

Service Improvement Team and Clinical Outcomes Measurement

Governance

The review team will expect to see a presentation that describes the organization's entire strategy for mobilizing data, and analysing data to track outcomes, and generate knowledge and insights to inform decisions. Outcomes data includes, but is not limited to, clinical, financial, and operational performance. The use of data to inform decisions and analyse outcomes must be demonstrated across the entire organization. The presentation must also include a description of the data quality assurance process in place and how it is applied to the data prior to mobilizing data for analysis to generate knowledge and insights.

ID	Stage	Y	N	Compliance Statement
242	5			Clinical program target outcomes and reporting annually Clinical programs have established program target outcomes and report against those targets annually.
243	6			Outcomes data quality is managed Outcomes data quality is managed (timeliness, completeness, and accuracy) by clinical, operational and financial leaders.
244	6			Analytics governance assesses outcomes data Analytics governance actively assesses Outcomes data for needed changes.
245	6			Analytics reports in a common repository are available to staff Analytics reports are available in a common repository and available to frontline staff as needed per access policy. i.e., quality data, performance data, operational efficiencies, etc.
246	6			Clinical & Data Gov Committee identify quality & safety priorities Clinical Governance Committee is formed and works closely with Data Governance to optimize capture of clinical care outcomes to identify quality and safety priorities.
247	6			Track performance of clinical outcome indicators Operational and Finance data is used to track the performance of clinical outcome indicators.
248	6			Strategy to strengthen validity of data Data management processes include strategies to strengthen validity (e.g., data are normalized to include the value and normal range for data, date standardization, etc.)
249	7			Performance measurement across all strategic platforms Data is used to measure performance across all strategic platforms (ex. quality improvement performance, cost impact improvement).
250	7			Data analytics to improve clinical outcomes for chronic patients Advanced data analytics is used to improve the clinical outcomes for patient suffering from one or more chronic condition.
251	7			External data is used in analyses to track outcome performance Data from external sources (e.g., patients – wearables, digital tools, professional society registries, health plan data, quality of work life data for staff, patient reported outcomes data) is mobilized and integrated into analyses to document patient level and program level outcomes to track performance.