



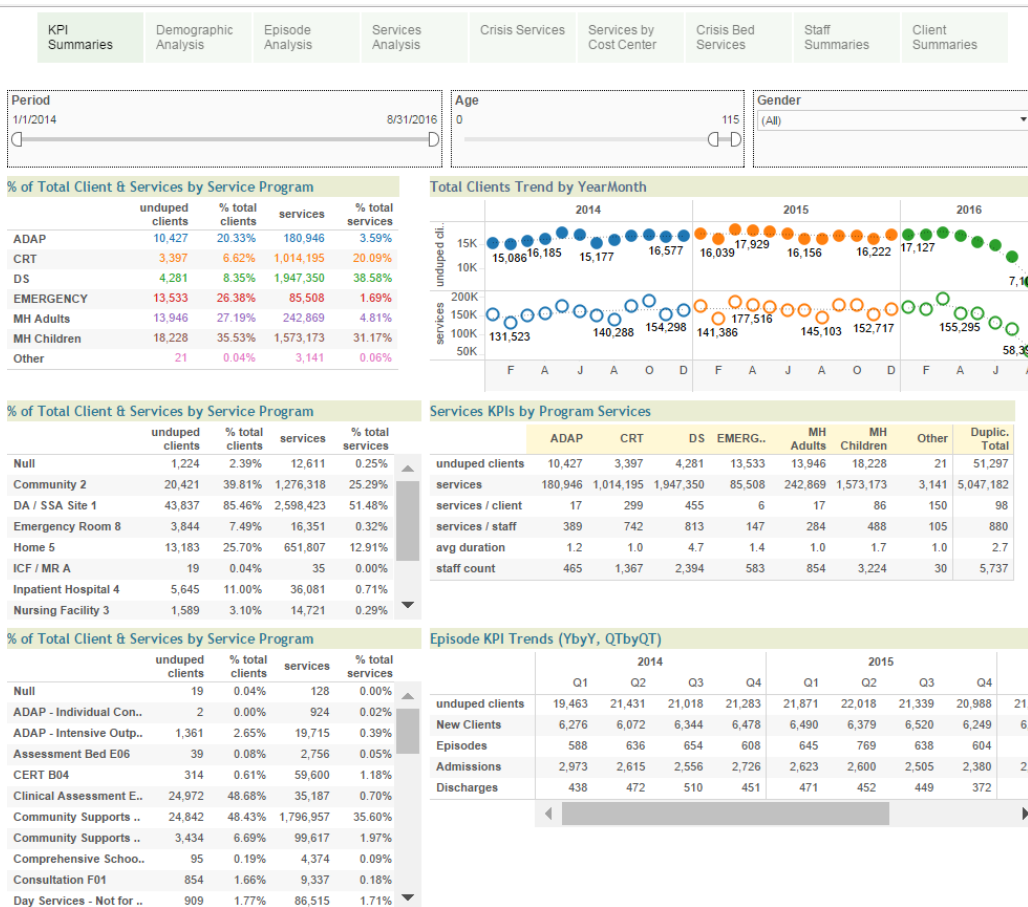
DATA, OUTCOMES AND QUALITY IMPROVEMENT

April 2017

VERMONT CARE PARTNERS is a collaboration between the Vermont Council and the Vermont Care Network. Our mission is to provide statewide leadership for an integrated, high quality network of comprehensive services and supports. Our sixteen non-profit Designated and Specialized Service Agencies offer statewide mental health, substance use disorder and developmental disability services.

VCP'S DATA REPOSITORY

VCP is dedicated to providing our agencies and stakeholders with current information about the impact of services and supports provided in communities statewide. The implementation of the data repository marks a significant step forward for the designated and specialized service agencies in the VCP network in achieving this goal and becoming integrated into the evolving health care environment. Data is being imported and dashboards are being developed. VCP has engaged the National Opinion Research Center (NORC) at the University of Chicago as the contractor for the data repository project. NORC continues to press the leading edge of research and data management and is recognized as a world leader in Social Science Research. The VCP Data Repository has already benefited from their considerable experience in collecting, maintaining, and analyzing large and diverse data sets. Below is an example of one of our dashboards.



WHAT DOES THE DATA REPOSITORY DO?

COLLECTS AND ANALYZES STATEWIDE DATA

HELPS IMPROVE THE QUALITY OF SERVICES

CREATES A SINGLE POINT OF CONTACT FOR CERTAIN DATA REQUESTS

SUPPORTS COORDINATION AND COLLABORATION AMONG THE AGENCIES

Data in the above dashboard are not actual values and are representational only.

Vermont Care Partners, 137 Elm St., Montpelier, VT 05602, 802-223-1773

VCP OUTCOMES REPORT

Our data repository is already providing us with immediate information about our network as a whole and along with other data sources has enabled the production of our FY16 Outcomes and Data Report! [FY2016 Outcomes Report](#)

It is also available on our website under the Outcomes Initiative.

VCP CENTERS OF EXCELLENCE – IMPROVING SERVICES STATEWIDE

VCP, the designated and specialized service agencies in the VCP network, UVMC's Jeffords Institute for Quality and Operational Effectiveness have developed the Centers of Excellence (COE) measure set and a certification process that:

- Is **relevant to the community based work** provided by the VCP network agencies
- **Applies to individual agencies** and also provides information about the **network in aggregate**
- **Supports assessment** of an agency's current state on the identified elements
- **Promotes continuous quality improvement** across all services using consistent measures and standards within individual agencies and across the VCP network
- **Promotes peer learning and support** to raise the quality of our services and maximize our impact upon the individuals and communities in our charge
- **Highlights the value contributed by each agency and by the VCP Network as a whole** towards promoting the overall health and wellness of individuals, families and communities

After lengthy discussion and consultation with appropriate groups, an initial COE measure set consisting of **35 measures** was developed. Measures were prioritized by:

- **Overlap** with national and state required measures
- **Impact** of information provided by measure upon provision of care
- Ability to obtain **quality** data
- **Relevance** of measure to care and services provided by network agencies

Three agencies are currently piloting the certification process.

WHY IS DATA IMPORTANT?

Data continues to be a necessary element of assessing the care we provide, illustrating the positive impact we have on our communities and giving us tools to monitor changes over time - both on an individual level and on a population health level. By producing consistent, accurate and complete data we are helping to move the health delivery system forward and demonstrate the value of the services, supports and treatment provided by each designated and specialized service agency and the VCP Network as a whole.

VCP CENTERS OF EXCELLENCE POSTER PRESENTATION AT THE NATIONAL COUNCIL CONFERENCE IN SEATTLE

Check out the link to learn more about COE!

<https://natcon17.ipostersessions.com>

SIX PILLARS OF THE VCP CENTERS OF EXCELLENCE

- Excellent Value
- Excellent Outcomes
- Easy Access
- World Class Customer Service
- Comprehensive Care
- Integrated Health Care Practices

For more information about Vermont Care Partners please visit our website: www.vermontcarepartners.org

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