

Course Introduction Transcript

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Hello! Welcome to the TenEleven learning course – Reports Don't Improve Outcomes. My name is Tristan Keelan and I am the Marketing Strategist here at the TenEleven Group, and I'm going to be your guide for this course.

For the recent past in the Behavioral Health Industry, you've heard a lot being said about Pay-for-Performance. Pay-for-Value. Value based payment models. Managed Care. Managed Medicaid. All of the terms that suggest the payment landscape is changing. Payers are ready to increase payment rates for agencies and providers who can demonstrate that they actually improve the quality of life for their clients. Value based payments have certainly arrived.

While the concept of value based payments is rather intuitive, we all know that the implications of this are substantial, and the impact couldn't be better illustrated than it is in what data we collect and what we do with it when we have it. The entire behavioral health industry has been shouting about the importance of technology reporting platforms to satisfy this new outcomes based payment model, but suggesting that reporting platforms are the answer is missing the point.

In order to illustrate how to use your reporting capabilities not only to demonstrate your good work, but to also improve the quality of your work, in this course we are going to discuss the process by which you can use your data to improve your outcomes.

First, we will discuss the importance of Strategic Planning. Strategic Planning will help align all of the data you capture, the reports you run, and the actions you take back into your overall agency goals and objectives.

Second, we will dissect the Data-to-Wisdom Continuum. The Data-to-Wisdom Continuum is the process by which we turn data elements into actionable items with predictable results.

And last, we will review an applied example of the Data-to-Wisdom Continuum in a behavioral health agency with the strategic objective of seeing patients more frequently by reducing the instances of no-shows by their clients.

The goal for this course is to remind you that Reports Don't Improve Outcomes. The best services do. And by the end of this course, you will understand exactly why Reports Don't Improve Outcomes, and you will know exactly what does.