Strategies to Promote a Data Informed Culture to Improve Health Care Access

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Abstract

Many health care organizations have begun to analyze aggregated data as part of their efforts to improve patient access, satisfaction and quality of care. As the data become increasingly available, there needs to be a movement from meaningful information through contextual knowledge to applied wisdom to achieve a “data informed culture.” This change means introducing new systems, knowledge and skills. More research is needed to investigate how to involve various stakeholders (e.g., administrators, clinicians) to create a data informed culture in health care contexts.

This qualitative study explores how stakeholders are engaged to achieve a data informed culture in the VA system in a program focused on improving health care access. In this study, we conduct approximately 40 interviews across different roles and collected from five Veterans Administration facilities across the nation. Results to date support five data informed culture action domains. For each domain, we provide representative supporting factors as shown in the table below.

In this session, we seek feedback on this evolving framework. In particular, we welcome discussion of various models for promoting a data informed culture and potential fit of disconnects when applying them to the health care context.

<table>
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<tr>
<th>Domains</th>
<th>Factors – Supporting Evidence shared during conference presentation</th>
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| Democratize the Data | • Enable access to data  
                      | • Release data from silos  
                      | • Move from data as a scorecard / Safe to report accurate data. |
| Invest in the Right Tools | • Data summary & drill down (deliberate dashboards)  
                           | • Avoid data “puke”  
                           | • Timely reporting |
| Invest in the Right People | • Formalizing data analytical roles & leadership  
                             | • Decision support mentality  
                             | • Willingness to learn and adapt to analytic tools and processes |
| Invest in the Right Training | • Training to scope of practice (role fit)  
                               | • Problem/Case-Based learning modules  
                               | • Learning collaborative structure  
                               | • Consider training modality to support purpose and reach |
| Embrace Dissent  | • Culture change  
                  | • Recognizing counterbalancing metrics in decision making |