

COVID-19 Response

Service Location Heat Map

Location Label	Service Date					
	2020					
	Q1			Q2		
	January	February	March	April	May	June
OFFICE	17,341	16,299	16,795	13,188	12,570	13,285
FIELD	6,353	5,426	4,834	3,080	3,256	3,444
PHONE		1	570	1,926	1,818	2,154
HOME	1,855	1,789	2,300	3,062	2,171	1,929
TELEHEALTH	48	59	226	591	676	869
EMERGENCY ROOM	71	99	61	7	40	34
FIELD AFTER BUSINESS ..	63	72	71	44	80	25
SCHOOL	765	501	362	25	20	10

Data Repository Heat Map Shows Pivot to Remote Service Delivery

As COVID cases increased in March of 2020 VCP network agencies were able to pivot to delivering services remotely. This means people can still be served without having to leave their homes using telephone or computer video (telehealth).

What this also shows is how one agency was able to respond to regulatory changes that allowed these remote options. This is typical of what was seen system wide.

The heat map above shows how, when combining color graphics with numbers, patterns become clear at a glance (darker green corresponds to higher numbers).

What this static example doesn't show is the dynamic nature of the repository dashboards. Agency users can adjust their view of the data with a few mouse clicks, to filter, change date ranges and even drill down for detail, to provide even more information.

VCP Data Repository: Data Analytics for a High Quality System of Care

DESCRIPTION

The VCP Data Repository collects data from all VCP network agencies into a single database. This allows standard data analysis for each of our agencies, and also provides the ability to analyze data across the entire VCP system.

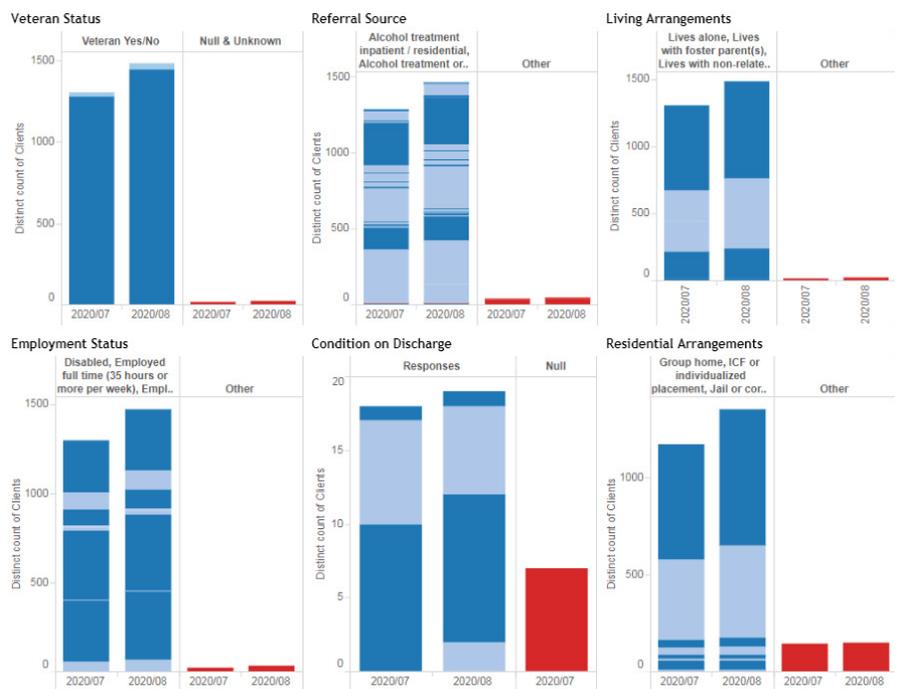
IMPACT

Data repository dashboards can be used to support Continuous Quality Improvement (CQI).

- Specific dashboards show accuracy and completeness of file submissions for member agencies.
- Additionally, data elements that capture gender and racial demographics of the people we serve can be used to analyze and inform equity of services delivered.
- Future dashboards will support additional system wide data quality initiatives.

The Data Repository provides continuity through EMR migrations.

- Interfaces are being re-tooled to allow new systems to add data to the repository.
- By the end of calendar 2020, all designated agencies will be uploading substantial data sets every week to the repository from their new EMR.
- Because of the standard interface specifications, the repository will be able to display data that spans EMRs, allowing longitudinal analysis going back as many as 5 years in some cases.



CQI Dashboard showing data break outs for some specific data elements that are imported into the VCP Data Repository.