

Clinician Motivation in a Data Driven World



What the Heck Do These
Numbers Mean – and What Do I
Do with Them?



Kelsey Silver, LMFT,
Director of Quality & Information

Mary Brite, LCSW, CASAC
VP of Outpatient Services

Welcome

Why in the world should you pay attention to us?

Introduction

Mission

There's a reason you are here and it's not just to take a break after lunch.

Shenanigans?
 $E=MC^2$?
Axioms of Probability?

What you can Expect

Who are you?

Aliens, definitely aliens



When I say DATA, you say?



To inspire individuals and families to achieve a life of unlimited potential by developing and delivering the highest quality evidence-based behavioral health services and training.

Over 35 years ago, Outreach opened its doors as a small assessment and referral center to engage people in the community struggling with addiction to seek help. Since then, its mission evolved to meet more needs and more communities. Today, Outreach inspires adolescents, adults, and their families to achieve a life of unlimited potential through high-quality, evidence-based substance abuse treatment and training programs throughout New York City and Long Island.

Go to <http://opiny.org> to find out more

Outreach by the Numbers

14

Total Sites

- 5 Outpatient Clinics
- 5 Outpatient Satellite Clinics
- 2 Adolescent Residential
- 2 Adult CR/Reintegration

4,784

Clients served last year

- 69.5% Male/ 30.5% Female
- Ages 14-86
- Upton, NY to Yonkers, NY and Staten Island

2,149

Students served last year

- 117 courses
- Full CASAC program
- Internal/External Training opportunities



Go to <http://opiny.org> to find out more



Discover of Special Populations



Enhance Program Development



Improve Staff Wellness/Development

I work with people-

Why does data
matter?

WHY!?!



How comfortable are you using data to inform your clinical and programmatic decisions?

A-Very Uncomfortable

B-Somewhat Uncomfortable

C-Neutral

D-Somewhat Comfortable

E-Very Comfortable

How comfortable are you using data to inform your clinical and programmatic decisions?



The Plight of the Data Geek



What did I just watch?



Know how to ask



Context Matters



Defacto Experts



An Island to themselves



Keeper of the keys



Are they spying?



Geeks are people too



Scenario

Well regarded clinician, Sally, appears to be underperforming regarding units of service.

*Information pulled from basic internal tracking.



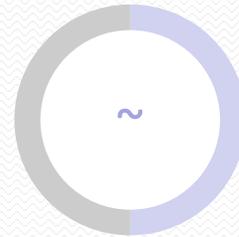
Sally's Direct Contact Percentage

Sally appears to only be meeting face-to-face with clients for 30% of her scheduled work hours



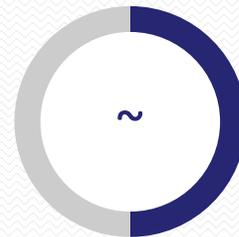
Program Direct Contact Percentage

The program as a whole, typically sees an average of 60% face-to-face contact for hours scheduled.



Caseload

There has been no change in the number of clients on Sally's caseload



Work Schedule

There has been no change in Sally's work schedule

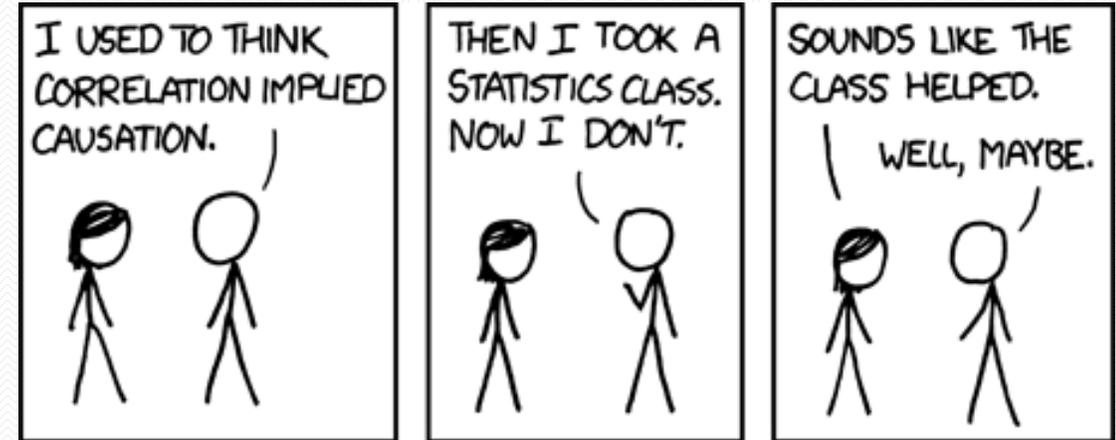


Where should we look next?

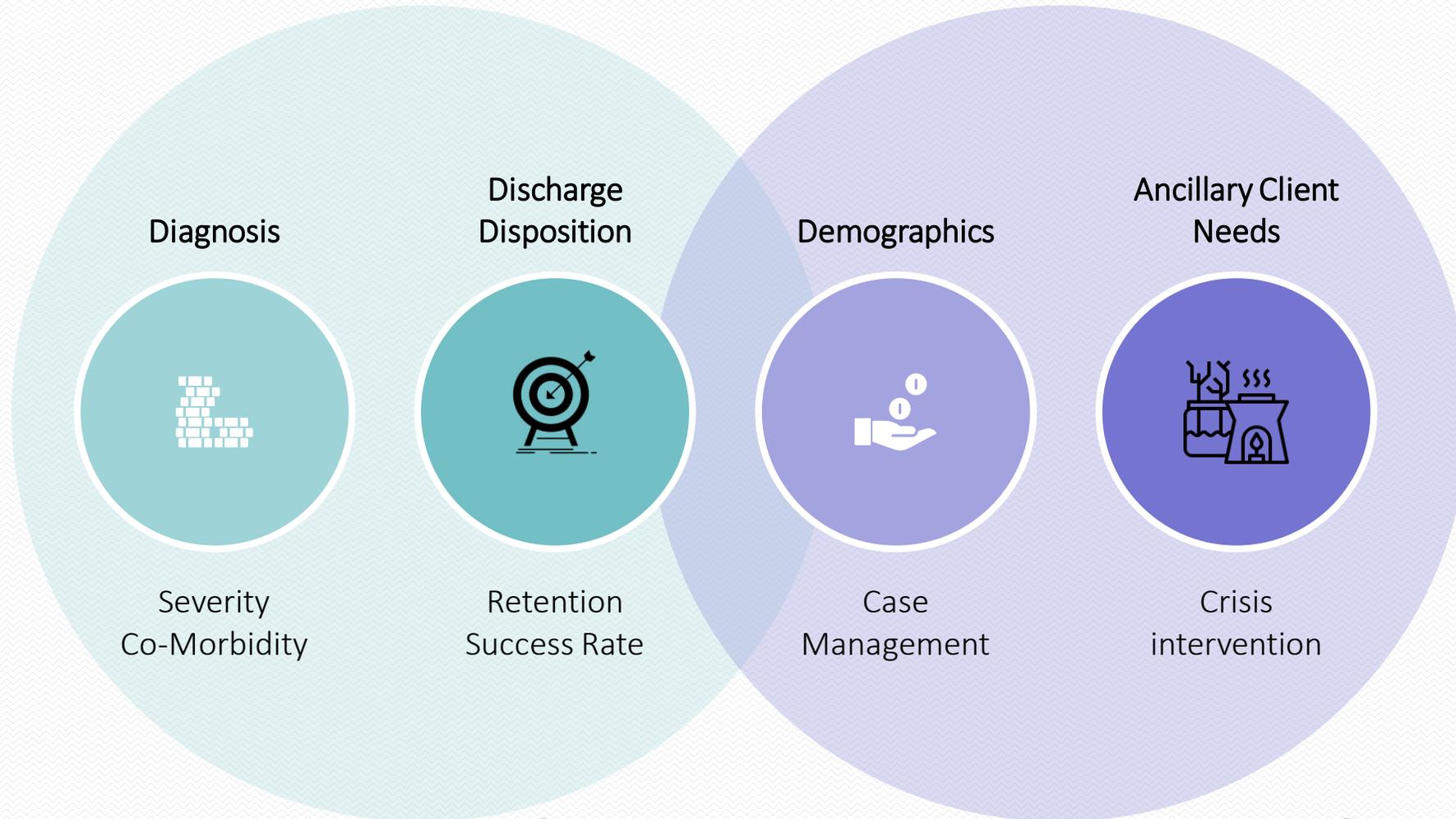
The case for secret data: What's hidden behind the numbers?



- ❓ If you want to reduce the murder rate, stop selling ice cream!
- ❓ Traditional data collection may not be the answer
- ❓ Are you asking the right question?

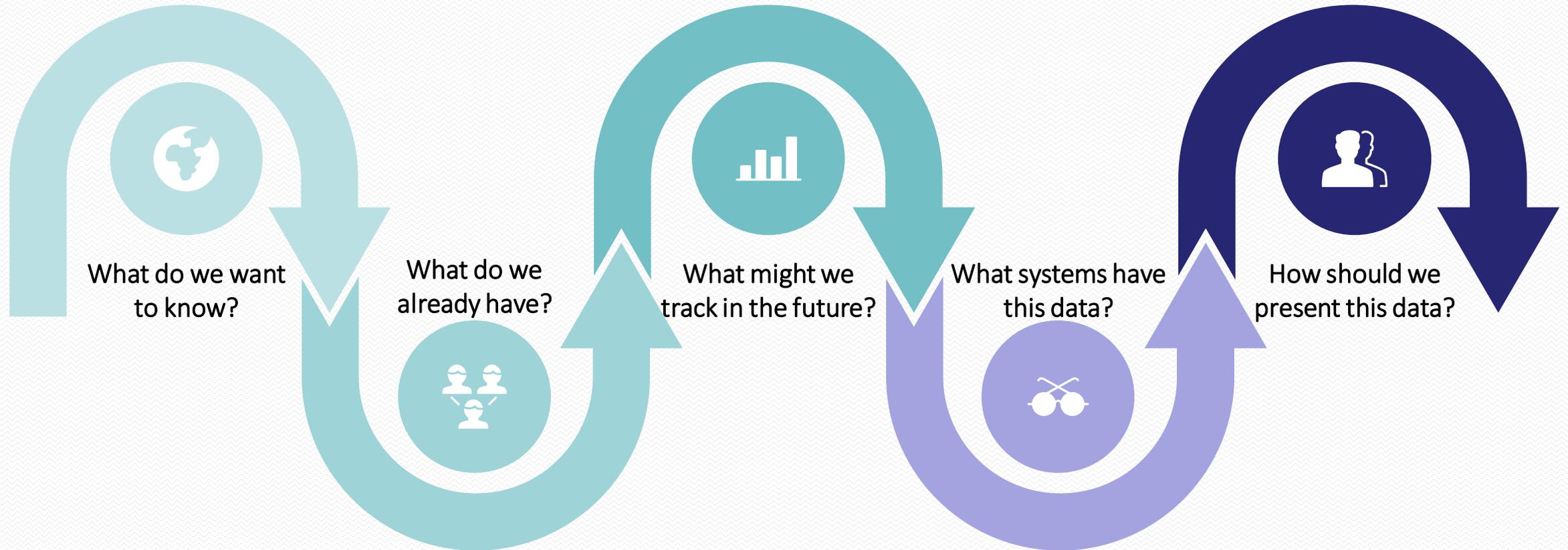


What haven't we thought of?



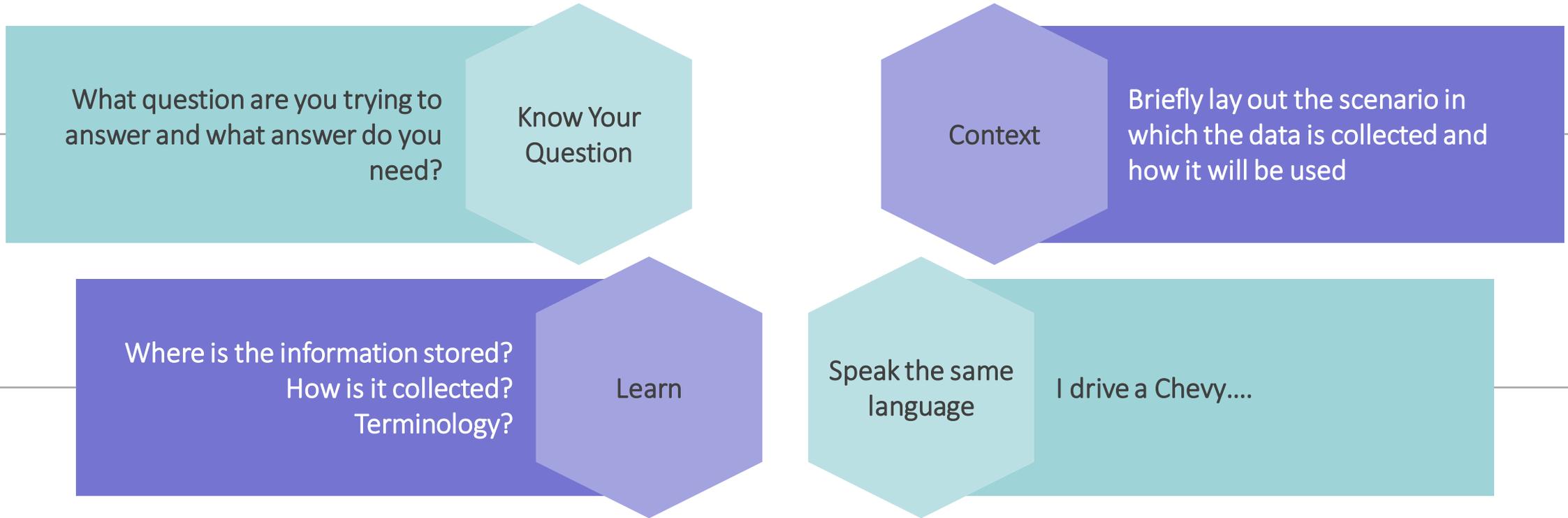
Comprehensive data always shows a more complete picture

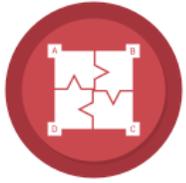
How do we get there from here?



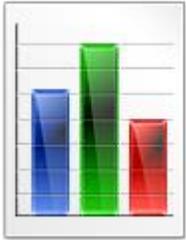
Begin with the end in mind.

Speak with Your Geek!





Assigned more higher need clients



Had a mixed caseload (drug use versus drug crimes)



Higher level of mandate reporting involved

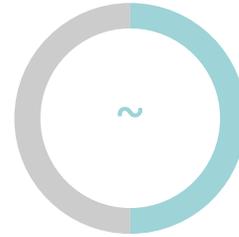
Managerial Bias





Scenario: Closeout

So what happened? Analyzing the Phenomenon



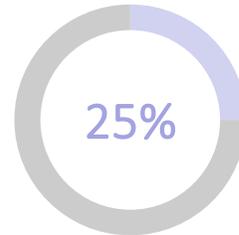
Programming Changes

New programming was implemented for clients with legal involvement.



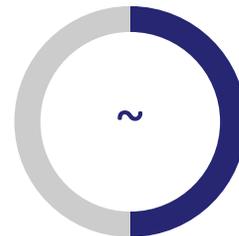
Increased client retention

Improved flexibility allowed for higher needs clients to receive the services they needed.



Increased client success rate

Safer spaces within groups improved client success rate for both populations.



Clinician Wellness

Staff felt validated and heard while also feeling accomplished in improving client care.

Initiating GOD MODE



? Are we the gatekeeper?

? Are we the devil in disguise?

? Or Maybe....



We are just people...

Only one of their kind

Pulled in all directions

May sit at many tables.

Often seen as "machines".

Are often always on call.

High demand resource

Jack-of-all-trades



Oriented to Mission

Although they are likely non-clinical, engaging your geek in your work is important.



<http://opiny.org>



THANK YOU