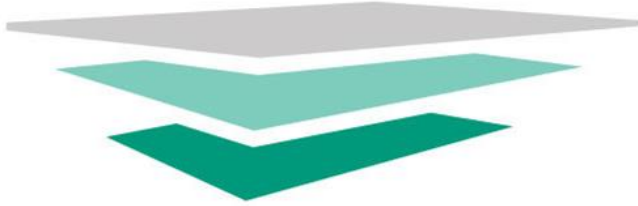


**FOOTHOLD
TECHNOLOGY**



Healthy Agencies Create Healthy Communities: 5 Tools to Prepare

ASAP Annual Conference

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Introduction

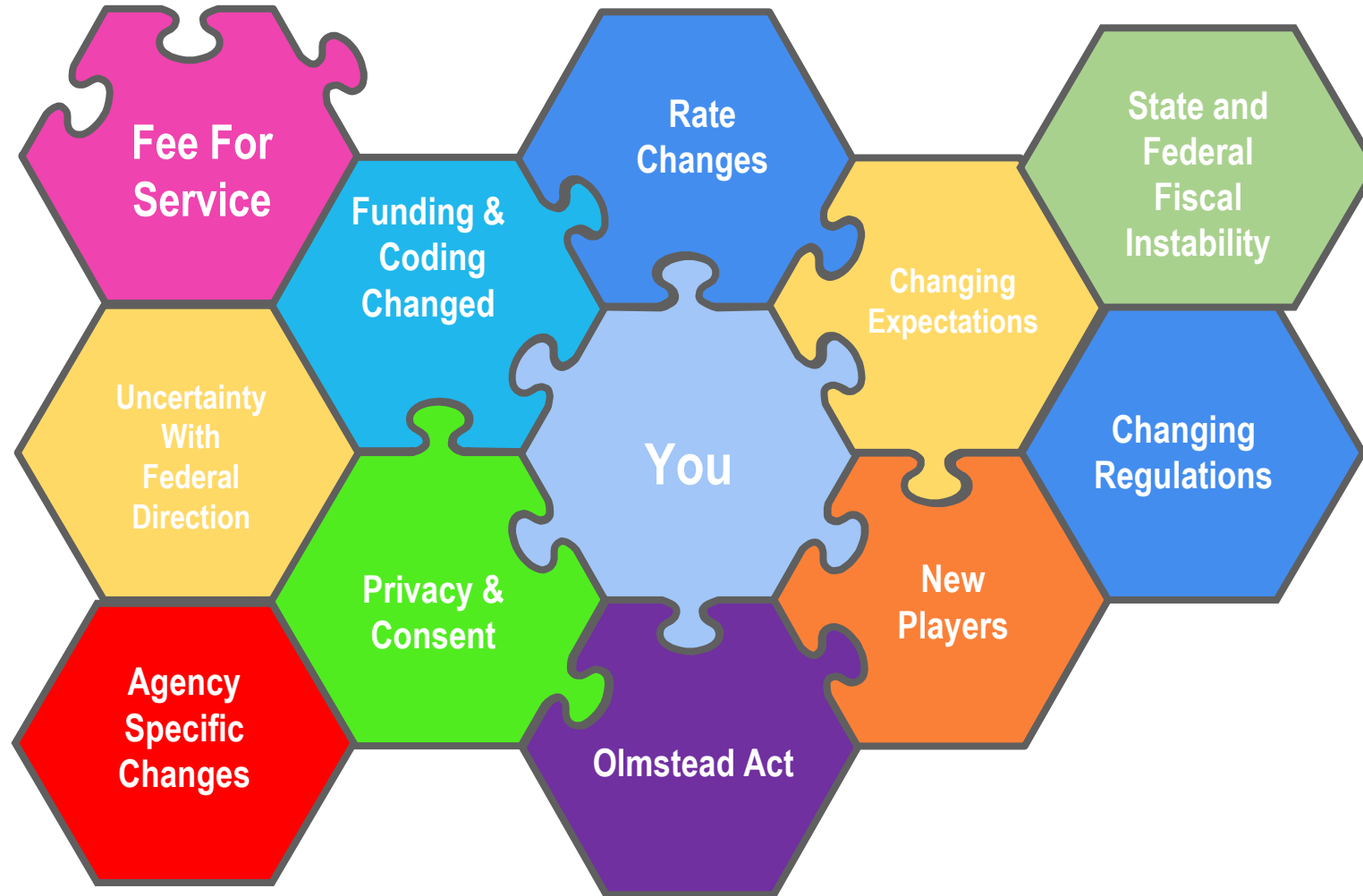
- Presenter introduction
- Preview of presentation
- Your questions answered

Healthy Communities

- Healthy participants
- Healthy agency
- Healthy staff
- Healthy community



What Do You Face Today?



Feel Familiar?



Why Are We Seeing So Many Changes?

Depends upon your perspective....

- Control cost
- Control quality of service delivery
- Provide an evidence-based service delivery structure
- Create efficiencies
- Structure for value-based care

Fears Associated with Change

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

What Can We Expect?

- Continued focus on integrated care
- Partnerships and mergers
- Population and community health focus
- Focused initiatives i.e. suicide prevention, opioid crisis
- Managed care
- Value-based care



Dealing with Changes

Quality leadership

Quality workforce

Data/information



Key Elements

| Leadership | Workforce | Data |
|--|---|--|
| <ul style="list-style-type: none"> • Leadership buy-in and culture change management • Human resource development • Quality assurance protocols internal to the agency • Mission-driven strategy | <ul style="list-style-type: none"> • Skill set • Culture • Data acceptance and utilization • Adaptability | <ul style="list-style-type: none"> • Meeting your obligations • Improved decision-making • Improved efficiency • Collaboration and interoperability • Marketing oneself |

Leadership Strategy

- Leadership buy-in and culture change management
 - What does your team know, and who is not “in the know”?
 - How is information managed? What is the tone/expectation of anticipated changes?
- Human resources development for unifying expectations, implementing practice and training
- Quality assurance protocols internal to the agency that complement state outcome goals and offer a strong feedback loop to quality improvement
- Mission-driven strategy for how to integrate new services into provision and billing



Workforce

- **Skill Set** – Staff need to be placed in situations that require their skills and where they can be successful
- **Culture** – Foster a culture of responsibility, mission, and excellence
- **Data Accountability** – Use data to inform, manage, operate, and deliver services
- **Adaptability** – Changes will happen if staff are adaptable to change



5 Ways to Use Data

1. Meet your obligations

- You are accountable to many people - exceed those obligations

2. Implement a dynamic management system with informed decision-making by all agency personnel

- Gut decisions do not work
- Continuously improve using your organizational memory
- Data, information, knowledge, wisdom

3. Efficiencies in service delivery

- Manage delivery and documentation

4. Seek opportunities for collaboration and interoperability

- Standalone agencies will struggle without collaboration

5. Market yourself

- You're a business and need to sell yourself



Meeting Your Obligations

- External obligations
 - Government
 - Funders
 - Accreditation bodies etc.
- Internal obligations
 - Individuals in service
 - Board of directors
 - Staff and others

- 1. Meet Your Obligations**
2. Informed Decision-Making and Dynamic Management
3. Efficiencies in Service Delivery
4. Collaboration & Interoperability
5. Market Yourself

Meeting Your Obligations

Organizing Data

| Name of Agency Staff | Agency Title | Entity Accountable To | Type of Measure | Specific Measurement | Frequency of Report | |
|----------------------|--------------|-----------------------|-----------------|----------------------|---------------------|--|
| John Smith | CEO | Clients | Outcomes | Employment | Quarterly | |
| | | | | Hospitalization | Daily | |
| | | ECT. | | | | |
| | | | Incidents | Level 1 and 2 | Daily | |
| | | | | Other Levels | Weekly | |
| | | ETC. | | | | |
| | | B.O.D. | Fiscal | Annual Report | Annually | |
| | | | | Balance Sheet | Quarterly | |
| | | ETC. | | | | |
| | | Government | Census | Registrations | Monthly | |
| | | | Utilization | Attendance | Annual Slide | |



Informed Decision-Making

- Data-based decision-making
 - Data
 - Information
 - Knowledge
 - Wisdom
- Everyone's job
 - Administrators
 - Supervisor
 - Clinicians
 - Oversight and support

1. Meet Your Obligations
- 2. Informed Decision-Making and Dynamic Management**
3. Efficiencies in Service Delivery
4. Collaboration & Interoperability
5. Market Yourself

Managing with Data

Organizational memory is the accumulated body of data, information, and knowledge created in the course of an individual organization's existence.

Creating organizational knowledge:

- Data... Obtain
- Information... Link the data
- Knowledge... Organize the information
- Wisdom... Apply knowledge to issue

Dynamic Management

Interactive process of data feeding back into operations

- Be informed
- Be flexible
- Be able to rapidly adapt

1. Meet Your Obligations
- 2. Informed Decision-Making and Dynamic Management**
3. Efficiencies in Service Delivery
4. Collaboration & Interoperability
5. Market Yourself



Accessibility to Decision-Making Data

- Key staff have access and knowledge of the system
- Regular use of the system
- Tracking outside of the system
- Reports from the system—client demographics/profile, client outcomes, LOS
- Ongoing review of data
- Staff training and re-training, new features

Efficiencies in Service Delivery

- Services
 - Reduce no-shows
 - Outcome oriented
- Documentation
 - Person centered
 - Collaborative

1. Meet Your Obligations
2. Informed Decision-Making and Dynamic Management
- 3. Efficiencies in Service Delivery**
4. Collaboration & Interoperability
5. Market Yourself

Collaboration and Interoperability

- Need to work and communicate with other providers
- Need to be able to exchange data HIE

1. Meet Your Obligations
2. Informed Decision-Making and Dynamic Management
3. Efficiencies in Service Delivery
- 4. Collaboration & Interoperability**
5. Market Yourself

Market Yourself

- Value to your funder
- Value as a partner
- Efficiency
- Effectiveness
- Person to person outreach

1. Meet Your Obligations
2. Informed Decision-Making and Dynamic Management
3. Efficiencies in Service Delivery
4. Collaboration & Interoperability
- 5. Market Yourself**

Leveraging Your Data

How to use the data to advance your agency:

- Develop outcome-based information
 - Individual
 - Provider
 - System
- Value-based information
- Staff expertise
- Board influences
- Stories with data



Identifying the Data

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 practices or indicators


Remember to...

- **Incorporate** a culture of accountability
 - **Maintain** a person-centered philosophy
 - **Establish** a concurrent approach
 - **Avoid** losing your culture
 - **Enhance** your agency operations
 - **Ensure** regulatory requirements are met
 - **Review** existing capacity against idea
 - **Achieve** a value-based mentality
 - **Smart** implementation of change
- > Everyone's responsibility
 - > Clinically right
 - > Many benefits
 - > Consumer portal
 - > Information
 - > Electronically
 - > Continuously
 - > Foundation
 - > Acceptance and success

Thank you!

Contact Information



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