

7 Data Tips to Achieve Better Care

1 Emphasize Clear and Consistent Communication

Providing effective, person-centered support is a team effort. Team members need to be aware of relevant information, including support guidelines, changes in mood, and more, in real time. Support plans cannot be static and need to respond to the dynamic needs of care recipients. As such, constant communication and sharing of information is essential to make sure the support team is on the same page. Additionally, regularly sharing information in an orderly manner reduces opportunities for miscommunication and improves team chemistry.

Total care coordination is best realized when all stakeholders are able to truly both give and receive information concerning the individual supported. While communication is often understood to be a vital key component, accomplishing good communication is sometimes difficult to achieve across an organization. Communication has to be committed to for an organization to truly be successful in establishing this across the organization.

2 Collect Data to Save Time, Not Waste It

The concept of keeping thorough data records elicits mental images of plodding through piles of paperwork and recording the same information over and over. Yet industry experts know that properly collected data saves time by reducing errors and unnecessary services. Excellent organizations develop internal data collection processes that maximize modern technologies to efficiently collect data and automate the process, when possible. A well-organized electronic system helps managers save time monitoring data without chasing down employees or spending time trying to read handwriting.



Jeff Case

National Director of
Business Development

Industry Tip

“One of the challenges of collecting good data is getting team member buy-in. This is particularly true when there is an upfront time cost of switching data collection methods and learning a new system. Outlining the different ways collecting better data will save your team members time is an excellent way to generate buy-in.” Team member buy and the understanding of how this change will benefit both the organization and the individual team member is the type of motivation that often sets the stage for early adoption and future success.”

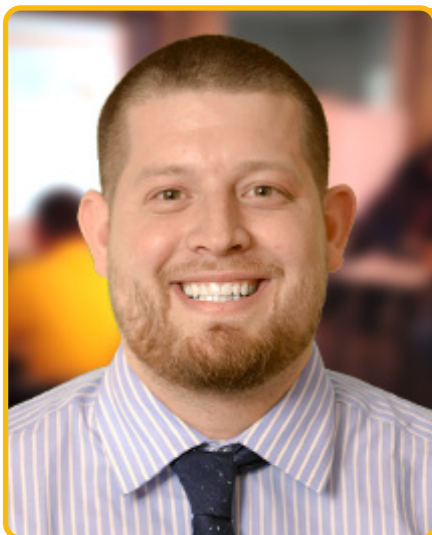
3 Keep Families and Other Stakeholders Informed

Great organizations recognize that the support team for an individual is not just made up of their staff. The full team includes family members, guardians, and other stakeholders that all help individuals achieve a better life. Often times, these other stakeholders will provide unique perspectives and insights into how to better support an individual. Including these stakeholders in the flow of information will also create an environment of transparency and trust.

Ideally, data sharing can extend to family members who are concerned about their loved one's well-being and progress, but may be geographically separated from their loved one. Including all of the stakeholders in the information sharing process can also alleviate unanswered concerns about the support their loved one is receiving. Providing information before it is even requested builds additional trust and eliminates the need for any response time between questions.

4 Use Data to Drive Your Decisions

Leading organizations use aggregated data, whether it is information collected across their organization or long-term progress reports on a particular care recipient, to make more informed decisions. Reviewing data regularly helps decision makers determine if a plan is working properly and should be continued or is ineffective and requires adjustments. A great way to easily track the efficacy of these plans is by creating scoring methods for progress goals that are clearly labeled and intuitive to understand.



Calvin Christensen

Business Development
Consultant

Industry Tip

“A common misconception is that qualitative and quantitative data are mutually exclusive. When I talk to leading organizations, I am impressed at how their team members convert nuanced qualitative observations, a care recipient’s mood, behavior, etc, into qualitative data that makes it easier for them to track trends and adjust support plans.” Organizations that are able to be proactive versus reactive in their care will be the caregivers that stand out to those in need of support.

5 Feel Confident in Your Data Security

Data security has many layers; data must be protected from tampering, deletion, or accidental misplacement. Additionally, data should not be hacked or otherwise seen by individuals lacking proper authorization.

All aspects of data security are critical for sensitive, personally identifiable information. Expert organizations recognize that paper records are too easily damaged or misplaced. Even information stored locally on devices is at risk if the device is lost or broken. Accordingly, a highly secure cloud-based data storage system provides the best level of data security.

Key Questions When Choosing a Data System:

- Is the system stored on multiple data centers? This is the best way to minimize system downtime and provide contingencies in case of disaster.
- What tests/third party audits are performed on the system?
- Does the system offer configurable administration features giving you flexibility to design your own security protocols?

6 Ensure Your Data is Trustworthy

To confidently rely on data to drive decisions, it is essential to maintain data integrity. Here are some tips from our experts on how to maintain data integrity:

- Keep audit trails throughout the life of data records to report on any changes and edits that have been made and the origin of these changes.
- Time and date stamp records to track when the data was recorded.
- Capture data at the point of service to avoid forgetting or incorrectly recalling information



Tiffany Brown

Business Development
Consultant

Industry Tip

“If you are looking to collect data at the point of service, I highly recommend a system that works remotely on a variety of devices to maximize ease of access for your team. Also, look for user-friendly mobile applications that provide quick in and out of module capabilities to minimize distraction when entering information.” This real time data collection will prove to be more accurate and more valuable to the team as key information is able to be shared in an accurate timely manner.

7 Find Tools To Solve Problems, Not Create New Ones

Organizations are inundated with advertisements for tools that promise to save time, lower costs, and other headline-worthy benefits. Yet many of these are empty promises for products that are challenging to learn and add unnecessary confusion to the daily routines of your support staff.

The best organizations avoid these pitfalls by conducting thorough research before committing to investing their company's money and their team members' time into major purchases.

Some tips from our experts on what to look for when purchasing software tools:

- Make sure there are robust training tools available and strong customer support to help your team learn the product
- Check that the software is accessible on a range of devices and device models! Many products seem great, but are unusable on mobile devices, older computers, Macs, etc.

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