

DASHBOARD DEVELOPMENT: A MANAGEMENT TOOL



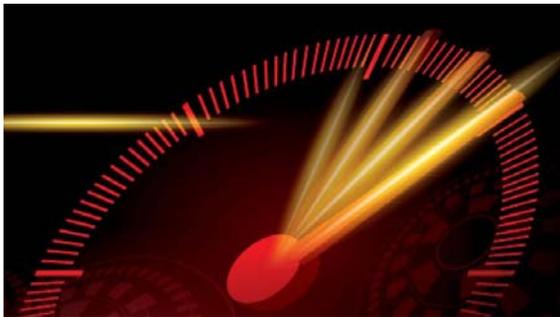
Green Belt Six Sigma Project Report Out

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Ohio Mental Health and Addiction Services (OhioMHAS)

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DATA DASHERS AND THE POKEY PROJECT



Office of Quality, Planning and Research

- Beth E. Gersper
- Jessica Linley
- Carol Carstens

Correctional Recovery Services

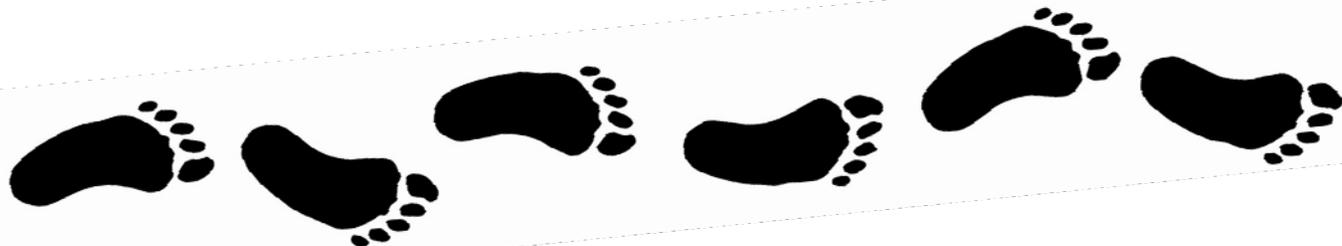
- John Sexton
- Selena Delozier

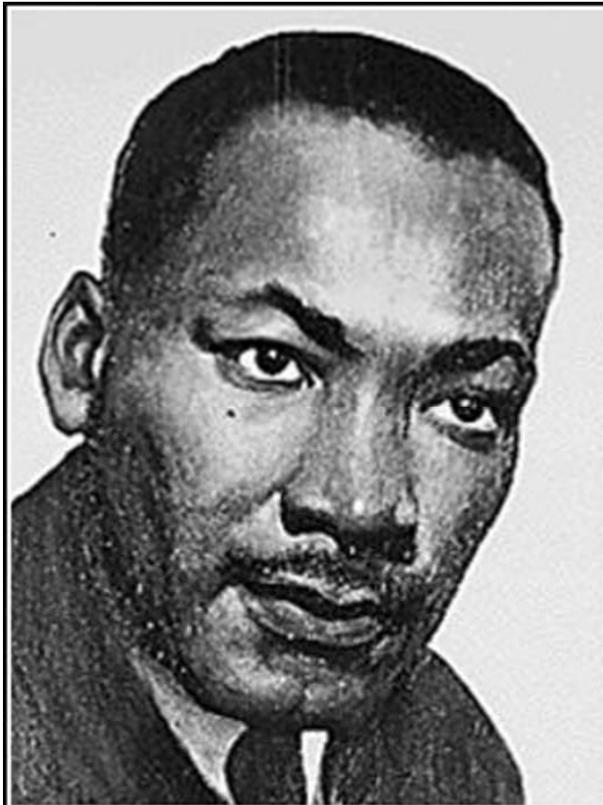
BACKGROUND- SCOPE

- Correctional Recovery Services (RS) provides alcohol and other drug(AOD) treatment to inmates within Ohio prison facilities.
- **Scope:** Create a monthly dashboard that would show the work that RS was doing in the prison.

First Step: identify what data was already being gathered and develop performance measures that would be easily assembled every month.

Last Step: A final monthly report or dashboard that would be placed on the RS website.





You don't have to see the whole staircase, just take the first step.

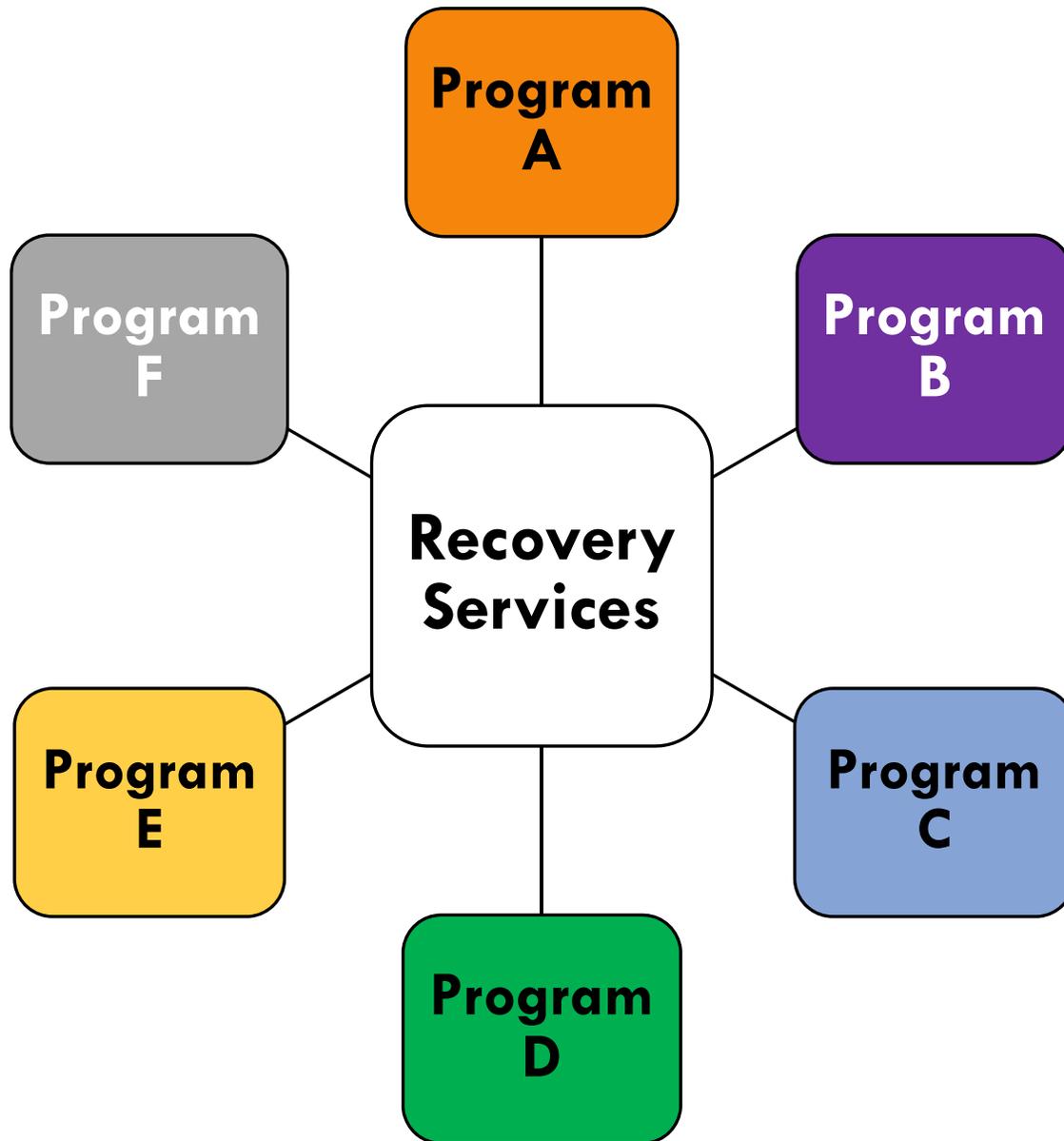
— *Martin Luther King* —

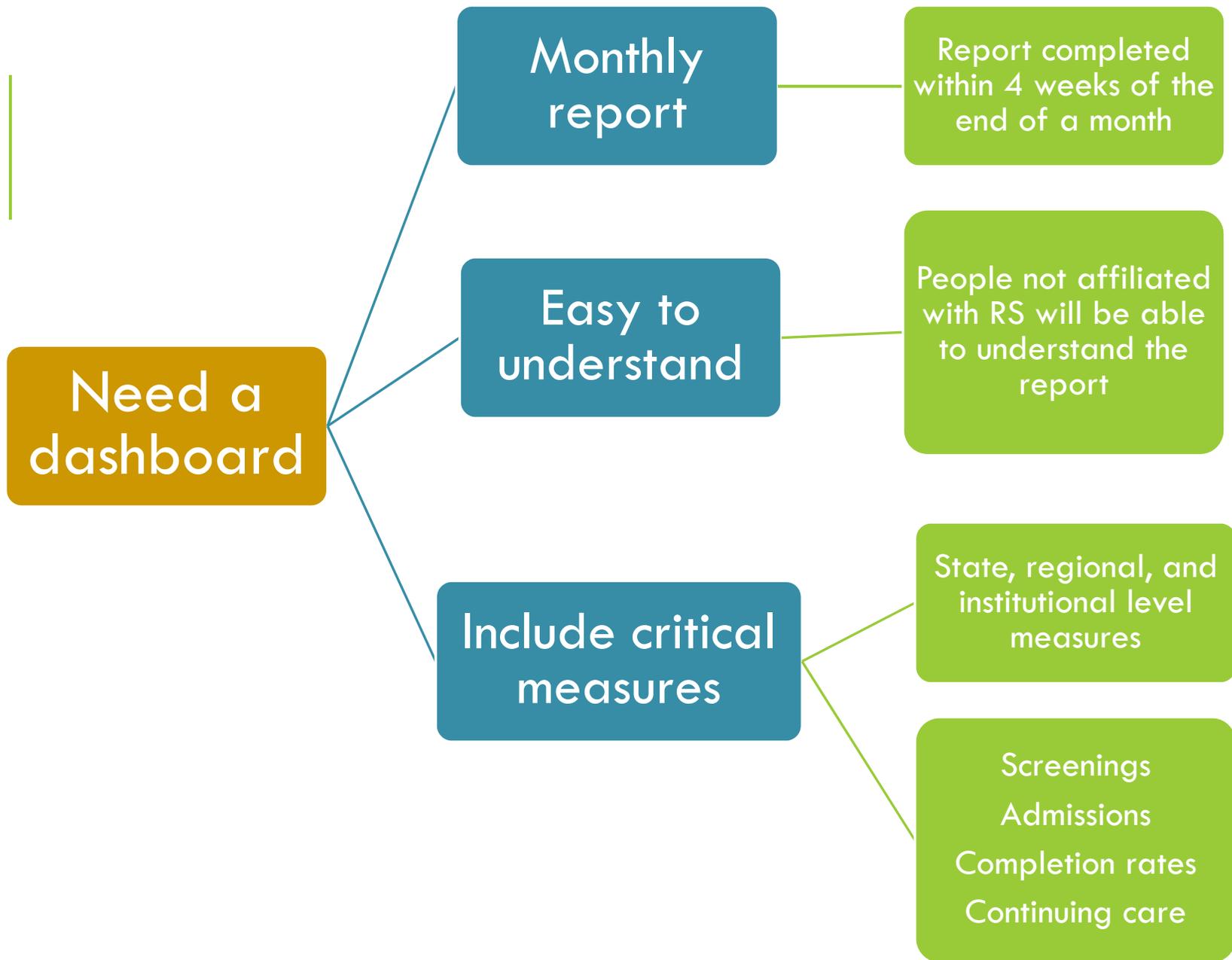
AZ QUOTES

DMAIC – Define (identify, develop, visualize)

Voice of the Customer

- Dashboard vs. monthly report
- Performance measures vs. outcome measures
- Operational definition for ‘success’
- Access to data – What data can we use? Where is it? How do we get it?
- Names of programs – which ones to include and which ones not to and why





Projected benefits: a document for the department that can be utilized in several ways ...

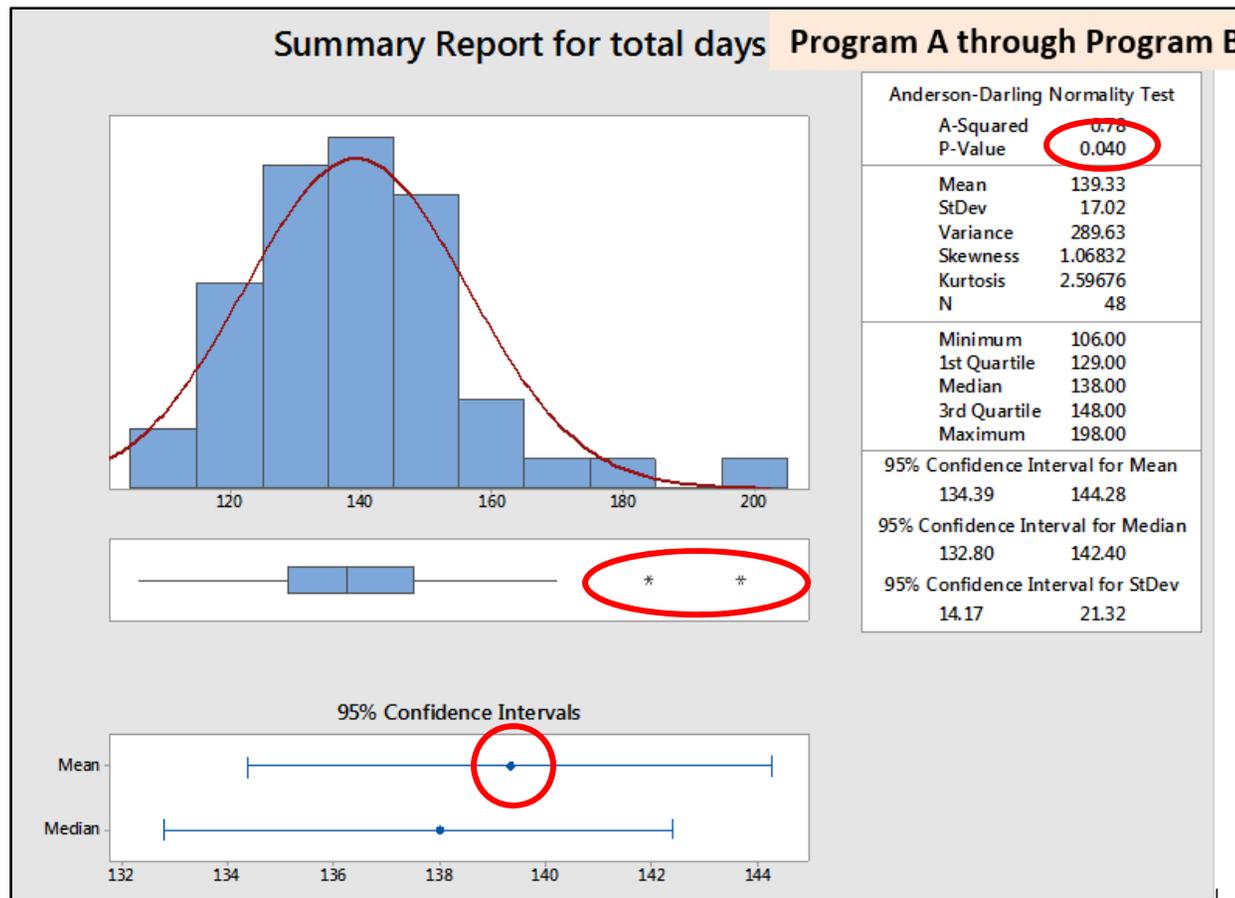
- Managerial: Identifying variation and areas of improvement
- Accountability
- Something to hand to people interested in RS work

Opportunities: data is already being collected.

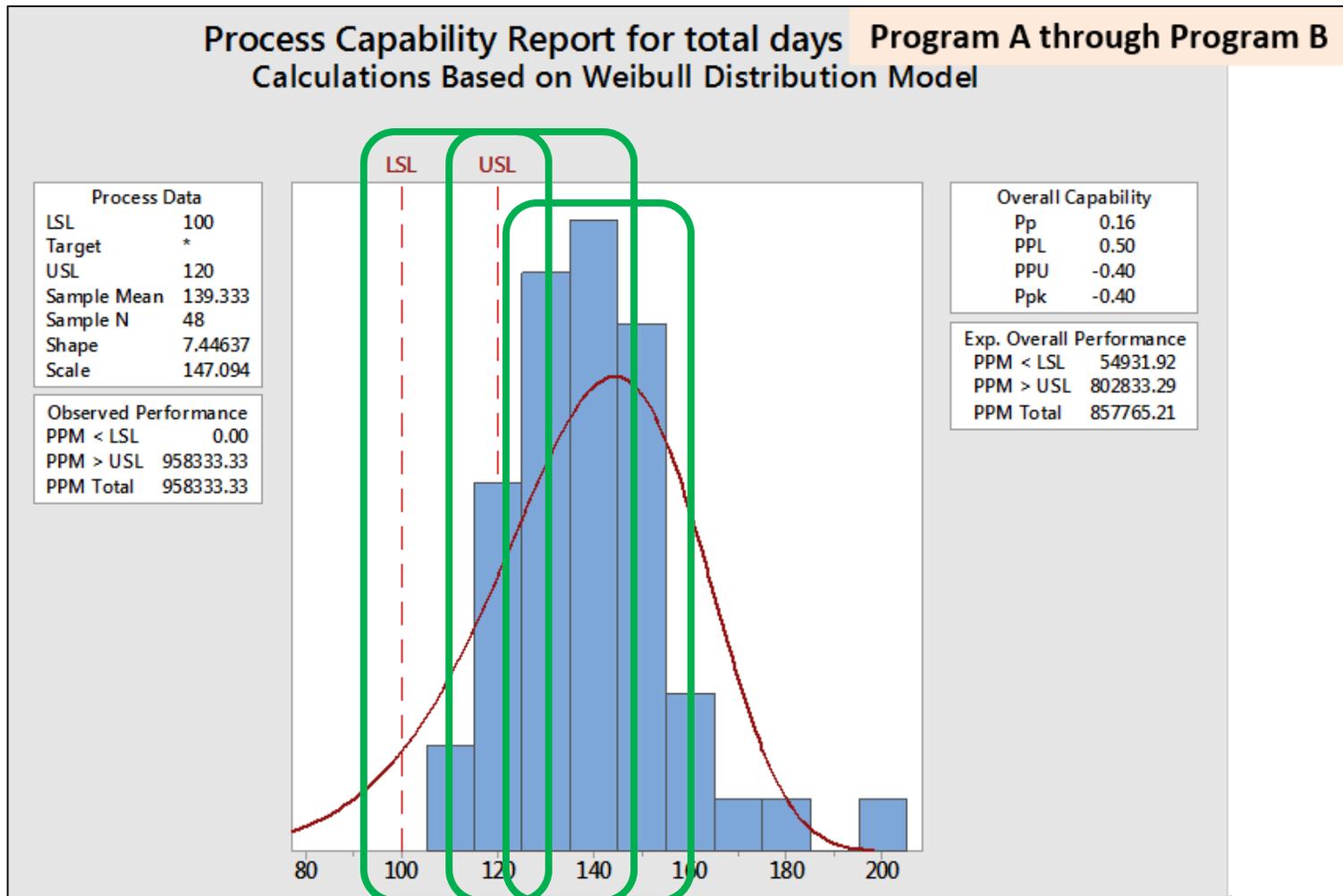


- **Present format:** a 29-page monthly report (streamline)
- **Future format:** 1-2 page document; (VOC) turned into 4-6 pages (2-3 outward facing/public pages and 2-3 inward facing/managerial pages)
- **Chronological:**
 - screenings upon entry to determine eligibility;
 - waitlists;
 - program admissions;
 - program completions;
 - continuing care
 - Extra: staffing; earned credit

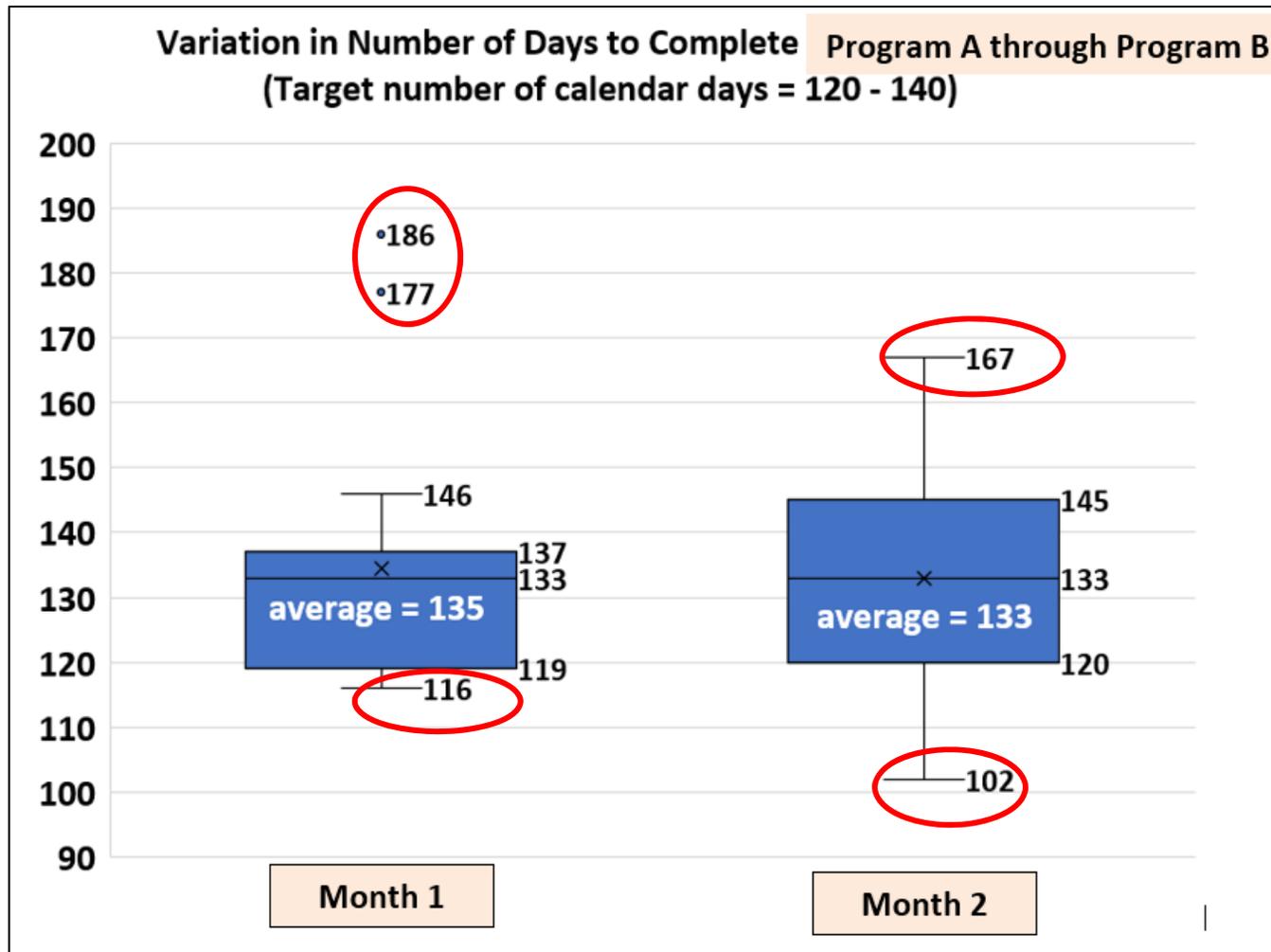
DMAIC – Measure (understand, validate, determine performance)



Capability Report



Box and Whiskers to look at variation



DMAIC – Analyze
(dealing with variation)

Radial
graph

Box and Whiskers

Bar charts

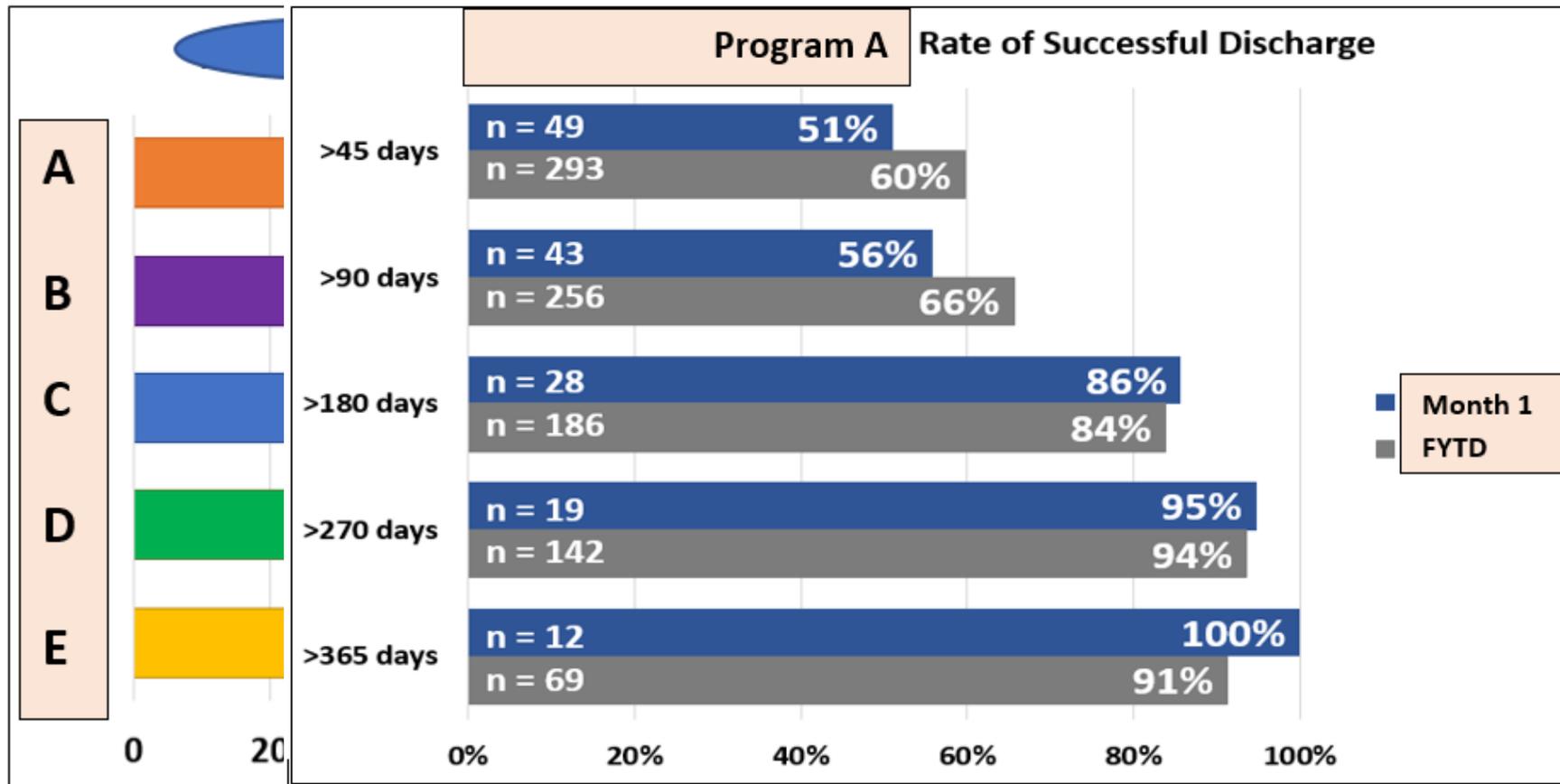
Pie chart

Donut charts

Battery chart/column chart

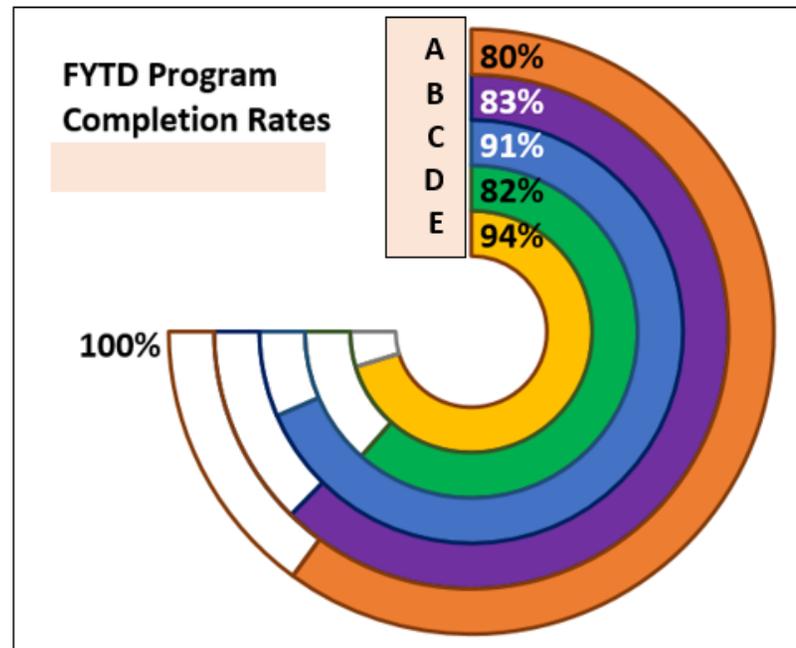
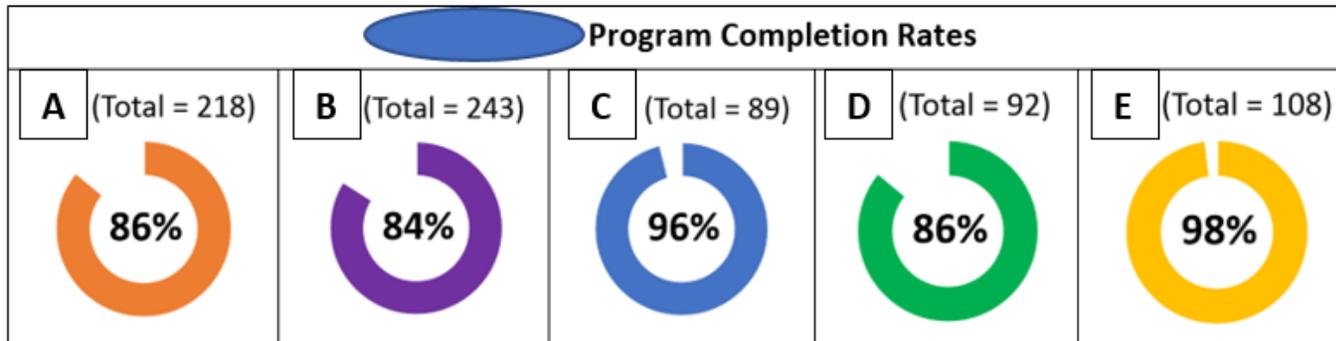
BAR CHARTS

- for admissions and retention



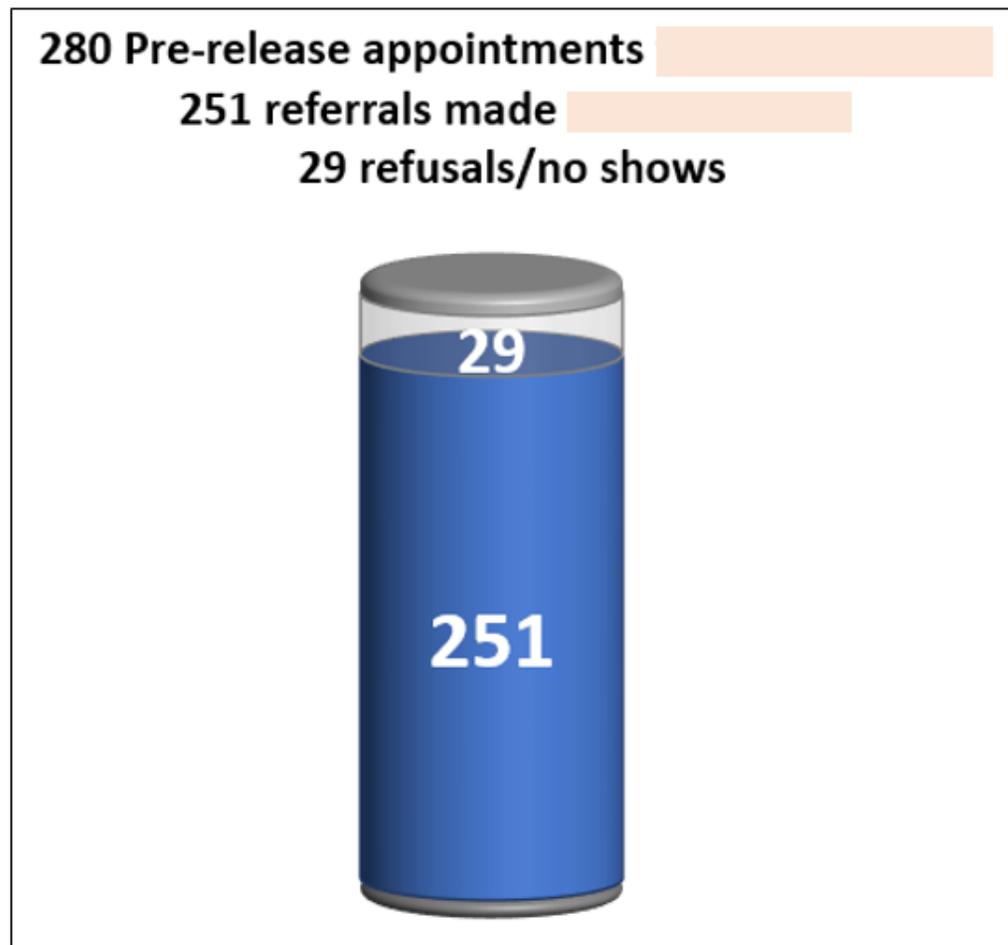
DONUT AND RADIAL GRAPHS

Used for completion rates (by program and FYTD)



BATTERY CHART

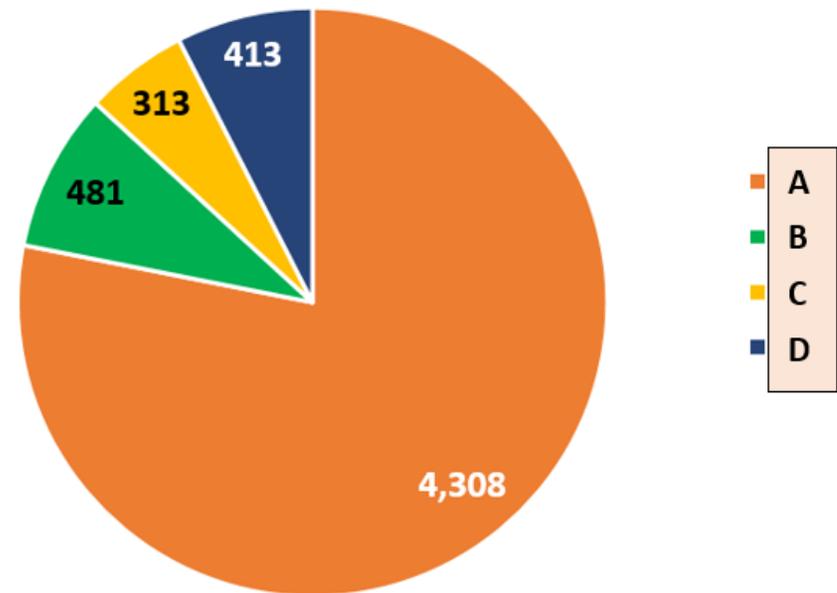
(variation of a column chart) Used for appointments for referral to treatment



PIE CHART

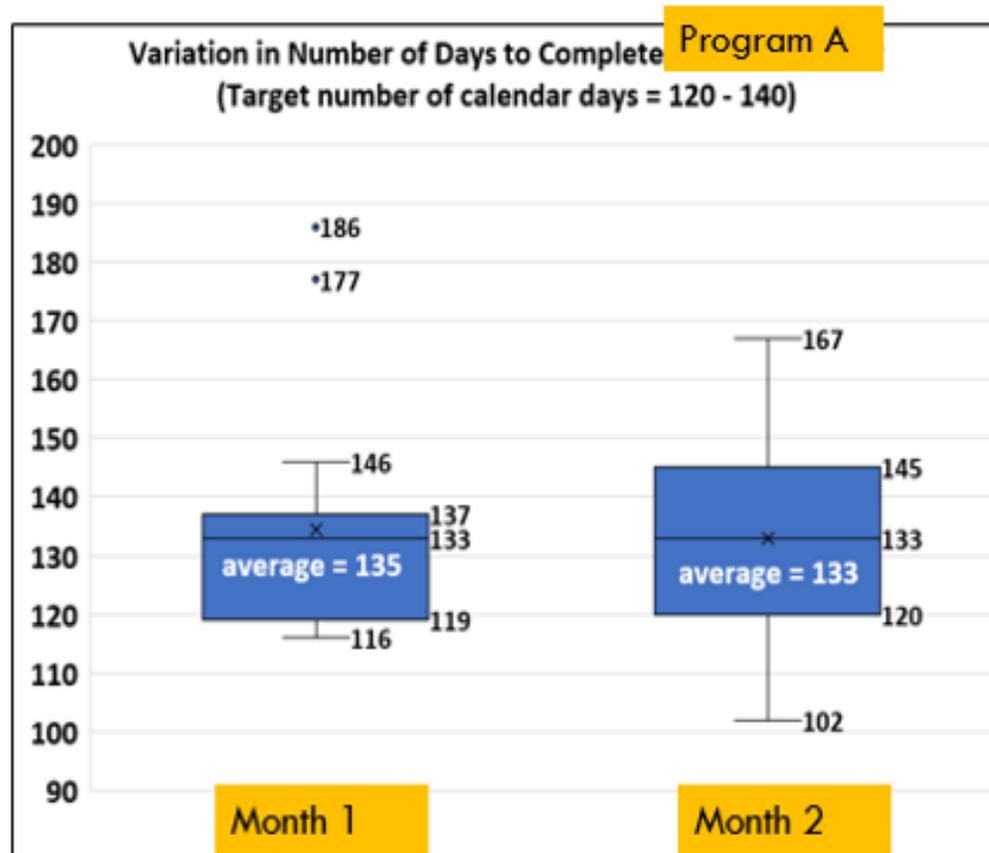
Used for waitlists

Month 1 : Number of Inmates on Program Waiting Lists (Total = 5,102)



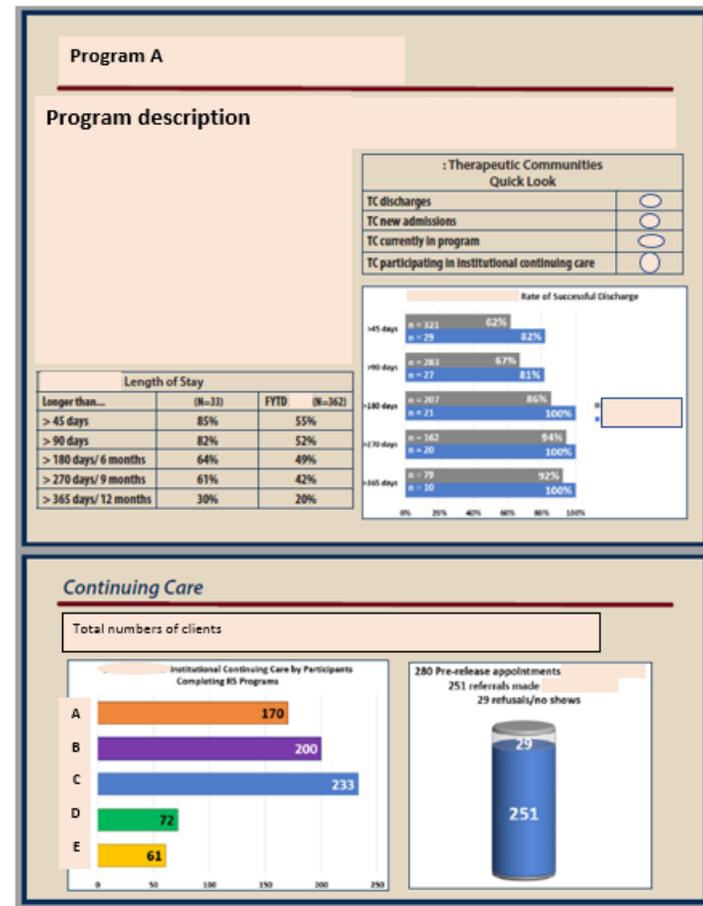
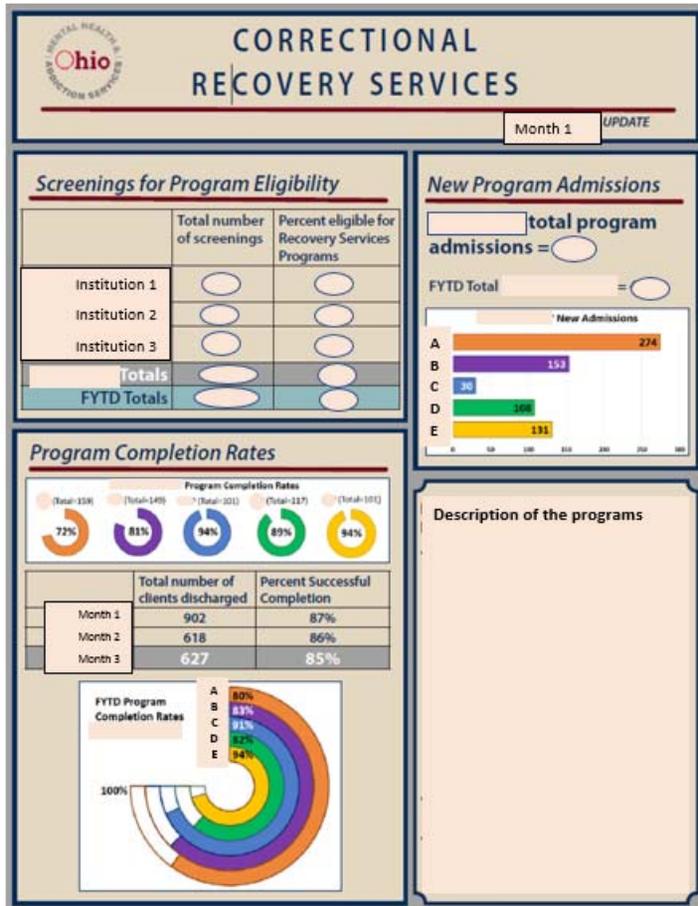
BOX AND WHISKERS

Now, one of my favorite tools for managerial reports. Used for how long cohorts take to complete and number of days between cohorts.



DMAIC – Improve and Control

The final monthly product will allow for improvement and control by upper management. Here is what a couple of the pages look like thus far:



IMPROVEMENT SUMMARY

D – Define (on the same page; VOC; CTQ tree)

M – Measure (is the system capable; VOC and VOP)

A – Analyze (tables, charts, graphs – data driven)

I – Improve (final product – monthly report that shows where they can improve – Quality Improvement)

C – control (managerial reports – monthly to help in Quality Assurance)

IMPLEMENTATION PLAN

Fresh perspective (follow through with edits to make the product more easily understood to those who are not connected with this program) – by Feb 22

Final approval (gain final approval once all edits are complete) – by Feb 28

Placement (speak with customer and IT on where to house this product on the Recovery Services website) – by March 23

AS A RESULT

- Recovery Services has a monthly report
 - To share with senior staff
 - To use for quality assurance of program services
 - To use for identifying quality improvement projects



QUESTIONS/COMMENTS

“Quality is never an accident. It is always the result of intelligent effort.”

JOHN RUSKIN



SPECIAL *THANKS* TO...

- Mark Hurst, Tracy Plouck, and Sandy Starr for their vision and support of this project.
- Dale Frazer and Dave Mets for their tech support.
- Chris Nicastro and Jennifer Roach for data to complete the information we wanted for the dashboard.
- The team – for their persistence and dedication to making this project a success!