SELF-SERVICE
A USER-CENTRIC TOOL ROLLOUT

Advancing Analytics in Children's Hospitals

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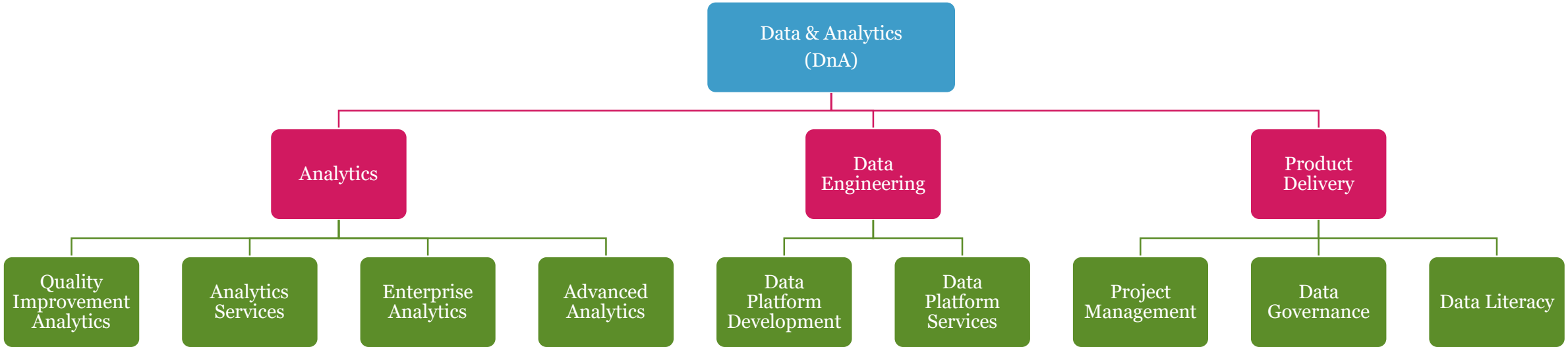
Bridget Rauch

Children's Hospital of Philadelphia®
Center for Healthcare Quality & Analytics

BACKGROUND

The 80 person Enterprise Data & Analytics team at the Children's Hospital of Philadelphia (CHOP) functions in a Center of Excellence model, containing all functions to develop end-to-end analytics solutions for clinical, financial, & operational analytics.



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SITUATION

- The Data & Analytics team at CHOP has struggled to keep up with all the financial, clinical, and operational requests for data - submitted by clinicians, administrators, and business operators throughout the enterprise.

- Many dashboards and reports have been developed yet the team is still inundated with new and enhancement requests

- Until this year, these requests could only be fulfilled by members of the Data & Analytics team resulting in long queues and long wait times

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TARGET

Self-service analytics would empower users throughout the hospital to answer their own multi-step inquiries.

Enabling the users to...

- Create content that can be shared with their department
- Reduce the time to delivery and insight
- Limit the exporting of data to Excel

Benefiting the Data & Analytics team by...

- Reducing the number of simple one-off requests
- Allowing data analysts to focus on complex, high-impact requests

How many patients with Asthma did I see last year in the ED? What portion of these patients live in Philadelphia? Are there specific neighborhoods with spikes?

How long do new patients have to wait before being seen in a specialty care clinic? How much does this vary by site? Can we shift patients to different locations to minimize wait times?

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APPROACH

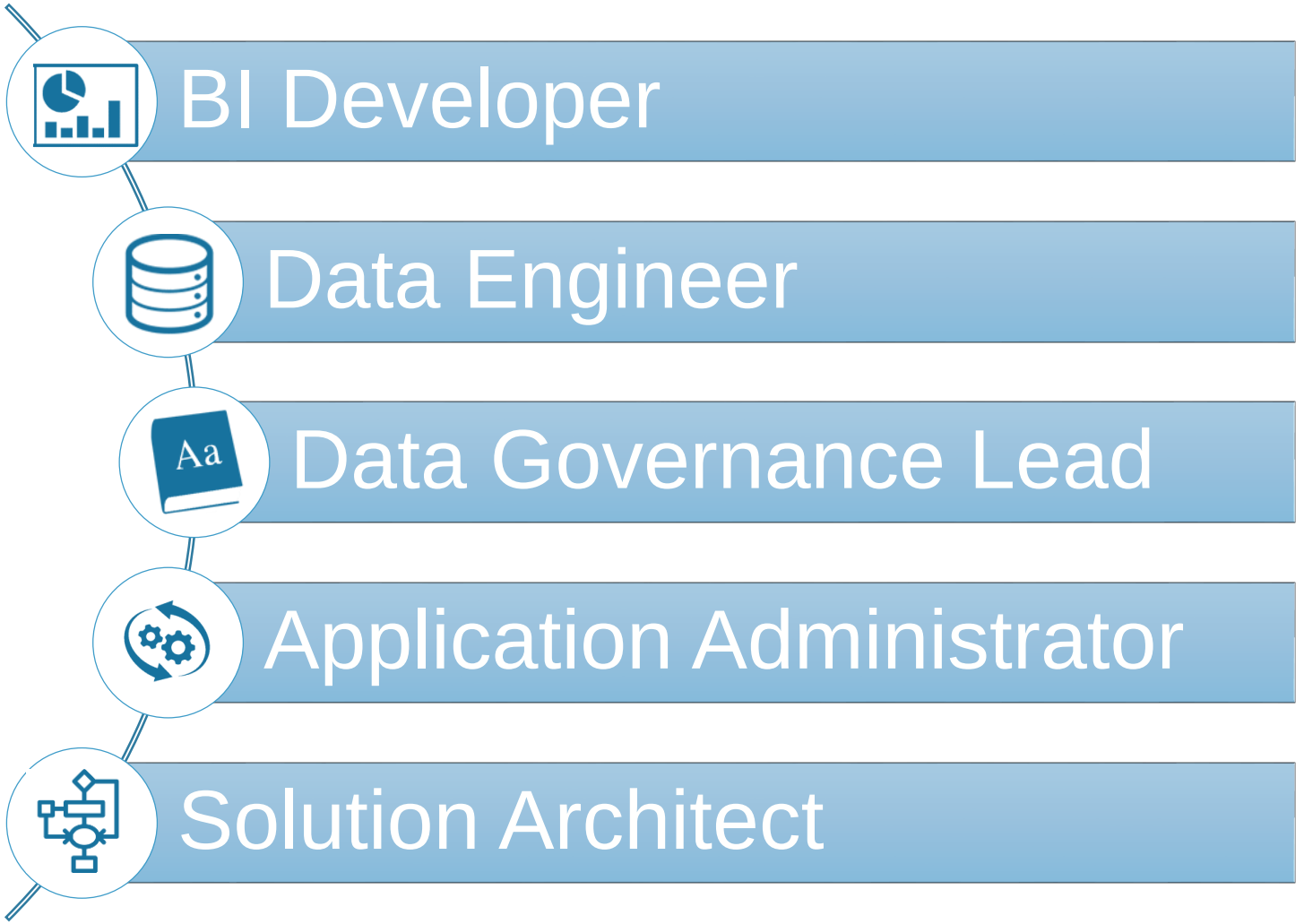
Build a cross-functional team

Define self-service at CHOP

Set principles of tool implementation

Construct a user-centered experience

THE TEAM



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SELF-SERVICE DEFINITION

looker

What is self-service reporting?

Instead of waiting for th
users to create visually e
process of pulling toget

SISENSE Why Sisense Platform Solutions Demo Resources Support Pric

What is Self-Service BI?

telligence refers to tools
e operated primarily by
her than IT professionals

Gartner Glossary > S > Self-service Business Intelligence

Self-service Business Intelligence

Self-service business intelligence is defined here as end users designing and deploying their own reports and analyses within an approved and supported architecture and tools portfolio.

In the age of data discovery, a lot is riding on IT leaders and their teams. Managing the rapidly evolving data infrastructure is a challenge, not to mention the delicate balance between data accessibility and security.

But if there's one clear trend in the shift from business intelligence to data discovery, it's the need to provide analytics. With self-service tools, business users of all levels can mine their data for insights, to the benefit of their departments and their company. Here are some telltale signs more self-service reports are needed at your company, and how IT benefits.

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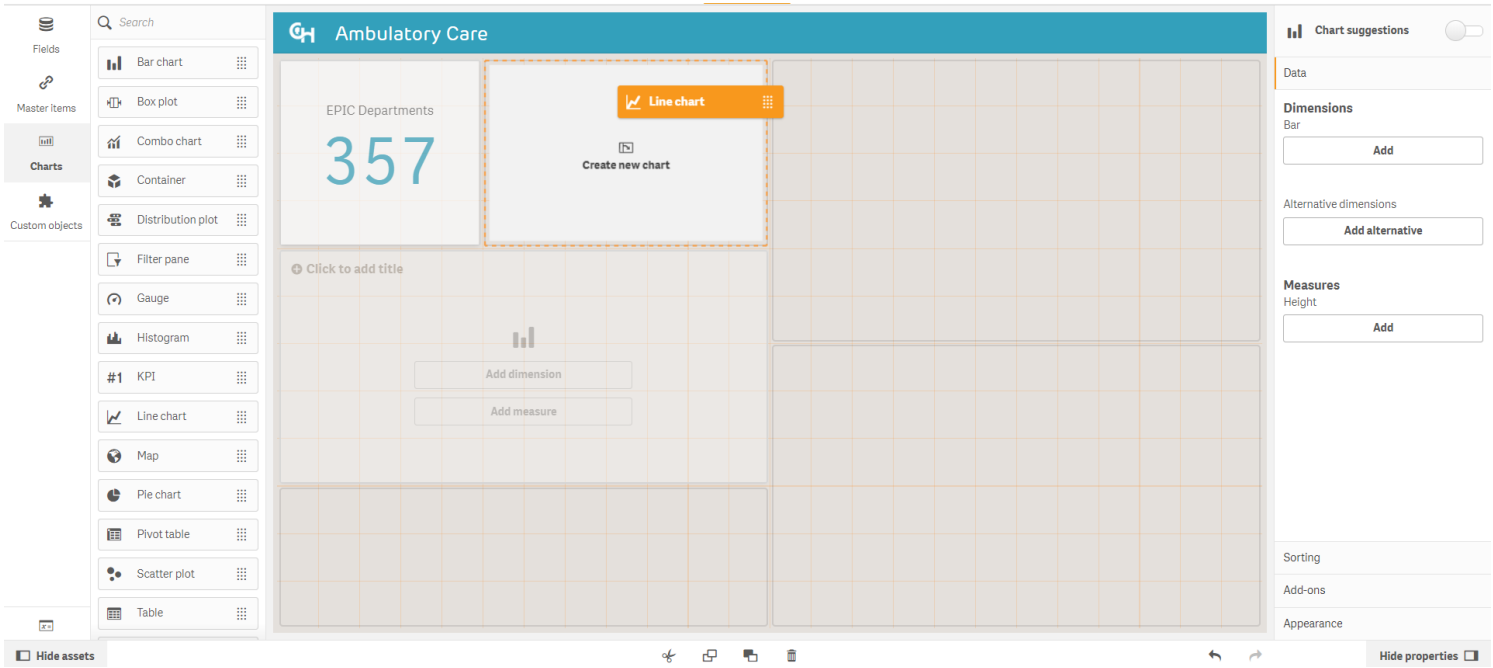
PRINCIPLES OF IMPLEMENTATION

Easy-to-learn tool, process, and workflow

- The user experience needs to enable a low barrier to entry for users of all levels



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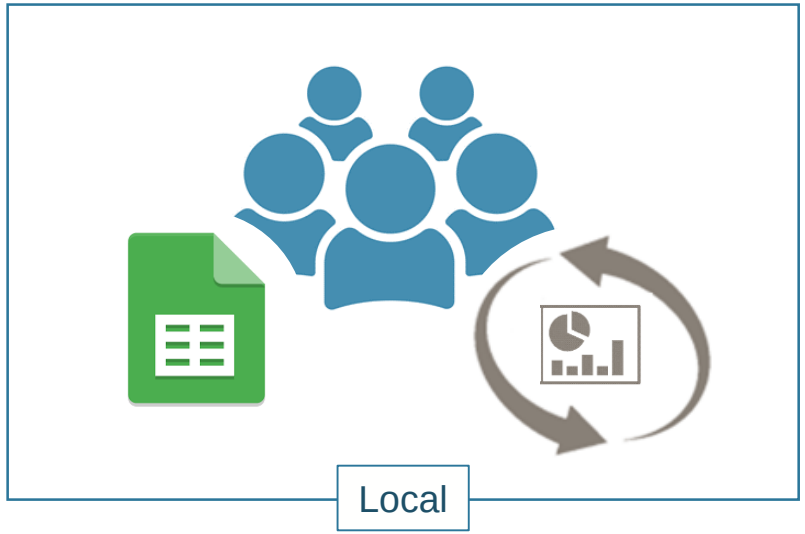
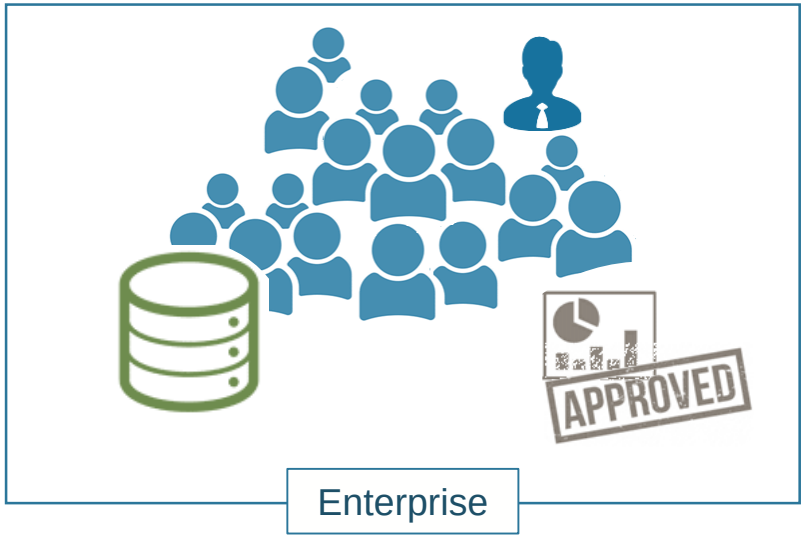
PRINCIPLES OF IMPLEMENTATION

Separation of local and enterprise analytics

- Local analytics allows teams to rapidly explore datasets and iterate on reporting methods
- Enterprise analytics are governed products that use shared data elements, metrics, or definitions.





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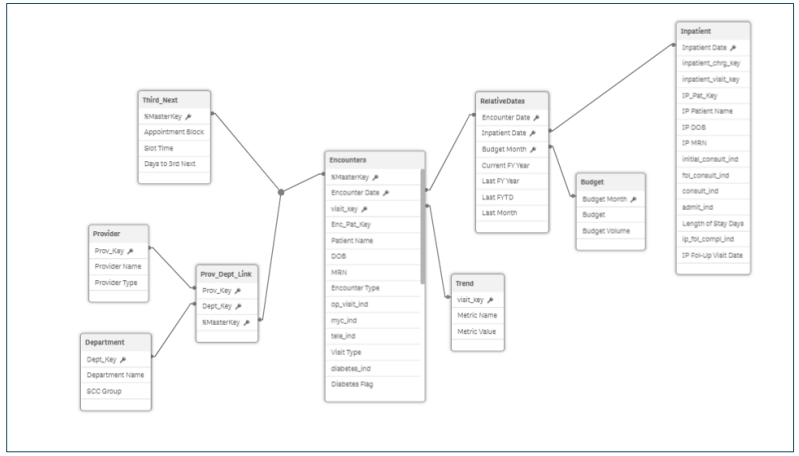
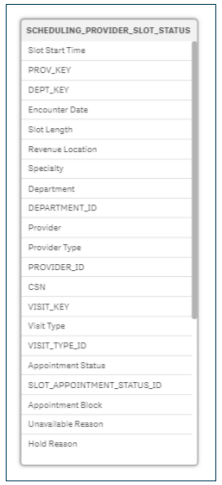
PRINCIPLES OF IMPLEMENTATION

Data-first development

- Business logic and data definitions should be stored within the database
- CHOP Blocks – the curated data marts built on top of our data warehouse – contain simplified, governed, and widely used data elements





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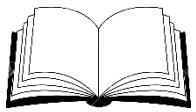
USER ROLES: BEFORE SELF-SERVICE

Previously, data users primarily fit into one of two roles:



App Consumer

- End user of data products, gaining insights from dashboards and reports built for them
- Able to apply filters, set parameters, or export data for further investigation
- Submits requests for additional data elements or changes to existing products

App Developer

- Primary creator of analytics products, including interactive apps and data export requests
- Bridge (and lynchpin) between consumers and the data warehouse
- Often a data analyst, with coding experience

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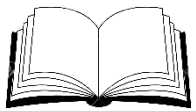
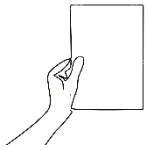
USER ROLES: REDEFINED

Self-Service analytics users will be one of three roles:



App Consumer

- Someone who interacts with pre-built charts and tables in published apps



App Contributor

- Someone who creates new visuals within existing apps and data models

App Developer

- Someone who builds apps from scratch, beginning with the data connections

Example of Results

- A Manager for Access Services is now a **Developer** has published 3 apps
- A Practice Manager is now a **Contributor** and has created 5 custom visuals

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NEXT STEPS

- A user community is essential for supporting our newly minted Contributors and Developers
  - 132 Contributors and 99 Developers covering 55 content areas
- Expand clinical user pool
- Create training programs
  - Data literacy
  - Data platform
  - Reporting tools
- Continue building CHOP Blocks

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Questions?

Thank you!

Bridget Rauch

rauchb@email.chop.edu

linkedin.com/in/bridgetrauch/

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