Self-Service Analytics in Healthcare

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Learning Objective

✓ Understand the value of self-service analytics

✓ What to expect with self-service analytics

✓ How to encourage better decision making

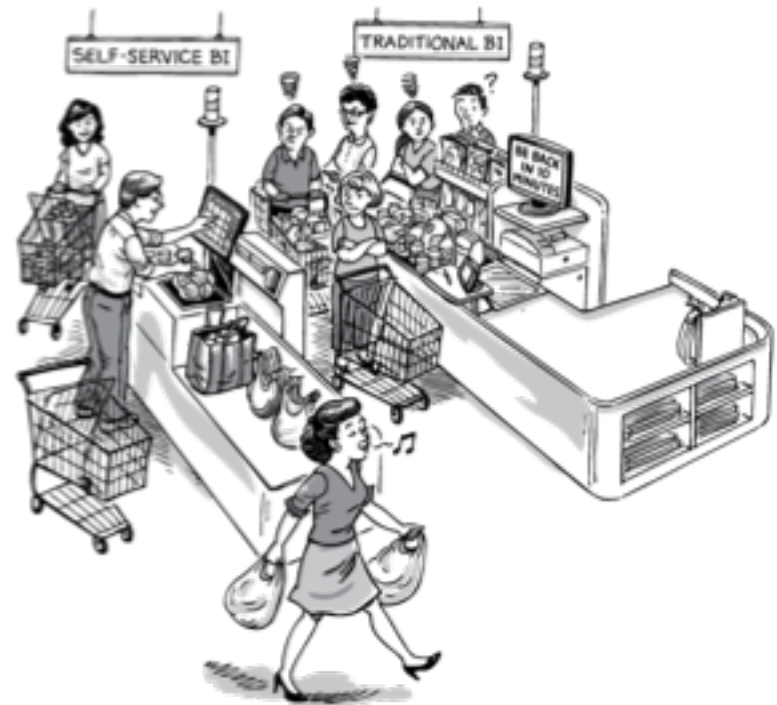✓ Ideas on how to drive action from self-service analytics

Agenda

- What is self-service analytics

- What value can self-service analytics provide

- Lessons learned

- Questions and Answers

What is self-service

*Is a form of business intelligence (BI) in which line-of-business professionals are **enabled and encouraged** to perform queries and **generate reports on their own**, **with nominal IT support**.* -Gartner
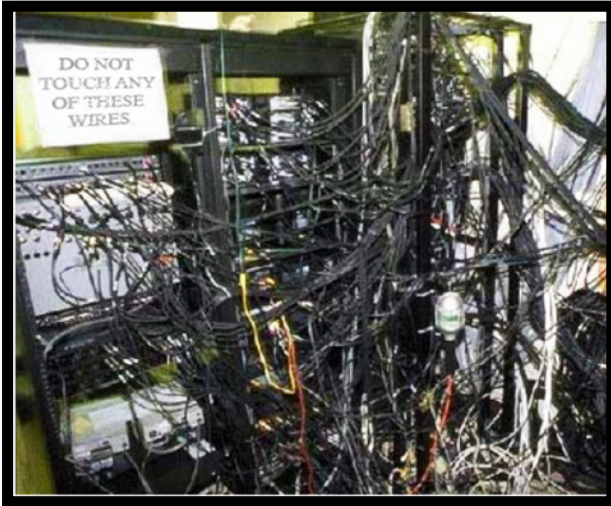
Intuitive

Fast

Value of Self-Service Analytics

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Value of Self-Service Analytics

- Common
    - Developer time
    - Quickly meet business needs
    - Many more…

- Often overlooked
    - Business engagement and partnerships
    - Enablement of quality data while also developing trust
    - Agility in a disruptive time in Healthcare
    - Answer the question at the moment of need
    - Improve data literacy

Quality Data that is Trusted

Current State

Future State

Do no touch!

Collaborate using self-service

You can touch when we get here

Quality Data that is Trusted

- "Garbage in, garbage out"

- "A picture is worth a thousand words"

- "It's not what you say but how to say it"
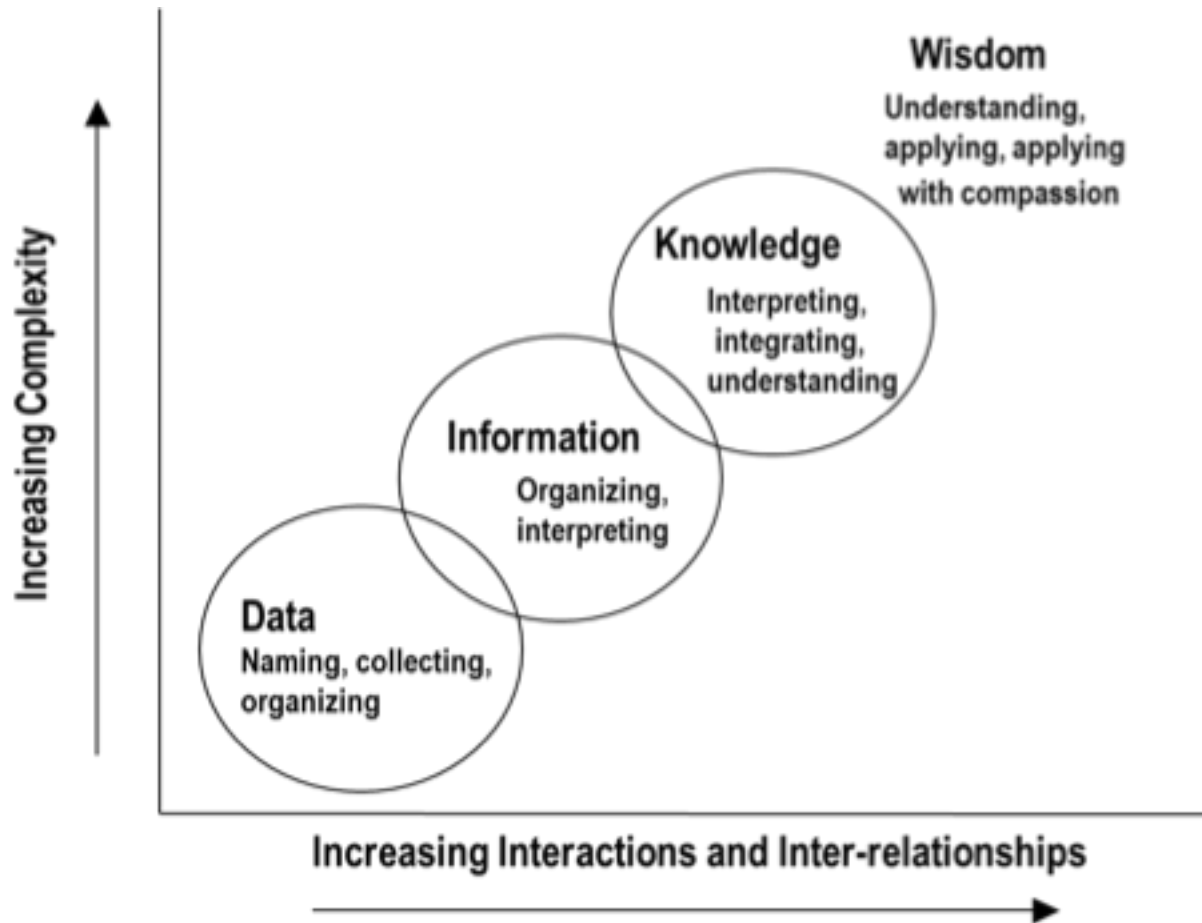
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Data Creation  ──────────────────────▶  Data Consumption
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Exploration and Discovery

Goal

Govern
(Measures, Business Logic, etc)

Explore and Discover

Collect Data and Information

Lessons Learned

Lessons that I have learned and some possibilities on how to address

Driving Action/Business Value

Driving Action/Business Value

- Creating a framework for driving action
    - "We don't do interesting"

- Action learning as an example
    1. Understand
    2. Possibility
    3. Motivation
    4. Decision

Establish Bumper Rails

- Managing expectations
  - Exploration vs. shareable products
  - Collaboration (bi-directional)

- Possible levers to use
  - Citizen and Certification Program
  - Certification Program
  - Data Governance Program

Conclusion

Questions

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Appendix

Getting Started Tips

❑ Select a Modern BI/Analytic Platform

❑ Develop a Citizen Developer Program

❑