CHAPTER 7
Understand and Evaluate Your Data

How will you know if PRAPARE® is being implemented effectively at your practice? To better understand this, you will need to evaluate your PRAPARE® data and data collection process. Evaluation is an ongoing process in which quantitative or qualitative data may be used to assess whether the program is being implemented effectively. It is a systematic method for collecting, analyzing, and using information to answer questions about the effectiveness and efficiency of the implementation. For example, PRAPARE® evaluation can help you determine whether you are reaching your targeted populations with all of your intended SDOH questions, how well your staff are implementing the tool as planned in your workflow strategy, whether the Electronic Health Record (EHR) tools are working properly, and whether patients are receiving the intended services.

This chapter provides strategies and sample tools on how to evaluate your data as well as the PRAPARE® implementation process at your organization so that it can be effectively used, reported, and disseminated to the broader and intended communities.

Tools for Evaluating Data

There are three sets of strategies and tools that you can use to help evaluate the efficacy of your PRAPARE® implementation process and the accuracy of your PRAPARE® data. These include:

1	2	3
DATA VALIDATION This includes sample processes and questions your organization can consider to assess the accuracy of your PRAPARE® data.	**MULTI-STAKEHOLDER ORGANIZATIONAL INTERVIEWS** These include customizable sets of questions for different stakeholder groups (e.g., patients, executive leadership, staff involved with PRAPARE® implementation process, IT staff, etc.) that can be used to assess the efficacy of your organization's PRAPARE® implementation process and to document what impact PRAPARE® has had at your organization.	**STAFF PROCESS EVALUATION SURVEY** This includes a pre-developed survey that your organization can administer to your staff to quickly gather process evaluation data.

Data Validation

PRAPARE® data should be shared with various stakeholders, including board members, community members, patients, clinicians, and enabling services staff for data validation to understand how well the data is capturing meaningful and accurate information.
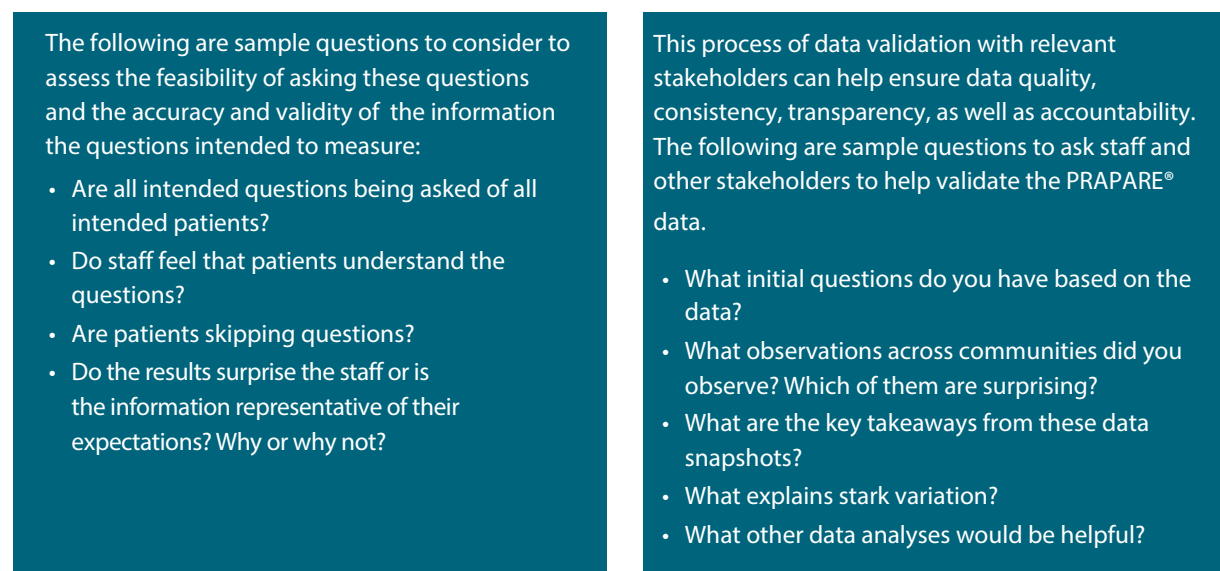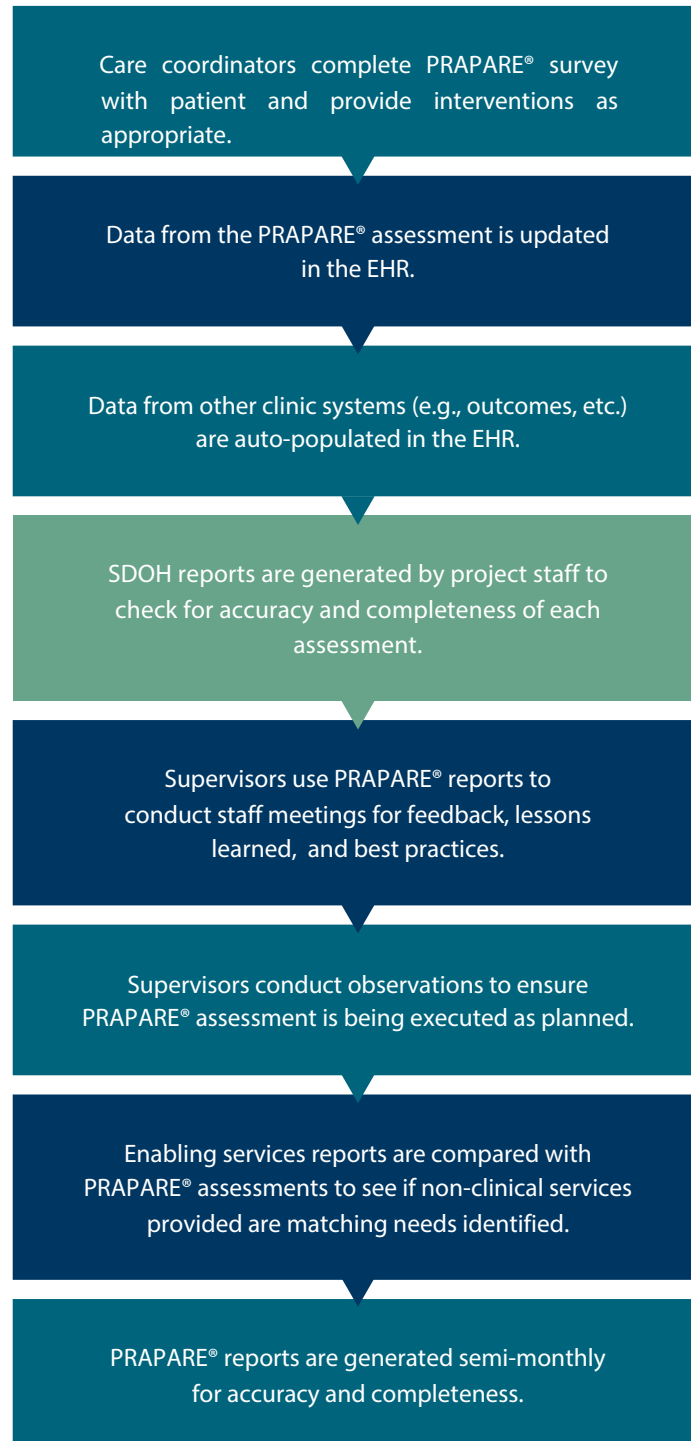
The following are sample questions to consider to assess the feasibility of asking these questions and the accuracy and validity of the information the questions intended to measure:

- Are all intended questions being asked of all intended patients?
- Do staff feel that patients understand the questions?
- Are patients skipping questions?
- Do the results surprise the staff or is the information representative of their expectations? Why or why not?

This process of data validation with relevant stakeholders can help ensure data quality, consistency, transparency, as well as accountability. The following are sample questions to ask staff and other stakeholders to help validate the PRAPARE® data.

- What initial questions do you have based on the data?
- What observations across communities did you observe? Which of them are surprising?
- What are the key takeaways from these data snapshots?
- What explains stark variation?
- What other data analyses would be helpful?

FIGURE 7.1 showcases an example of a data validation process used by organizations that implemented PRAPARE®.

FIGURE 7.1. Social Drivers of Health Data Gathering and Validation Process Sample

Care coordinators complete PRAPARE® survey with patient and provide interventions as appropriate.

Data from the PRAPARE® assessment is updated in the EHR.

Data from other clinic systems (e.g., outcomes, etc.) are auto-populated in the EHR.

SDOH reports are generated by project staff to check for accuracy and completeness of each assessment.

Supervisors use PRAPARE® reports to conduct staff meetings for feedback, lessons learned, and best practices.

Supervisors conduct observations to ensure PRAPARE® assessment is being executed as planned.

Enabling services reports are compared with PRAPARE® assessments to see if non-clinical services provided are matching needs identified.

PRAPARE® reports are generated semi-monthly for accuracy and completeness.

Multi-Stakeholder Organizational Interviews

It is important to ask patients as well as team members involved with PRAPARE® implementation how the process is working for them so that changes can be made to improve optimal workflow and efficiency. The following sample questions can be directed to both patients as well as different PRAPARE® staff to help identify issues and opportunities facing health organizations as they implement SDOH data collection.

Overall, these questions explore three main themes:

1	2	3
The process of SDOH data collection implementation	An understanding of how data is used to foster change at the patient, organizational, community, and systems-levels	The effectiveness, replicability, and sustainability of the PRAPARE® data collection model for health organizations and other stakeholders nationally.

EVALUATION QUESTIONS FOR PATIENTS

1. How well do you understand the questions asked?
2. How well do you understand all of the answer choices?
3. How easy are all the questions for you to answer?
4. Do you feel comfortable answering these questions?
5. Do you think there would be any problems answering these questions on a registration form at this organization? If yes, why?
6. How well do you think these questions allow you to tell us about your current health risks? Why?
7. Are there other questions that would be important for us to ask you about your health risks? If so, what are they and why are they important?
8. How important do you think this information is for your health center staff to know about you? Why?
9. How have these conversations impacted your relationship with the organization's staff?
10. Is there anything else you'd like to tell us about how to improve the questions or how they are asked?

EVALUATION QUESTIONS FOR EXECUTIVE STAFF

1. Please describe your decision to implement PRAPARE® and how it fits in your future strategic planning.

2. Please describe the organizational relationship between the key stakeholders in your organization (e.g. clinicians, administrators, patients, technology professionals, decision makers, payers) with regard to PRAPARE® implementation.

3. To what extent has the organization standardized PRAPARE® implementation at your center?

4. Please describe facilitators and challenges/successes with integration of PRAPARE® at your center.

5. What strategies do you think your organization can implement in order to better integrate the use of PRAPARE® in daily practice?

6. How have you promoted use of the PRAPARE® tool to others inside as well as outside your organization/network? What was successful and/or unsuccessful?

7. How do you plan on using the data for this project for future initiatives and strategic planning? What are the organization's plans for using the data to plan population-level interventions?

8. What are the organization's plans and goals for improving the use/management of PRAPARE® data collected at the patient, health center, community, and policy levels?

9. What would you estimate to be the total costs associated with implementing PRAPARE®?

10. What benefits do you see or have you seen because of your organization's use of PRAPARE®?

11. Please rate your satisfaction to date with the overall implementation. Why?

12. What would you do differently if you had to do the implementation over again?

13. Do you have any further comments or suggestions about PRAPARE® implementation?

EVALUATION QUESTIONS FOR DATA COLLECTION STAFF

1. What is your job title?

2. What do you like about the PRAPARE® tool so far? How useful is the PRAPARE® tool in your daily work?

3. During your use of the PRAPARE® tool, what improvements have you noticed for the patients who were administered the tool (e.g. patient referred for interventions immediately, patient provided education about managing diabetes, patient referred to financial counselor, patient referred to community partners, etc.)?

4. How is the data used to help develop new interventions, programs, or community partnerships that can impact change at the patient, health center, and community-level?

5. What improvements within your organization have you noticed as a result of documenting patient social drivers of health?

6. What has been your experience working within the organization to assess and use the PRAPARE® data?

7. What best practices have you encountered with the PRAPARE® tool?

8. What barriers or challenges have you encountered with the PRAPARE® tool? What suggestions do you have to address these barriers in future implementation?

9. Do you have any further comments or suggestions about the PRAPARE® implementation?

EVALUATION QUESTIONS FOR IT/ANALYTIC/QI/DATA STAFF

1. Please provide a demo of the PRAPARE® Electronic Health Record template.

2. Who are the IT staff involved in the implementation of PRAPARE®?

3. Please describe how the PRAPARE® data is stored operationally (e.g. Practice Management of EHR system, data warehouse, etc.).

4. Please describe how the data is used by the organization's staff.

5. What kinds of analyses is the organization conducting with PRAPARE® data?

6. What systems/software do you use to analyze the data and what reports have you created? What trends are you seeing when you analyze the data?

7. Please describe the capability for the IT systems to pull data and link it to other patient data (enabling services, health outcomes, etc.)? How would we go about assigning weights to the measures in the future?

8. Please describe with whom the data is shared (internal and external to the organization).

9. What kind of tracking are you doing for the purposes of this project to ensure PRAPARE® data are being collected consistently and appropriately? Do you run special reports to audit organizational staff activity?

10. How often is the PRAPARE® data accessed and reported to staff?

11. How is your IT service delivery function structured? Describe the process for supporting an organizational user community (help desk, on call system administrators, ad hoc)? How much of this function does the network vs the organization provide?

12. What are your plans to share data on a broader scale such as with your primary care association, network, state or other stakeholders?

13. What are the network's goals for improving the IT systems associated with implementation? (e.g. sharing a data warehouse across organizations, interoperability with community partners, etc.) Are there any vendor limitations that need to be addressed?

14. What lessons learned and best practices would you recommend from your experience with implementation? What would you do differently if you had to do the implementation over again?

15. Do you have any further comments or suggestions about the PRAPARE® implementation?

Staff Process Evaluation Survey

If you are trying to reach a broader audience and/or have less time than you need for interviewing team members, you may consider using a staff survey to help evaluate the process of implementing PRAPARE® data collection at your organization. Aggregated responses from staff can help better assess whether there are trends in terms of needs for process improvement. Feedback from staff is valuable and key to better understanding their experiences in collecting PRAPARE® data and how best to improve processes. The following is a sample survey that you can implement among your staff who were involved in implementation.

- PRAPARE® Process Evaluation Survey for Data Collection Staff