Delaware Interoperability and Sharing Cooperative (DISCO)
Scaling and sustaining data ecosystems for equity in school-based health care

June 27, 2023
Session C3

Session Objectives
As a result of this session, participants will be able to:
• Recognize the needs and challenges in implementing SBHC data systems.
• Examine ways to improve data collection and reporting within their organization.
• Develop options for equitable data collection and reporting.

TODAY’S PRESENTERS
Jacquelyn Christensen, PhD
Vice President of Quality, Research & Evaluation
Jaime Duvall, MPH
Evaluator
Angela “Angie” Scott, BSN, RN, ACRN
Clinical Programs Manager
Jason Rappe, PhD
President & Founder
Manuelen (“Midge”) Barrett
Executive Director

Are SBHCs Effective?
Do Students Actually Use Them?
What’s the impact?
Needs: Youth and Health Equity Concerns

- SBHCs can reduce inequity in health care access and quality for children
- Systems must do a better job to support health equity for all youth
  - Cooperation & Collaboration
  - Collecting, sharing, and using data to identify issues of inequity and make informed decisions
- School-wide screening is needed to support ALL students

Improving health equity requires a holistic approach. Change is needed everywhere – from the bedside to the board room to how payers pay for care to health policy changes.

– O’Kane, et al., 2021

Challenges and Barriers to Using Data for Health Equity

“Sharing health and educational data across systems and providers is essential to effective planning, monitoring, and care coordination” but there are major “privacy and technical challenges associated with sharing student information... interoperability issues inherent in many health information systems mean providers across systems often cannot easily share information” (Butler & Diaz, 2016).

INTEROPERABILITY
Needs – Why address interoperability?

**National-level**
- Need standardization across states and SBHCs
- Need better understanding of impact of SBHCs
- Need to be able to identify gaps in health equity

**State-level**
- Collaboration of state agencies to align goals and resources
- Define and calculate performance measures that meet the needs of various agencies
- Comprehensive statewide data set used for advocacy and sustainability

**Site-level**
- Better understanding of resource management
- Identification of areas with increased opportunity
- Risk management

Q & A

What questions do you have so far?

What are your interoperability challenges at your organization?

DISCO Project Overview

Goal: Innovate ways to improve data collection and reporting in organizations using interoperable technologies, processes, and tools to create more robust data exports for SBHCs

- Human Services Interoperability Innovations grant – one of two grantees
- Pilot technology in up to 5 Delaware SBHCs

**Funding**
- Health & Human Services (HHS)
- Administration for Children & Families (ACF)

**Partners**
- SBHA
- Apex Evaluation
- Delaware SBHA
- DE Partnership for Healthy Communities
- DE SBHC Network*
- Evaluation by Design

**Technical Assistance**
- Zane Networks
- Goldbelt
- Advocate Consulting
- MDIX
- MaxMD

*DE Sponsor organizations approached: Beebe Health, Christiana Care, Bay Health, Tidal Health (formerly Nanticoke), Nemours Children’s Hospital

Interoperability Challenges
**DISCO Project Approach to Interoperability**

- Technical Assistance
  - Data-Sharing
  - Data Collection
  - Data Transfer & Processing
  - Data Reporting & Utilization
  - Sustainability

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**Process Issues to Overcome**

**Data-Sharing**
- Building trust and relationships takes time
- Security assessments and data-sharing agreements

**Process Issues to Overcome**

**Data Transfers**
- Sponsoring Organizations .csv exports differ
- Technical capability survey - Certified EHRs
  - National experts to help
  - Continuity of care documents – standard format
  - Direct messaging – secure email transfers to Fast Healthcare Interoperability Resources (FHIR) enabled data server

**Process Issues to Overcome**

**Data Processing**
- Manual, tedious process
- 100s of file types
- MDMI mapping tool
Process Issues to Overcome

Data Reporting and Utilization

- Standard data makes reporting easier
- More accurate data
- Population management, advocacy, and administrative

National Clinical Performance Measures

Well Child Visit
Risk Assessment
BMI Screening
Depression Screening
Chlamydia Screening


Beebe Sponsor
July 2022 - March 2023

Performance Measure Data

Beebe Sponsor
Data Ecosystem for SBHCs

- Existing Data
- New Data
- Linking
- Reporting

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DISCO Project Approach to Interoperability (summary)

- Technical Assistance
  - Develop relationships and data sharing agreements
  - EHR data exports
  - Screening data auto sent to SOs
  - EHR in real time
  - Assess technical capabilities (survey)
  - Move away from .CSV files to HL7 export
  - Build customized reports

Sustainability
  - Resources (library, data dictionary)
  - DE Evaluation Collaborative
  - Funding
Q & A
What questions do you have so far?

How are you using data in your clinical operations?

What kind of reporting are you doing?

How do you communicate with partners?

Value added through process
Making sense of data – see patterns, see the bigger picture
Visibility and ability to share – others can understand and use data

More complete clinical record
Use data for clinical decisions
Address broader concerns and social determinants of health

“I knew what I was seeing with my eyes but couldn’t really put that into numbers to explain to executive leadership so that they could understand where their money was going.”

“They are all completely 100% documenting in the record. They all understand the value in doing it that way and how much it actually speeds up their time so that they can actually spend more time with the student.”

Making it Make Sense

Why this worked for us:
• Transitioning from paper to E.H.R.
• Change in Organizational Target
• Post-COVID Healthcare transformation
• Starting from Quality 101
• Evaluation Collaborative

Tips:
• Buy in from Clinical Team (involve everyone)
• Involve E.H.R. Team early
• Connect the heart-warming stories to the data
• Use what you already have in place, then build

Q & A
What questions do you have so far?

What is holding your organization back from making a commitment to better data collection?

How could improved data reporting increase your impact if it was tangible for providers?
Evaluation: Questions with Indicators & Process

Driving Questions & indicators -

1) Responded to the needs of participants and partners? → Inclusive, helpful
2) Addressed technical challenges? → Help with connecting, streamlining
3) Demonstrated outcomes? → Informed decisions, comparison to alternatives
4) Developed a scalable model? → Efficient, accurate, equity-focused, impactful
5) Disseminated models, tools, and findings? → Meetings, conferences, publications

Evaluation: Questions with Indicators & Process

Process Evaluation
- Tracking onboarding & implementation milestones
  - Extensive work needed to get buy-in and approval
  - Creation of model and tools for dissemination
- Participating in team meetings
  - Maintain focus on milestones and deliverables
- Observing Technical Assistance and Trainings
  - Tended to end early with all questions answered and clear next steps, strong interest
- Getting Feedback from Evaluation Collaborative
  - Reasons for attending, needs defined
- Interviewing Users
  - Benefits, needs met

Evaluation: Lessons Learned

Reasons for participating
- Better information for patient and population care
- Observing patterns and needs to guide internal decisions
- Showing impact with measures and reporting over time
- Sharing aggregated reports to inform policies

Reported Benefits
- Visibility for executive leaders and funders
- More compelling stories and anecdotes with data
- Shifting towards bigger picture & systems change
- Directing resources to needs and opportunities
- Eliminating silos of concerns and interests
- Opening lines of communication and connecting

Evaluation: Lesson Learned & Capacity Building

What contributes to success?
- Leadership buy-in / prioritizing
  - Champions
  - Increased visibility
  - Focus on systems change
  - Relationship building
- "Evaluation Collaborative"
  - Include diverse stakeholders
    - Directors
    - Data Leads
    - District Leads
    - Student Services
    - Clinical programs
    - Dental Health
    - Mental Health
    - Nurse Practitioners
    - Public Health
- Funding strategies
  - Cost savings
  - Grants & Policy Initiatives
- Meeting people where they are
  - Existing systems
  - Technical Assistance
  - Data and evaluative thinking
- Create user-friendly summaries
  - For meeting standards
  - FAQs & Documentation
  - Inbound and outbound data templates
- Avoid duplicate efforts by coordinating
  - SBHCs & Sponsoring Orgs
  - Schools & Districts
  - Government & Universities
Evaluation: Recommendations

Next Steps
• Pursuing screening and educational data
• Show the importance of screening data
• Document student benefits in school next year
• Get feedback from students and clinicians
• Assess process improvements
• Disseminate generic versions of tools and processes
• Convene future Evaluation Collaboratives

Additional Recommendations
• Collect more retrospective/summative feedback
• Focus on scaling and sustainability
• Explore systemic issues and a wider range of needs
• Continue coordination work with partners to avoid duplication of effort

Discussion and Q & A

What questions do you have for us?

What are 1-2 tangible ways you can use information from today to better interact with data from your organization?

SAVE THE DATE

2024 National School-Based Health Care Conference

JULY 1-3
2024

Renaissance Downtown Hotel, 999 Ninth Street, NW, Washington DC

THANK YOU!