

Applied Informatics Team Training Peer to Peer Call - Using Informatics for Change 3/16/2018

California Team – presenting today.

Others – Adaptive Change Peer Advisor role.

Background

Four Epis on CA team

No dedicated Informatics program or staff. Thus, programs put forth improvements.

California Reportable Disease Info Exchange – developed by outside vendor. Requires ongoing support.

Leaves program staff working around the limitations. SAS, Access are used for data management and fixes. Excel for visualization, surveillance, monitoring and reporting.

Challenge: getting org buy in for new visualization tool with long term benefit. Need key stakeholder buy-in and support. Concerns: time and resources, training needs. Can be seen as 2ndary to daily tasks. How to present efforts to get support to prioritize resources. Continue momentum after this project ends.

Adaptive Change Peer Advisor Questions:

Rich, TN – Is part of your ask for additional tools and resources? Which?

- ➔ Tableau as data visualization tool. Free for dept but not widely used. Need buy-in for people to participate in training (time, energy)

Joe, ID – What have you done to present your case?

- ➔ Got clear support and approval to apply for AITT. Next step is to present specific examples. Idaho says is in similar situation

Do you currently have data in a usable form?

- ➔ Currently in a data warehouse, but one-day lag. Can access as needed. Flat file data extracts put in a shared folder. Issue is not access.

Erin, TN – Have you thought about doing a Proof of Concept based on what you already have access to, and use to demonstrate need.

- ➔ Currently workshopping a dashboard. Creating a visual mock-up to present. Concern that this creates a project without buy-in, dedicated time to complete.

Joe, TN – Do you have Tableau “super-users,” or all introductory?

- ➔ Yes, at organizational level. And consultants available. Uptake in Division is slow. Not used in Branch or section.

Brian, TN – Have you had opportunity to assess what problems Tableau can solve?

- ➔ Recent agency-wide presentation on innovation. One example included focused time for training. So, identifying “pain points” in current way of doing things, and goals in remedying them.

Diagnostic Brainstorming

Julia, Boston – Identifying “pain points” is like a Business Process Analysis. Includes potential wins as well as problems in both building and maintaining the system.

Rich, TN – For upcoming workshop, consider a data source with relatively good data quality. Align with existing reporting that already has a process. Produce result in current process and Tableau, then identify time and resource savings, etc.

Anthony, TN – Moving from Excel to Tableau, keep in mind that Tableau visualizations cannot be easily shared.

Julia, Boston – Look for opportunities to automate entire process including analytics, with triggers to notify about system failures.

Jessica – Experiences with other training initiatives?

Rich, TN – Is any current output set into Tableau? If so, possibly leverage for buy-in and support.

ID – May be beneficial to reach out to external partners. Would they benefit from enhanced data visualization?

Jessica, CSTE – Who would those external partners be?

Action Step (Moving things forward)

Joe, ID – Importance of documentation, tracking and comparing results

Rich, TN – Sounds like IT can provide training and automation. Get them on board

Julia, Boston – Have a clear vision of what you want to see at end of process. What's the goal, and what will it look like? Be visual, with examples.

Joe, ID – Look at other government agencies or other large users of Tableau. Tableau users groups. For Idaho, has helped to create support and increased support.

Erin, TN – Consider identifying one or two specific program groups where tool can improve decision making. In TN, started with one program that led to further uptake. Build champions.

Anthony, TN – Leverage existing resources to demonstrate value before everything is figured out.

Rich, TN – CA used another tool for visualization.

Reflections from CA

Providing a use case scenario. How other divisions use Tableau dashboards (e.g. Health Equity, Opioids).

Good to hear that other states are using for surveillance. Leverage other states already using.

Outline costs, savings in time and money.

Getting higher leadership buy-in. Recently modernized Flu Report, to positive feedback.

Jessica – how was it for you presenting today?

- ➔ Wanted to interact more, provide more information. As natural moderators, want to lead conversation. Although not all relevant, helpful ideas. Good perspective from people at higher levels.

Overall Group Debrief

Silences.

Discussion well focused.

Difficult to fit questions into the Adaptive Change protocol.

<missed some content here>

Taking notes is a great way to stay engaged. Would be helpful to identify note taker in advance.

Jessica's moderator kept conversation moving forward and on time.

Announcements

Next call: April 20, led by TN. Jessica will send request for a volunteer.

Register for course by 4/1.

Please check Basecamp weekly or more for updates.

Notetaker: Bradley Cohen, Boston