation. Feedback from staff is valuable and key to better understanding their experiences in collecting PRAPARE data and how best to improve processes. The following is a *sample survey* that you can implement among your staff who were involved in implementation.

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PRAPARE Survey for Data Collection Staff

Acknowledgements

The resources provided in this chapter are derived from the pioneer community health centers in Hawaii, Iowa, New York, and Oregon who pilot tested PRAPARE. We extend special thanks to the following organizations: Alliance Chicago Community Health Services, Health Center Network of New York, Hudson River Health Care, La Clinica Del Valle, OCHIN, Open Door Family Medical Center, People's Community Clinic, Siouxland Community Health Services, Waianae Coast Comprehensive Health Center, and Waikiki Community Health Center for their contributions in this chapter.