

Zen and the Art of Using Data for Planning

**Data Infrastructure Grant Meeting
Washington, D.C.
October 3-4 2002**

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Why Mental health system stakeholders must be trained to use data for planning:

- ❖ There are other ways in which to make decisions
- ❖ Contextual constraints impact the use of data
- ❖ Data is often misunderstood



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- ❖ Data may not be definitive
- ❖ Different stakeholders have different interests and different perspectives
- ❖ Data may not be presented in a user-friendly way
- ❖ Data is not information



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Who needs to be trained?

- ❖ SMHA staff
- ❖ Consumers
- ❖ Planning Council
- ❖ Providers
- ❖ Other interested stakeholders

Training is tailored to meet the needs of each group



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Training focuses on the following issues:

- ❖ How data is used to create information (e.g. performance measures, indicators etc)
- ❖ Why data is useful for planning
- ❖ How data and information promotes accountability
- ❖ How data supports decision-making



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Sample Performance Measurement Training Curriculum (Developed: Mary Smith, Irwin Kerzner, Chris Power & Randy Pletcher)

- ❖ The ABC's of performance measurement
- ❖ What is the purpose of performance measurement?
- ❖ Why is performance measurement important?
- ❖ Why are people focusing more on performance measurement now?
- ❖ What performance measurement can and can not do.



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- ❖ How do you decide what to measure?
 - Values
 - Purpose
 - Accountability
- ❖ Recognizing domains to be measured
- ❖ Evaluating what data is available for use and what is needed
- ❖ Assessing practical issues and constraints
- ❖ Assessing the costs and benefits of performance measurement



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- ❖ Determining the role of stakeholders in the performance measurement process
- ❖ What specifically is measured in performance Measurement?
 - Process
 - Treatment outcomes and Effectiveness
 - Quality of Treatment
 - Access to Treatment



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Methods of collecting data that is a basis for performance measures

- ❖ Surveys
- ❖ Standardized instruments
- ❖ Focus Groups

- ❖ Sampling vs. non-sampling

- ❖ Data collection and implementation issues (training etc.)

- ❖ Validity and Reliability issues



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Analyzing, interpreting and reporting the results of performance measures

- ❖ How data becomes information
- ❖ Determining what data tells us
- ❖ Reporting information so that it is useful



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How performance measurement is used:

- ❖ Policy
- ❖ Evaluation of Services
- ❖ Quality Assurance or Improvement
- ❖ Advocating for Services, Dollars etc.



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Revising and Improving Performance Measurement Systems

- ❖ Determining retention of measures
- ❖ Determining adoption of new measures

Experiential Experiences

- ❖ Role-playing
- ❖ Using Data

