Achieving Analytics Zen @ KHN

The Evolution of BI & Analytics at Kettering Health Network.

Steve Motil
Director of Analytics
Kettering Health Network

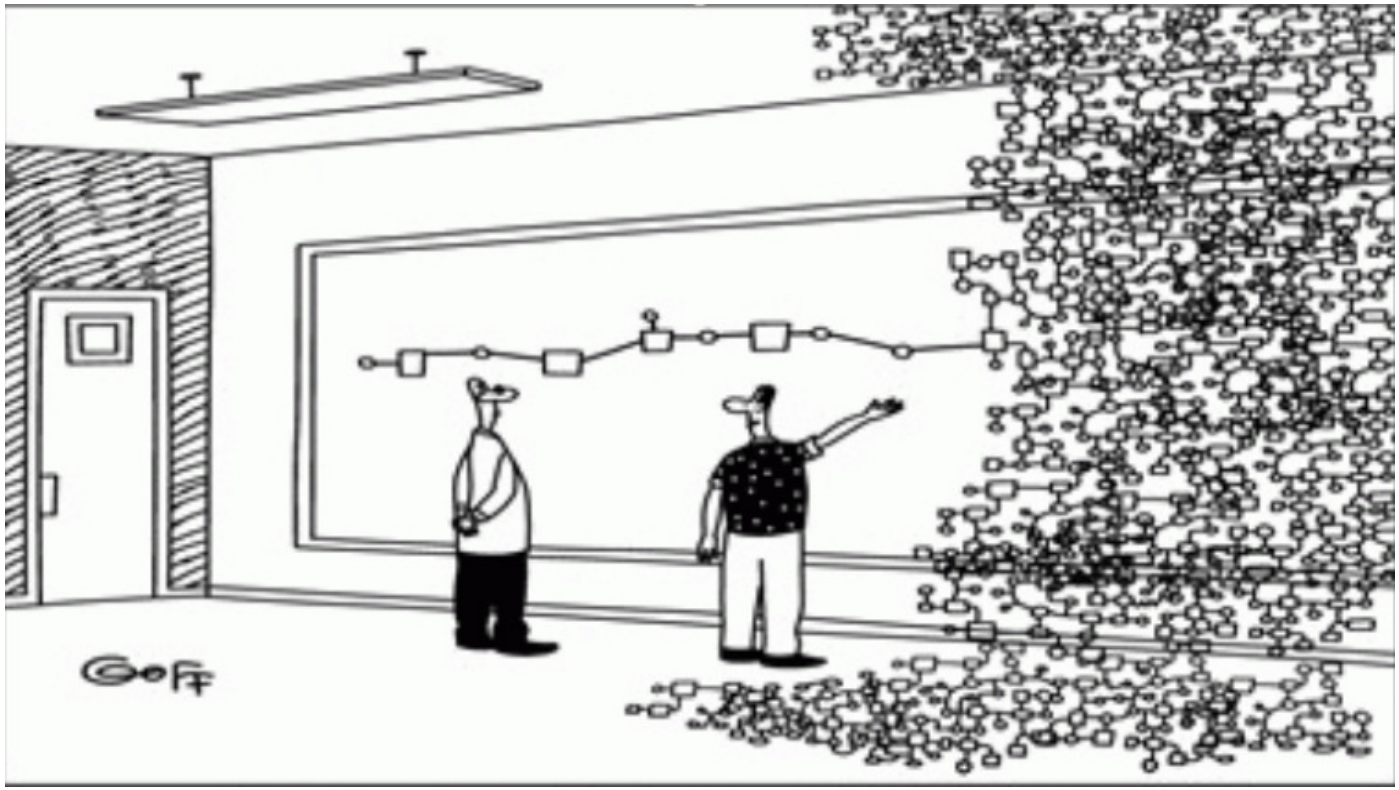
HIMSS
CENTRAL & SOUTHERN OHIO *Chapter*

Objectives

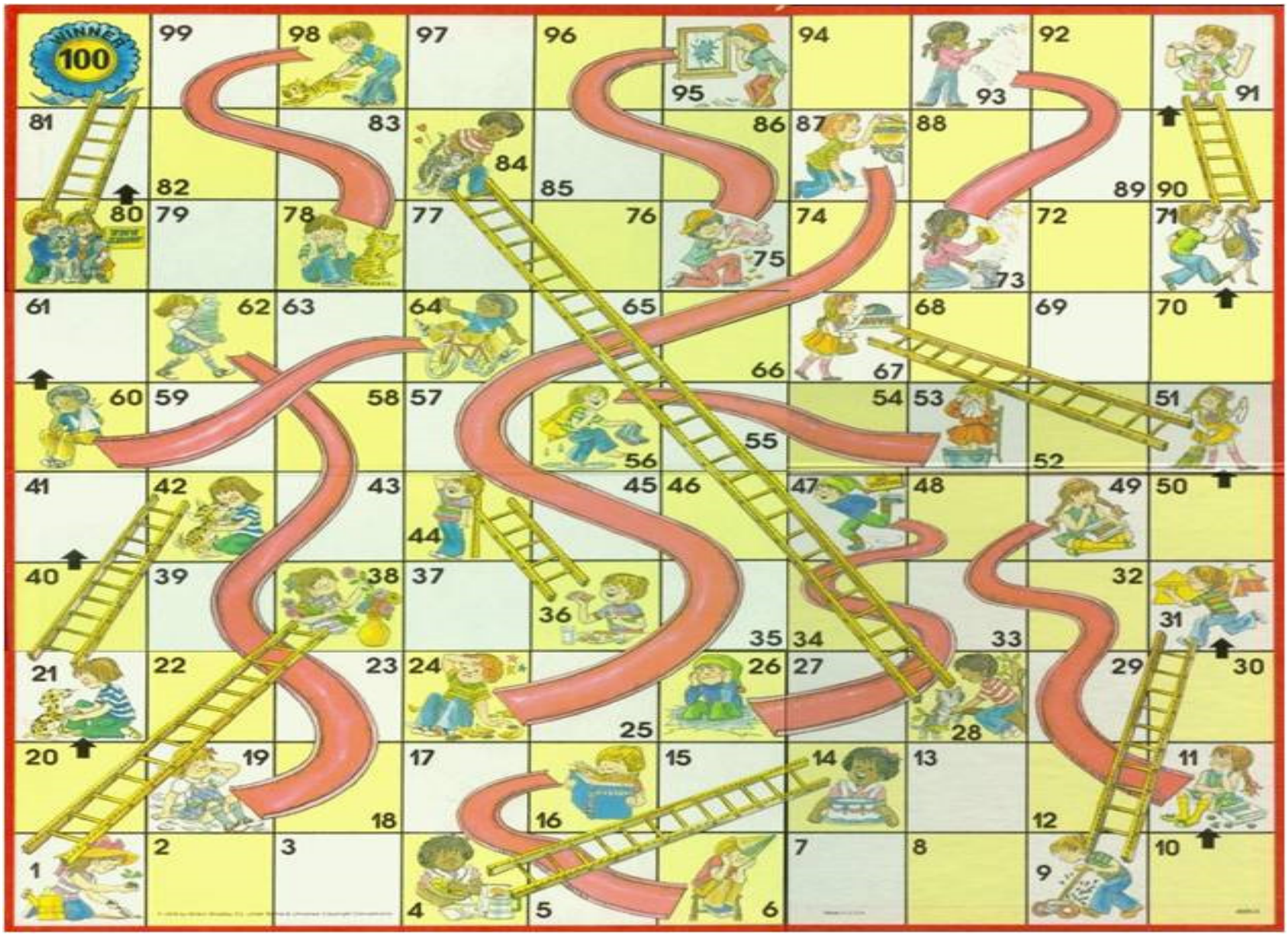
• This presentation will highlight Kettering Health Network's journey thus far around business intelligence and analytics.

- How the Analytics Service was initiated, including governance strategy.
- Strategy for a Business Intelligence Competency Center.
- Looking Ahead

- 8 Hospitals
- 10 Emergency Rooms
- 75+ Outpatient Sites
- 85 Physician Practices
- 9 Counties Served
- 12,000 Employees



“This is where the idea for a new EHR starts getting a little complicated.”



HIMSS
CENTRAL & SOUTHERN OHIO *Chapter*

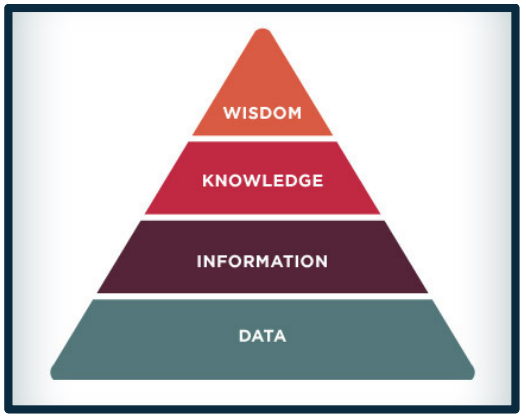
What Are We Really Talking About ?

HIMSS
CENTRAL & SOUTHERN OHIO *Chapter*

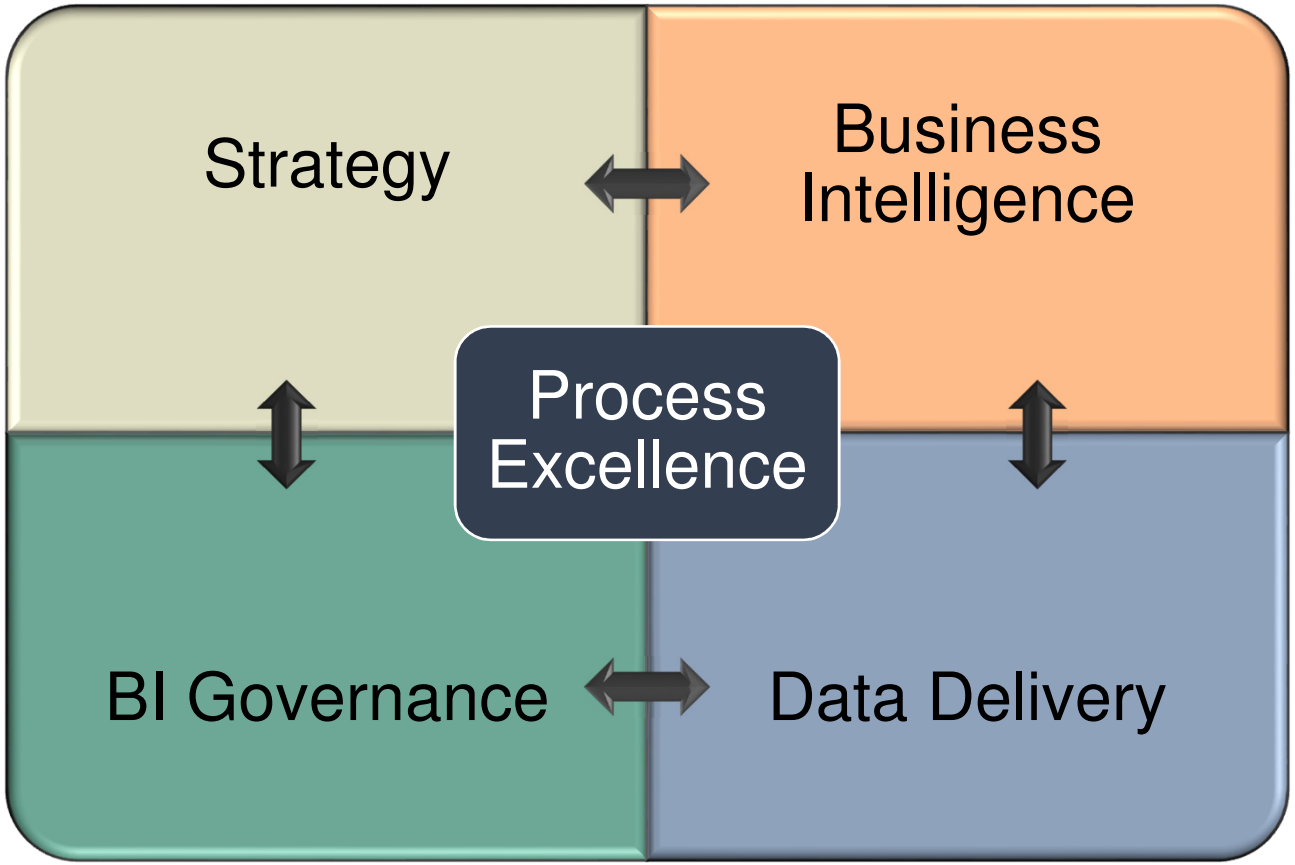
Data Creation

"BI and Analytics includes the generation, preparation, aggregation, analysis, and visualization of data to inform and facilitate business management and strategizing"

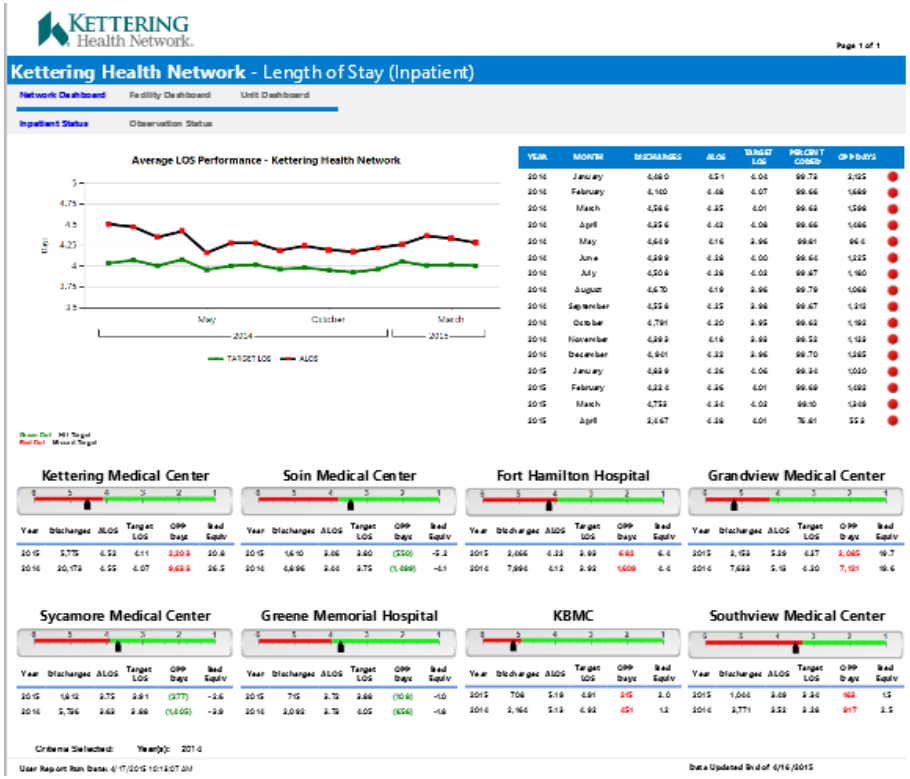
Data Driven Decisions

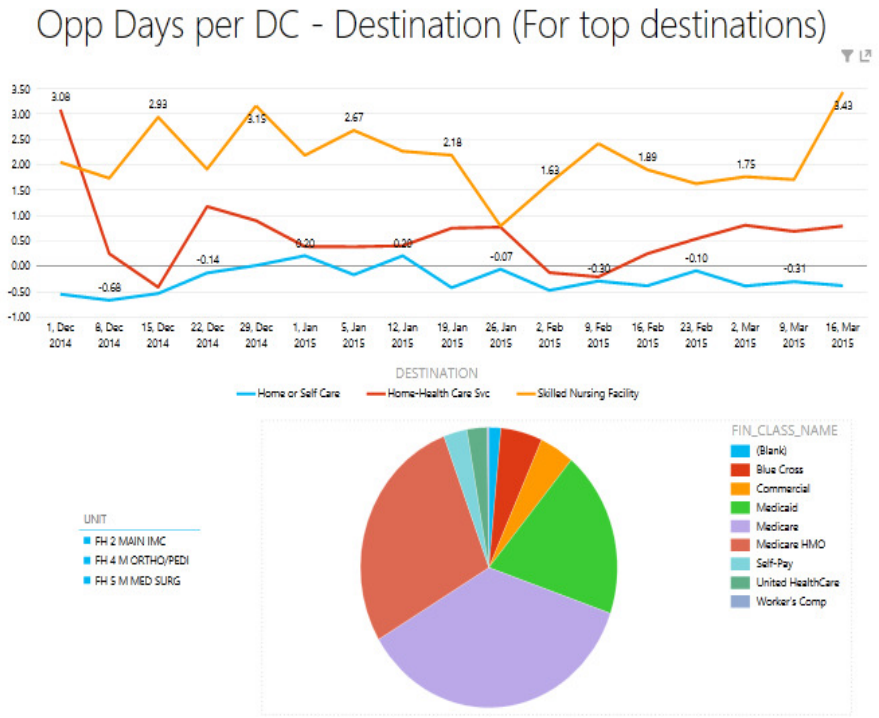


Developing a Model of Success



LOS – Transitions of Care





HIMSS
CENTRAL & SOUTHERN OHIO *Chapter*

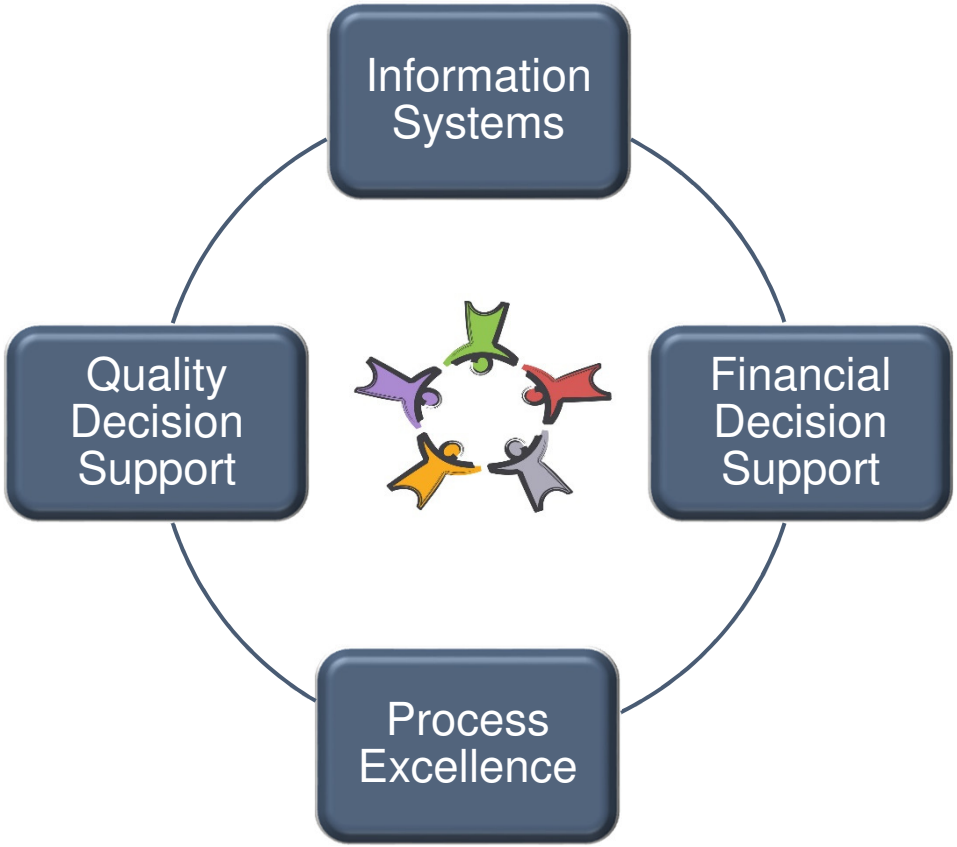
BI Governance Structure

- **CFO, CLO, CQO, CIO, CNO, CHRO, KPN**
- Champions BI Initiatives throughout Network
- Makes final recommendation on BI priorities and resource needs to NLG & AFC

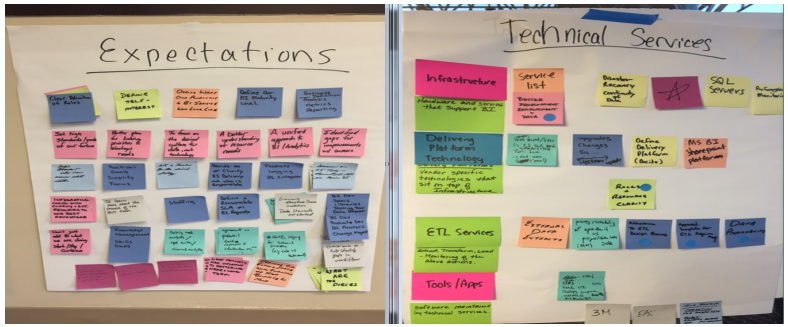
- **Leaders: PE, Finance, IT, Quality**
- Develops and Recommends BI priorities to Exec Team
- Develops and Recommends BI strategy and future vision to Exec Team
- Consolidates operational and strategy metric requirements
- Evaluates feasibility of metric development / projects
- Develops high level deployment / project plan
- Communicates progress and issues

- **Data Stewards & Operational Leaders**
- Contribute to business data model
- Provide business requirements
- Guidance on quality, compliance, and security of data
- Keep BILT informed of business changes that impact data

Collaborative Effort To Deliver Analytics and BI Solutions



Value Stream Analysis



Definition: An approach to improve the effectiveness, quality and integration of desired processes and outcomes towards a common goal.

?Assessment?

Analytics and Business Intelligence Assessment Survey					
Subject Area	Project Management	Data Management	Technical Management	Training	BI Delivery
	2.80	2.30	2.70	2.80	2.90
	3.10	2.80	2.90	2.60	3.00
	2.70	2.10	2.40	2.00	3.22
	3.20	2.50	2.60		2.80
	3.20	3.20			2.50
	2.80				
	3.10				
Average	2.99	2.58	2.65	2.47	2.88

SurveyMonkey

Business Intelligence Competency Center

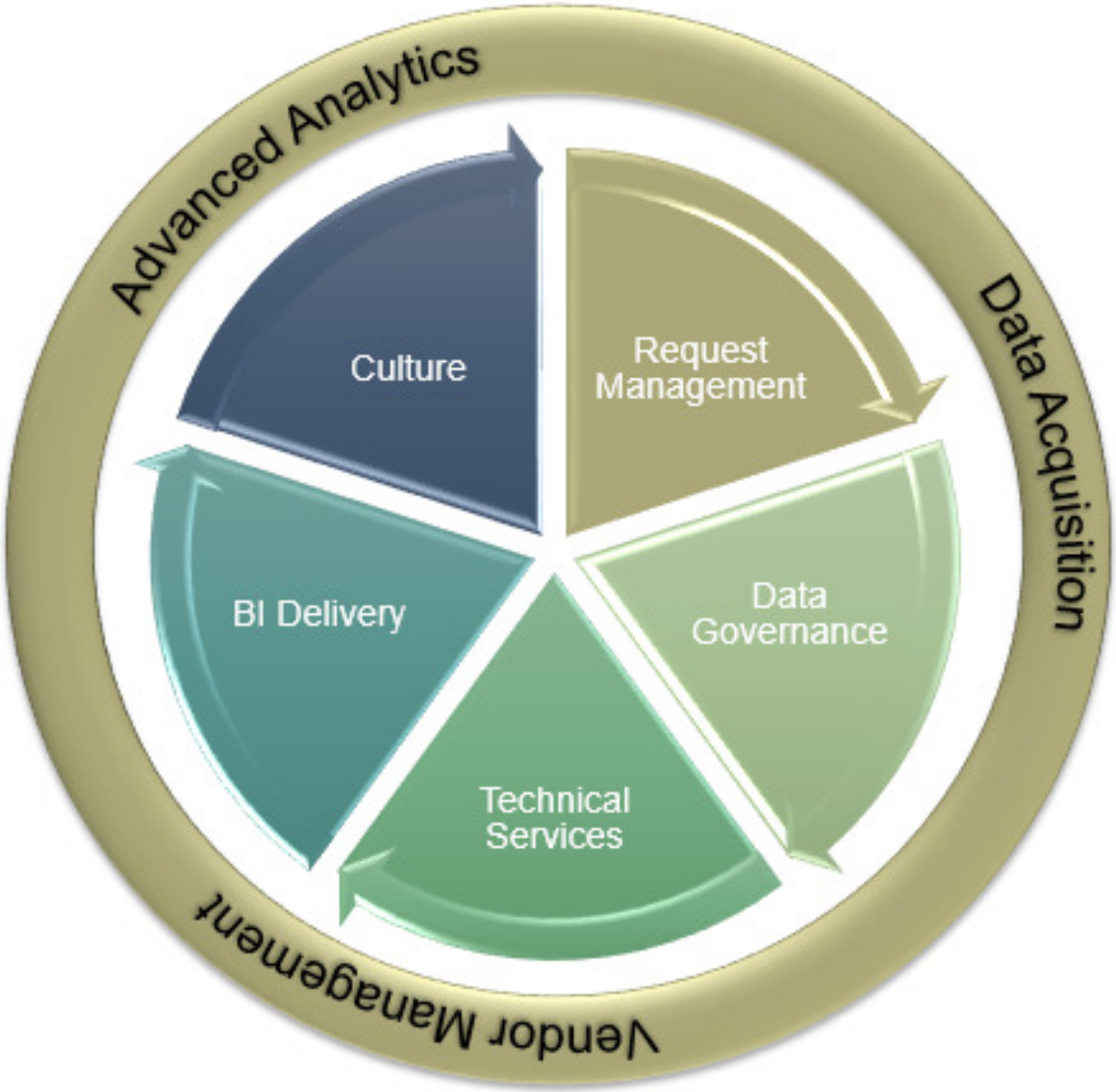
Definition

- Permanent and formal structure
- Representation from IT and the Business
- Advance and promote the effective use of Business Intelligence
- Develop, Support, and Implement organization's Analytics and BI strategy
- KHN BI Core team (IT, Financial DS, Quality DS, Process Excellence) is the origin for model's development

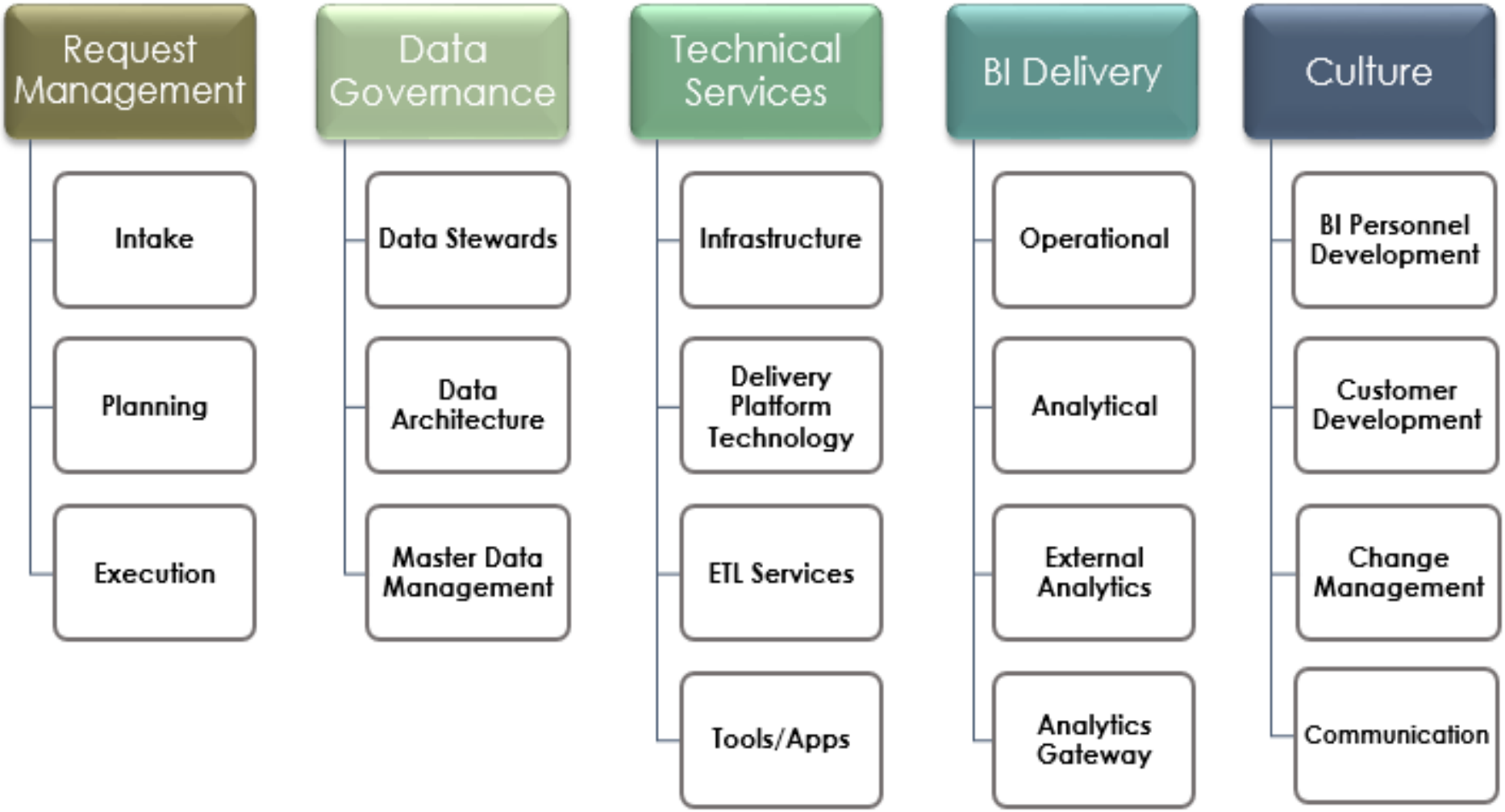
Role

- Standardize business and analytic intelligence processes and initiatives
- Oversee Governance (Overarching and Data)
- React faster to business changes
- Reduce overall risk of implementation projects and project realization
- Preserve and exploit the full value of technology investments
- Support end users in fully understanding data and acting properly on analyses
- Ensure that BI knowledge is shared throughout the enterprise

Business Intelligence Competency Center



BI Competency Center Foundation Areas



Looking Ahead….

- Data Steward Program
- Project and Service Request Management Process
- Data Dictionary
- Formal Data Governance Process
- Training Programs and Support

Data Stewards

Business knowledge: Data stewards must understand the business direction, processes, rules, requirements and deficiencies.

Business-area respect: They need to influence business decisions and gain business-area commitments.

Analysis: When faced with multiple options, they must examine situations from many angles.

Facilitation and negotiation: They must facilitate the proponents of conflicting viewpoints to arrive at a mutually satisfactory solution.

Communication: Stewards need to effectively convey the business rules and definitions and promote them with the business areas as well.

Change Management: They must partner with Process Excellence to execute effective change.

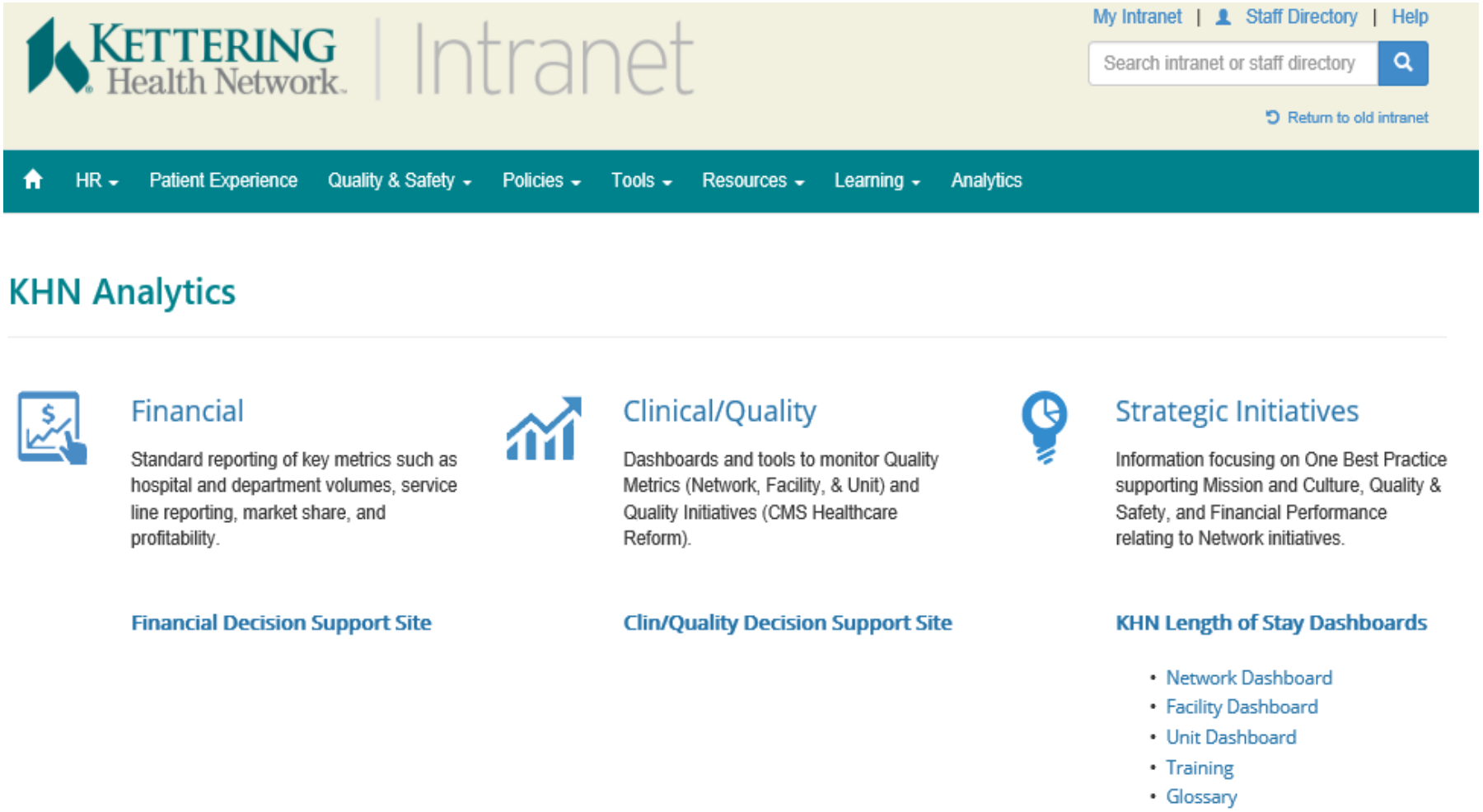
KHN BI/Analytics Project Roles & Responsibilities
Intake/Triage
Business/Data Requirements
Data Preparation/ Design/Model
Production Build
Presentation Build
Validation/Testing
Training/Delivery
PE
FDS
QDS
ES
TS
PE
FDS
QDS
ES
?
?
?

Data dictionary

Training

HIMSS
CENTRAL & SOUTHERN OHIO *Chapter*

Analytics / BI Gateway



Reporting Community

- **WHO**: Clarity Reporting + Reporting Workbench Application Analysts
- **WHAT**: A place for us to share, collaborate, teach, inform, problem solve and leverage talents.
- **WHEN**: 1st Wednesday of Every Month
- **WHY**:
  - ✓ Develop/Enhance Training our users can learn and benefit from.
  - ✓ Develop/Enhance trouble shooting abilities across teams.
  - ✓ Understand current state and work on developing standards for reporting across the Epic environment.

KHN Information Systems Strategic Anchor

Improve
People, Process, Data, &
Technology
….in that order

Questions?