



# Flying Strong: Decision Support in North Carolina

## Division of Mental Health, Developmental Disabilities and Substance Abuse Services

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<http://www.ncdmh.net/dsis/DSISforApril2009/Index.htm>



### Who We Are and Why We Are Here

The North Carolina Mental Health System is a three tier system comprised of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

Like the Wright brothers we have been inspired by both teamwork and application of the scientific process to improve our Decision Support Information System (DSIS).



The use of automated and innovative approaches to better serve our consumers has always been and will continue to be our major directive. To that end, we have devoted both time and effort in creating quick and easy access to reports for both consumers and administration. Some of the tools used in this effort are shown here:

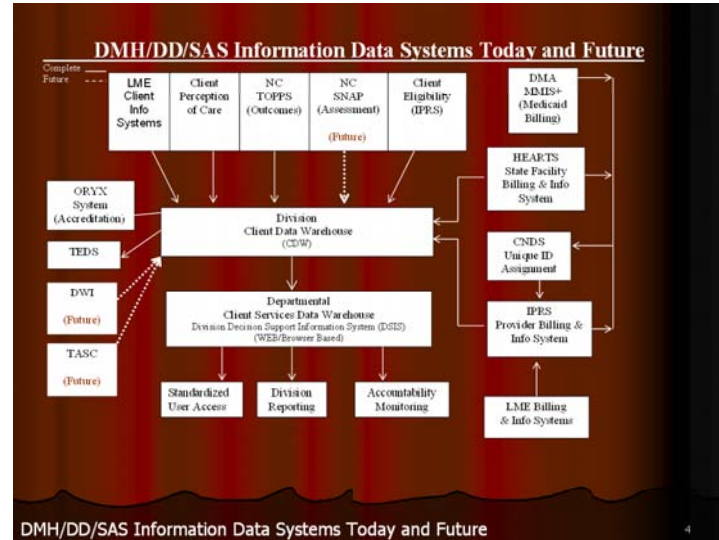
### Our DSIS Tool Library

- Consumer Data Collection and Unification
- Consumer Awareness and Ease of Access
- Automated Alert Features
- Trend Analysis Type Queries (NOMs Insight)
- Training Techniques (Cost Effective Approaches)



A first and most important flying tool for our DSIS environment is the ability to collect as much information as possible regarding the consumer being admitted or treated by our State. We use a departmental created Web storage facility, Client Services Data Warehouse (CSDW) and a departmental-created Unique Name Identifier, Common Name Data Service (CNDS) to join information.

### 1. Consumer Data Collection and Unification



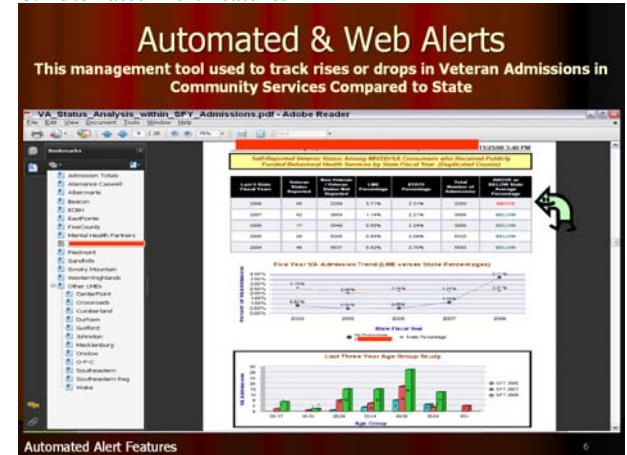
In addition to information from other Divisions, the CSDW populates Division data on a regular monthly schedule to a central storage repository. This began with the first of the Federal Data Infrastructure Grants. In this system we use CNDS joins to help un-duplicated our data. The CNDS is a departmental managed software which assigns unique identifying numbers based on specific qualities (like birth date, Gender, Race, Client Case and Consumer Numbers etc...). This number is then used to help synchronize data resources within one Web Intelligence repository. As shown here, making up our Decision Support Information System today and in the future:

### 2. Consumer Awareness and Ease of Access



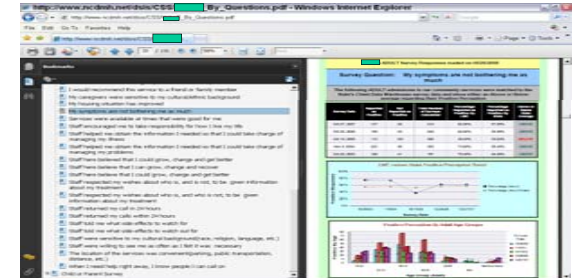
Consumer Awareness and Ease of Access is another important feature within our system. In order to achieve this kind of disclosure and to adhere to all Federal, State and HIPAA guidelines, we have created both a public internet along with an user interactive web styles of access. Shown on the left above is our public web site of our available Quick Facts reports which can be accessed along with an Interactive Web site available to specific and approved users on the right above.

### 3. Automated Alert Features



We use the DSIS Interactive Web site for both upper management and crisis analysis, shown here is a type of color change alert due to a increase in this year's Veterans' admissions compared to the State average.

### 4. Trend Analysis Type Queries (NOMs Insight)



Another example we identifying potential problem areas would be the use of the Consumer Satisfaction Survey by question or Domain trends.

### 5. Training Techniques (Cost Effective Approaches)



Use of Self-Paced training aids keep both our users and consumers informed of updates and/or new features. Plus personalized surveys keep staff informed to users needs (as demonstrated with the two slides above).