



Health and Human Services Decision Support

Moving from Data to Knowledge and Action

HHS Advisory Point of View



Health and Human Services (HHS) Knowledge-Driven Decisions

HHS agencies aspire to be **Knowledge-Driven** through developing a more integrated and robust ability to anticipate, predict and address trends, incidents and potential crises that confront citizens served through their HHS programs

HHS organizations have a vast wealth of data and information resident

Typically, there is not always a unified and coordinated way through policy or technology to easily support the integration of data and information across HHS programs to support better decisions

Moving Data to Knowledge and Action

Requires the Participation, Expertise and Wisdom of Those Doing the Work

*Where is the knowledge we lost
in information?*

*Where is the wisdom we have
lost in knowledge?*

- T. S. Eliot



*We know now that the source of wealth is something
specifically human: knowledge.*

*If we apply knowledge to tasks we already know how to do,
we call it 'productivity'.*

*If we apply knowledge to tasks that are new and different
we call it 'innovation'. Only knowledge allows us to
achieve these two goals.*

*Knowledge resides in those who are doing the work and
managing and responsible and recognized and empowered
and respected and trusted and embraced.*

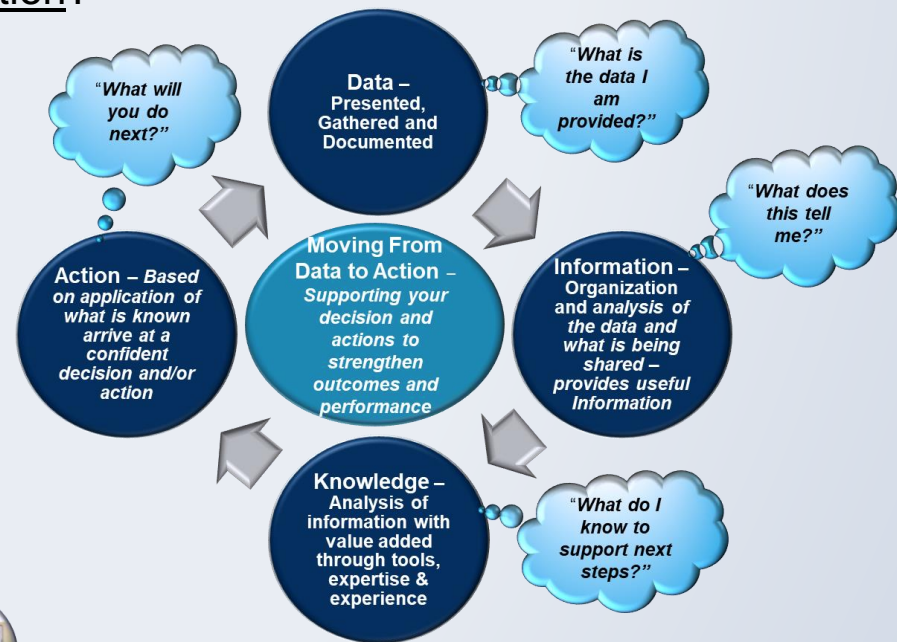
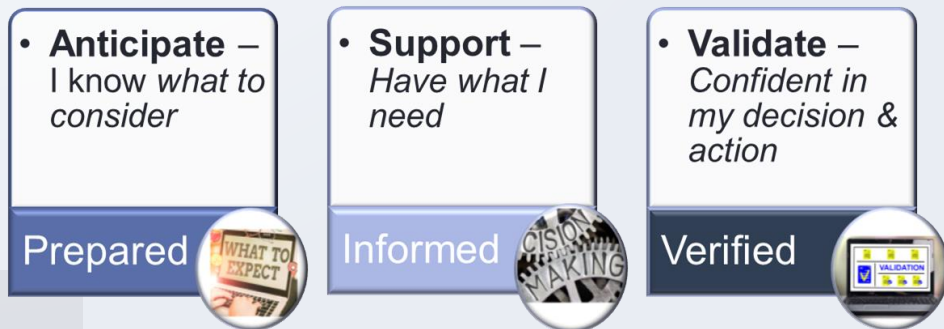
- Peter Drucker




Decision Support Ensures Continuity and Congruency of Efforts

Moving from Data to Information to Action – Aligned with Best Practices

- Through your model of practice and supported by technology, how do you move from data to information to knowledge to a decision and action?
- How are you supported to maintain your focus on clients' strengths and needs?
- Are you provided the Data, Information and Knowledge for Improving Decision Support Capacity at all phases of the life of your services – and at all levels of your organization?





**Key Drivers for Better Decision Making –
Research, Practice Model, Person-Centricity,
Business & Technical Expertise and Capabilities**

Research Drivers for HHS Decision Making – Evidence-Based Best Practices

- **Access** - The earlier to the identified need that a service or support can be provided, the higher the probability of better outcomes and prevention of more serious and longer term needs and government intervention dependency
- **Person-Centric and Context Oriented** - Assessing, planning and delivering services and supports from the perspective of those served and within the context of their culture and community. A strength-based NOT deficit-based focus on those we serve
- **Comprehensive and Integrated Array of Services** – Seldom do individuals bring a single isolated issue or need, thus better outcomes are achieved through 360° view of those served and through working in partnership with others in assessing all factors impacting requests for services. Strong focus on prevention, development and empowerment
- **Anticipatory** – Having access to data and information that can identify trends, unidentified needs and underserved areas or populations supports the development of policies, model of practice, program design, resource allocation and more effective service delivery pathways
- **Well-Managed** – Structure, people, skills and processes are in place to ensure efficient management, accountability and investments in technology to improve Access, Outcomes, Cost, Accountability and Quality of HHS programs and services



Model of Practice Drivers – Meta Model for Person-Centricity

Guiding Better Decisions and Strategies

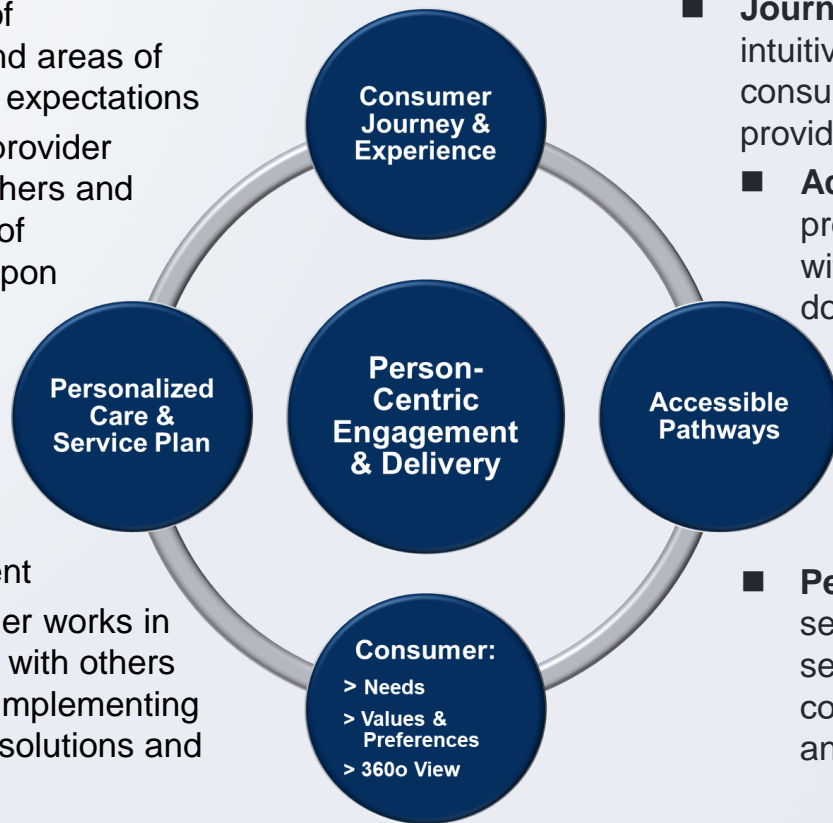
- Based on evidence based findings, the meta-model provides a framework and set of standards that guides and informs, how person-centered care coordination is manifested through the model of practice of each HHS program and service delivery pathway
- The meta model does not prescribe that all service delivery models must always include a full and holistic approach that involves all providers working together in an integrated manner with each person or family served
- The meta model supports the establishment of operational governance, practice and accountability standards based on a shared understanding and commitment to what we know about those we serve. This is benefited from research in the field and your and community partners' knowledge, expertise and experience
- The meta model provides clarity for the level of technology enablement necessary to support decisions at all levels – case; delivery team; program; agency; and the community



Model of Practice Drivers – Person-Centric Engagement and Delivery

Decision Support Aligned with the Consumer's Journey & What the Consumer Values

- **Engagement** – The focus of engagement efforts is around areas of mutual concern and shared expectations
- **Respect and Trust** – The provider demonstrates respect for others and facilitates the development of relationships that are built upon mutual respect and trust
- **Self-Determination** – The provider works with individuals as the “central actor” in their own development and facilitates their growth and development
- **Collaboration** – The provider works in partnership, and as needed with others in assessing, planning and implementing actions to promote positive solutions and outcomes

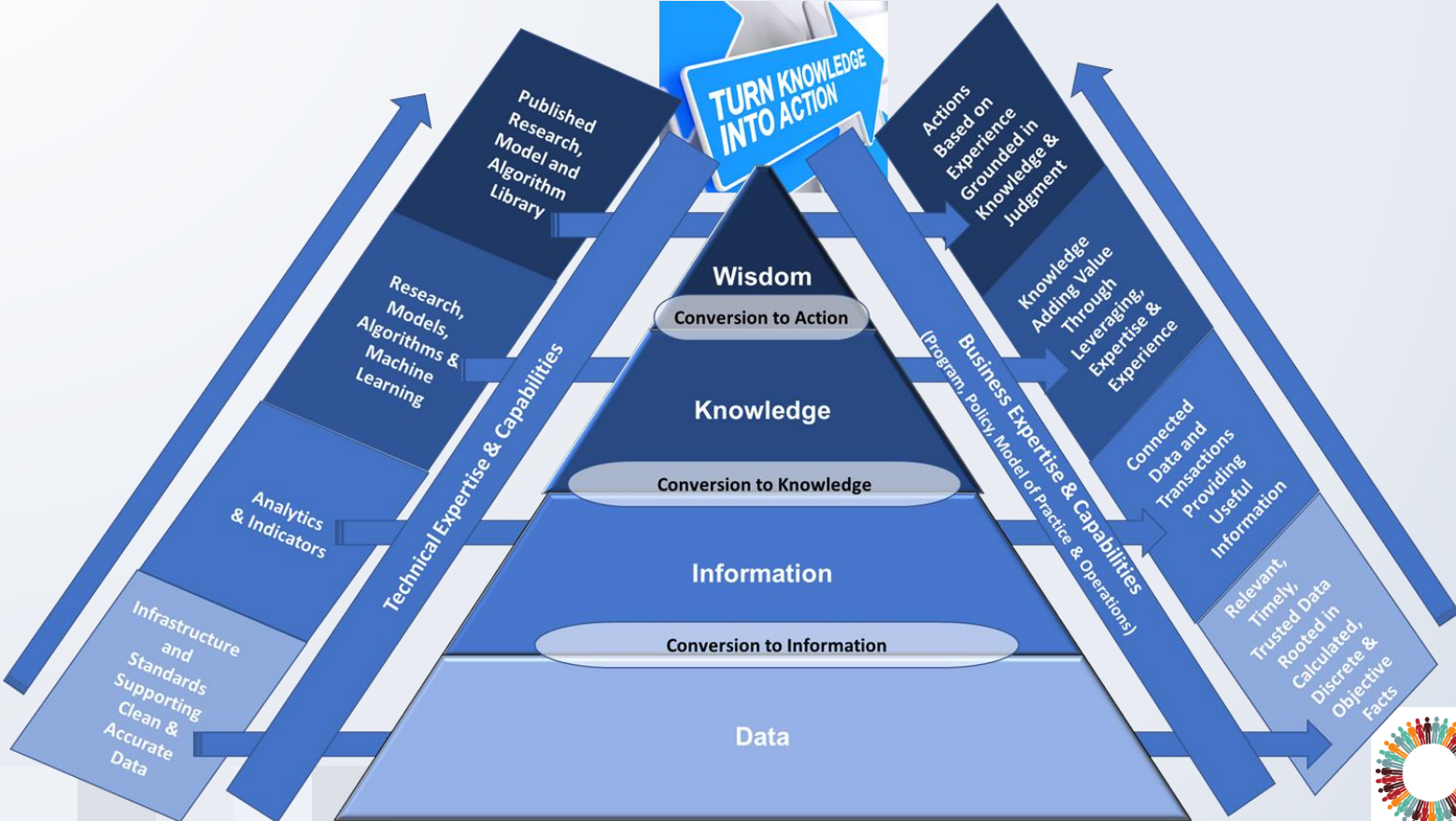


- **Journey** – Service delivery pathways intuitively support the journey of the consumer and partnership with the provider
- **Accessible** – Easy access is provided through many channels with an emphasis on no wrong door, screen or device
- **Consumer Focused**
 - Needs
 - Values
 - Preferences
 - 360° View
- **Personalized** – Engagement, service delivery planning and service delivery are aligned with the consumer's context, needs, values and preferences



Business Drivers to Move From Data to Knowledge and Action

Integration of Business & Technical Expertise and Capabilities



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