



Data Informed Decision Making in North Carolina

Division of Mental Health, Developmental Disabilities and Substance Abuse Services

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1. What is North Carolina's Need?

The North Carolina Mental Health System is a three tier system comprised of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, Local Management Entities (LMEs) and provider agencies. System transformation, well underway in North Carolina, has the primary goals of:

- Improved access to care,
- Cost-effective care,
- Choice in treatment,
- System accountability.

Access to information or data underpins the implementation of reform efforts. Information on consumers served, cost of services, consumer perception of care and services provided along with other key elements of data are collected from providers and LMEs for use by the state in decision making and reporting. Currently, reports based on select indicators of performance are provided to LMEs quarterly, however data for local analysis is limited. This process of information transfer *does not provide*:

- a) easy access to agency's own data;
- b) transfer of consumer level data to providers while providing aggregated information to state;
- c) real time data to base real time decision making on critical measures.

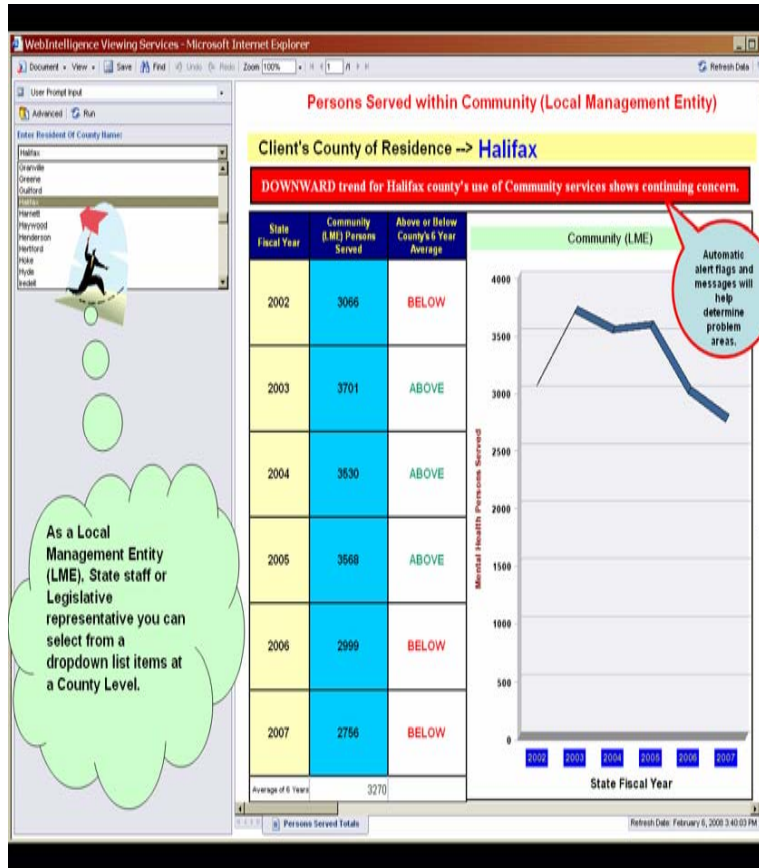
Informative Public Web Site (Current)



2. How Have We Addressed the Need?

In order to provide data to stakeholders at a local level, a web-based application was developed. The Mental Health Data Infrastructure grant was utilized to create a web-based Decision Support Information System, in collaboration with department-wide warehouse data for increased accuracy, un-duplication and easy access.

Local Data View



Multiple perspectives of the same data can now be easily identified as a positive or negative in any analysis by the use of color-coded alert messages. For example, an increase in persons served in the community is a positive outcome versus the same trend in use of psychiatric hospitals.

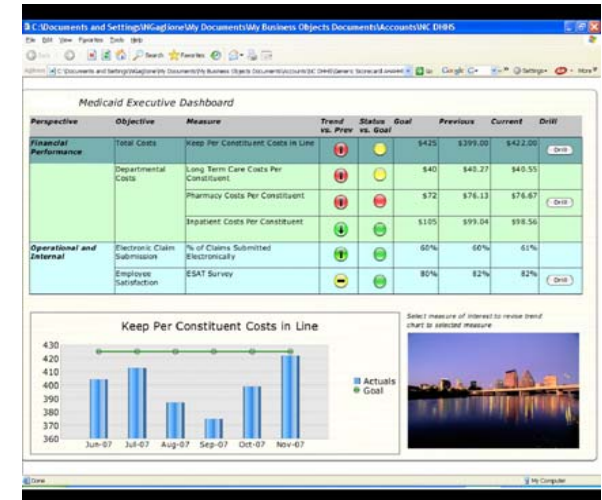
Future modifications will allow for population adjusted rates as well as community comparisons to the state's overall average for the selected measure.

3. What are the Potential Benefits to North Carolina?

With dashboard capabilities, data will be easily accessible to the public as well as multiple stakeholders allowing for increased awareness of system performance across the state and in local communities.

The dashboard displayed below will soon be implemented in North Carolina as a new feature to the Decision Support Information System and will help to achieve the goals of our future activities (discussed below).

Informative Public Dashboard (Coming Soon)



4. Future Activities

1. Develop multi-level access to information based on need and sensitivity of information (user security) to the following stakeholders:

- State and local management
- Federal agencies
- Provider entities
- Consumers and public

2. Inclusion of new elements of data, including financial information

3. Develop more user-friendly graphical depictions of data

4. Creation of a transparent and accountable system