



# ENTERPRISE ANALYTICS SOLUTION FOR EVERYONE (EASE)

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# OAPI...WHO WE ARE AND WHAT WE DO



**Decision Support Services (DSS):** Evaluate processes for efficiencies, identify training gaps, identify ways to leverage resources, review reports to make standard, ensure communication with policy group, perpetuate the ART of reporting, identify analytic opportunities

**Enterprise Analytics Solution for Everyone (EASE):** Facilitate the completion of provider pilot, obtain SSA approval, implement new data warehouse, identify additional enterprise-wide data sources for integration, operate data warehouse in-house

**Data Management:** Support EASE implementation when needed; facilitate clean up of data; participate in data governance activities

**Data Governance:** Champion all data governance activities, participate fully in data governance workgroups, identify areas in need of governance

**Continuous Program Improvement (CPI):** Provide data SME in MEST/Project module implementations, work with policy to identify areas of improvement, engage stakeholders in administrative simplification, execute on and facilitate completion of program improvement efforts

**Business Operations:** Provide the resources and organization structure needed to fulfill the mission, provide strategic guidance, remove barriers to success, project manage office tasks, evaluate effectiveness of office, identify areas of improvement

*Not Pictured: Dwayne Carter and Daniel Sklar*

# STRATEGIC PLAN FY2023- FY2025

## VISION:

To be a healthcare business intelligence leader

## MISSION:

Promote the adoption of data driven business decisions by providing quality data services which support the Department's data management and administrative simplification efforts.

## GOALS:

Enhance the data services provided by OAPI  
 Implement Data Governance across the Enterprise  
 Implement new Data Warehouse  
 Relieve burdens for our stakeholders and the member and provider communities they serve

STRATEGIC

### Stakeholder Satisfaction



How do stakeholders perceive the services we provide?

*Increase stakeholder satisfaction in standard and ad hoc reports*

*Increase stakeholder satisfaction in Data Use Agreement process*

### Data Availability



Do stakeholders have access to the data they need, when they need it?

*Increase the number of publicly available dashboards, reports and analyses*

*Increase the availability of enterprise-wide integrated data in a data warehouse*

### Data Transparency & Trust



Do stakeholders understand the data they have access to and do they believe in its value?

*Increase trust in data quality*

*Increase business intelligence literacy*

### Stakeholder Awareness & Participation



Are stakeholders informed and engaged?

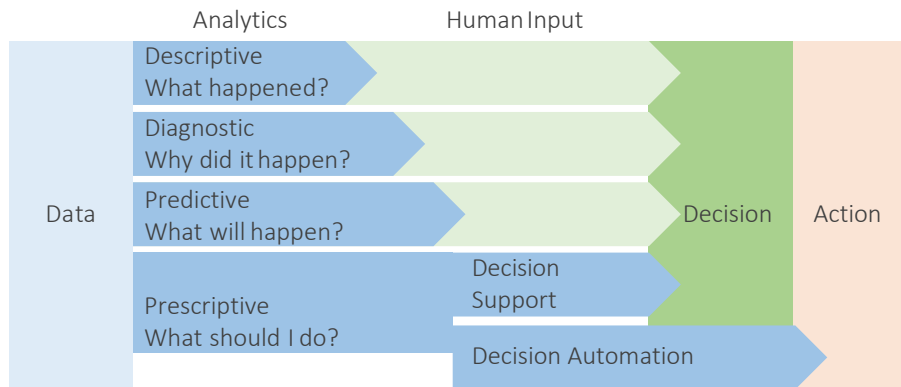
*Increase participation in Enterprise Data Governance*

*Develop awareness of data governance policies and processes*

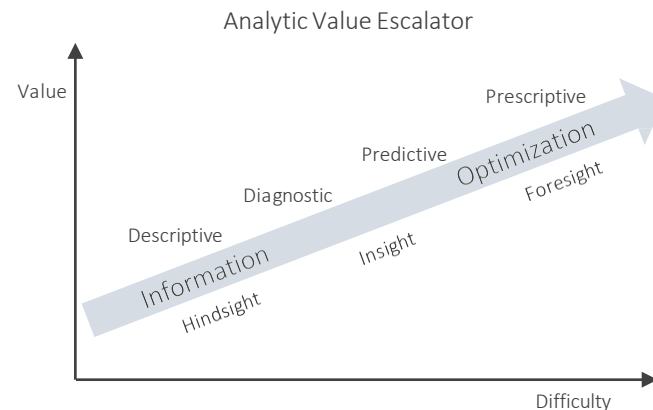
TACTICAL

# ANALYTICS MATURITY MODEL

Type	DESCRIPTIVE ANALYTICS	DIAGNOSTIC ANALYTICS	PREDICTIVE ANALYTICS	PRESCRIPTIVE ANALYTICS
Purpose	Understand historical performance, alert you to events, spot trends, monitor the performance of models and actions	Visualize and interact with the data, discover relationships, explain why you are observing outcomes, events, or trends	Answer questions about the future or determine the likelihood of unknown outcomes	Optimize decisions, efficiently allocate resources,
Techniques	Traditional business intelligence (BI) and visualizations such as reports, dashboards, scorecards, pie charts, bar charts, line graphs, tables, generated narratives	Query and analysis, drill-down, data discovery, data mining, correlations	Regression analysis, forecasting, multivariate statistics, pattern matching, predictive modeling, forecasting	Optimization, statistics, what-if, scoring systems, simulation, complex event processing, neural networks, recommendation engines, heuristics, machine learning
Answers	What happened?	Why did it happen?	What may/will happen?	What should I do? What can I do to make X happen?

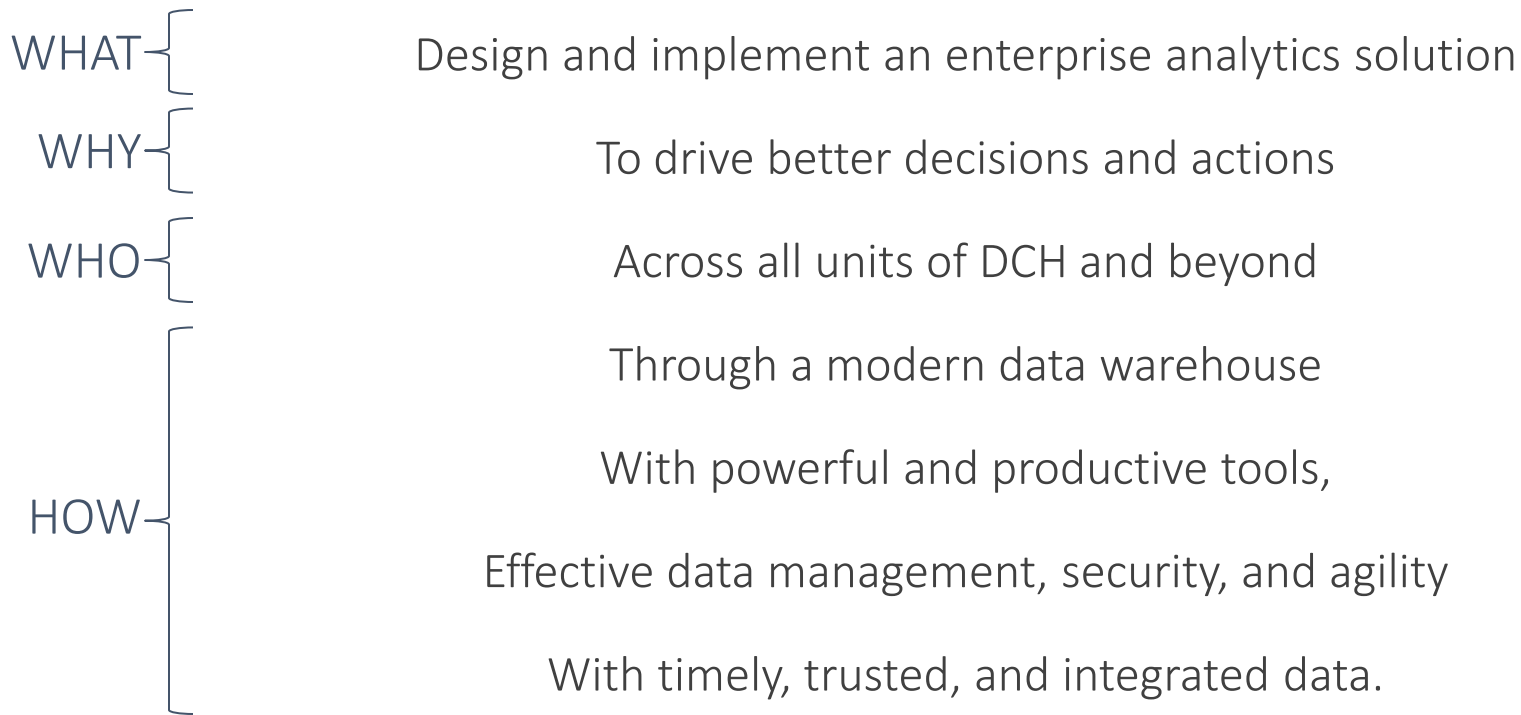


Source: Gartner, October 2014

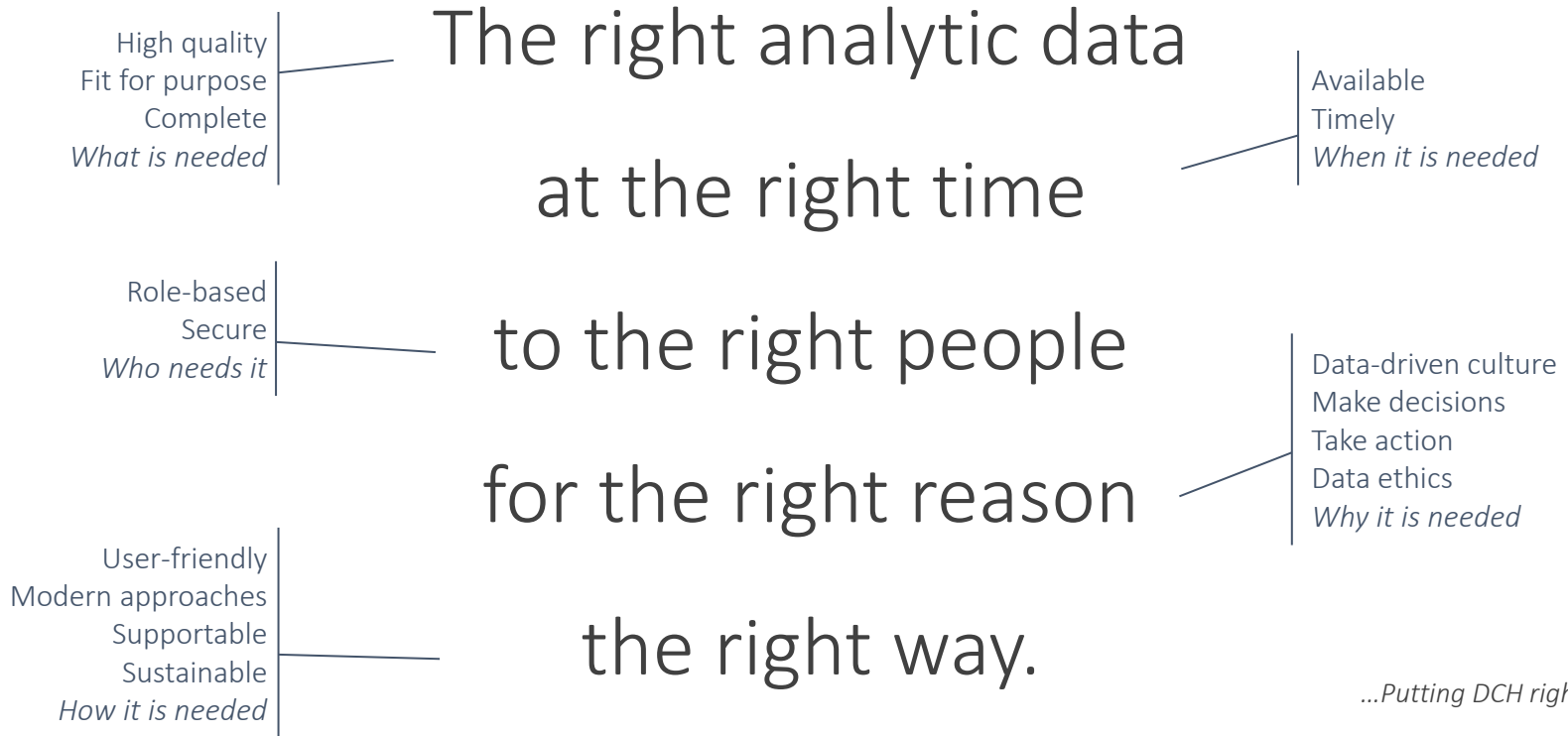


# EASE SYSTEM OVERVIEW | PURPOSE

The What, Why, Who, and How of the EASE project is a bold step forward for Georgia and the Department of Community Health (DCH).



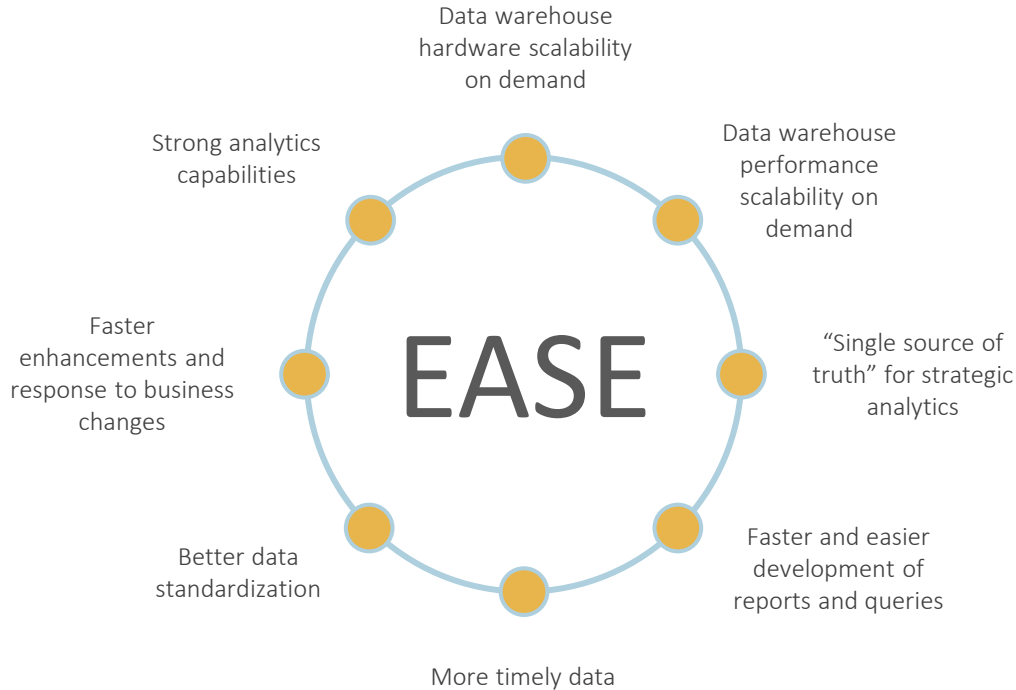
The vision of the EASE project directly supports a broader vision of a data-driven organization and sharing with other agencies.



...Putting DCH right at EASE

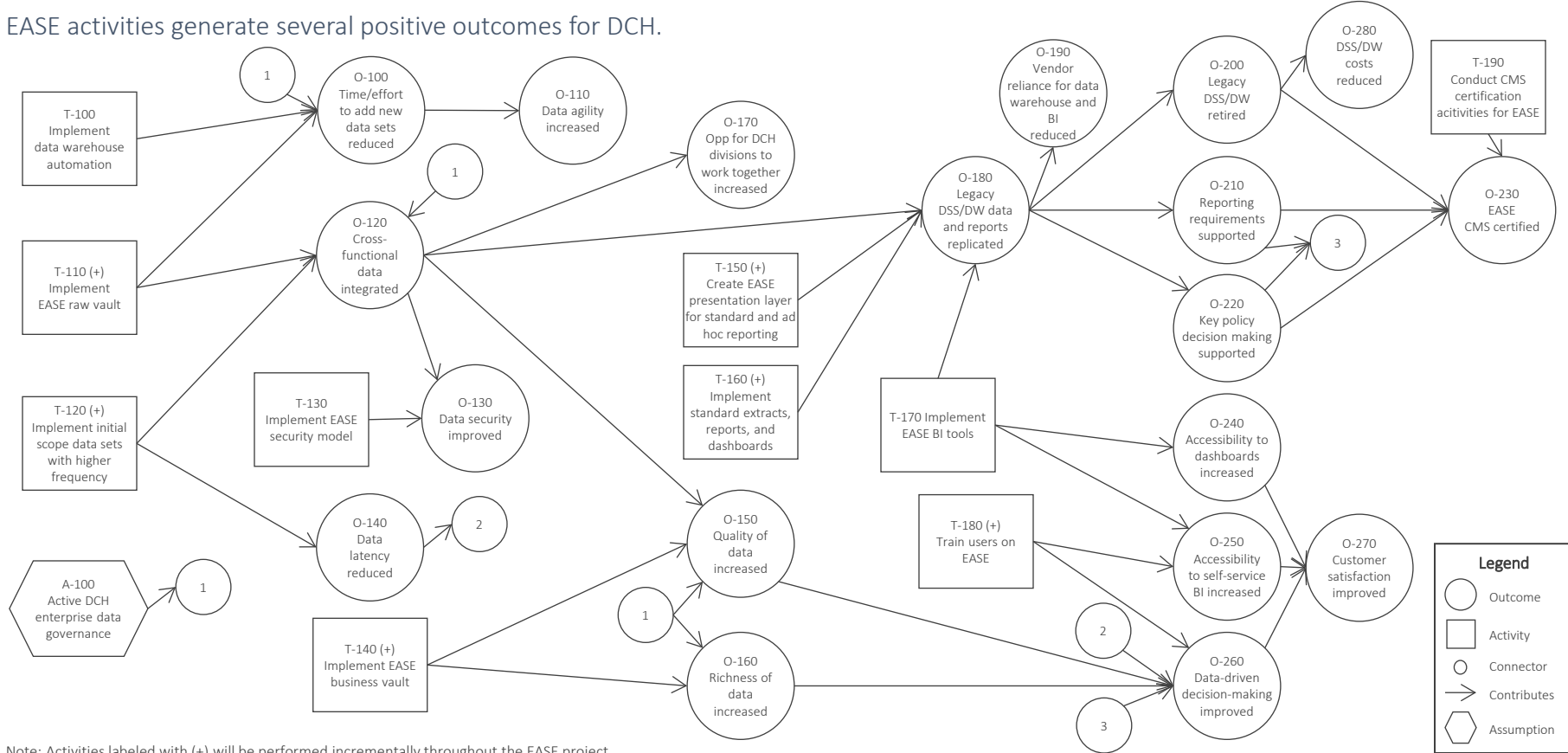
# EASE SYSTEM OVERVIEW | KEY BENEFITS OF EASE

EASE provides DCH with several benefits to make better and faster decisions.



# EASE SYSTEM OVERVIEW | RESULTS CHAIN FOR ADDITIONAL STRATEGIC OUTCOMES

EASE activities generate several positive outcomes for DCH.



Note: Activities labeled with (+) will be performed incrementally throughout the EASE project.



# EASE SYSTEM OVERVIEW | ADDITIONAL CMS MEASURABLE OUTCOMES FOR CERTIFICATION

EASE will track and monitor additional outcomes and metrics during operations to support the Department's overall mission to be a data driven organization. The new outcomes address areas such as Enterprise Performance, Data Management, Solution Adoption, Security, Cost Reduction and Business Intelligence maturity. The EASE project team added 19 outcomes with 44 associated metrics.

## Outcomes

- The solution reduces the time and effort to add new data sets
- The solution increases the agility in which new reports and analytics are completed
- The solution serves as an enterprise-wide data warehouse, providing access to cross-functional and division data integrations
- The solution provides enhanced security options
- The solution provides access to more timely data
- The solution increases the quality of data within the data warehouse
- The solution increases the richness of data available to the Department
- The solution increases Department collaboration efforts between divisions
- The solution replicates data and reports from the Legacy solution.
- The solution supports the Department's reporting requirements.
- The solution supports and enhances the Department's key policy decision making
- The Department reduces reliance on outside vendors for DW and BI efforts
- The solution meets the criteria to obtain CMS certification and annual operation requirements
- The solution increases accessibility to dashboards
- The solution increases the use of self-service business intelligence
- The solution supports increased customer satisfaction in reporting and analytic services
- The solution supports the Department's maturity in Data Governance
- The solution increase the automation of program integrity activities
- The solution reduces costs associated with the Department's data warehousing activities

# EASE SYSTEM OVERVIEW | TIMELINE

A 28-month timeline for Design, Development, and Implementation (DDI) with a pilot and incremental delivery will fulfill initial scope.

		CY21		CY22												CY23												CY24							
Phase	Timing	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A
Pilot	3 months																																		
Incremental Delivery	25 months																																		
Operations and Enhancements	After DDI																																		
Major Milestones		★ Pilot Started	★ First Incremental Delivery Completed	★ All Architectures, Technologies, and Processes Validated	★ SHBP Data Regularly Received	★ 40% HLRs Achieved	★ 60% HLRs Achieved	★ Processes to Support Operations and Maintenance Fully Implemented	★ All SHBP history and regular feeds operational	★ All in-scope Medicaid data load processes developed	★ Incremental Delivery Completed	★ Legacy DSS/DW Contract Ends	★ EASE certified by CMS																						

## Notes:

- A Pilot phase following a Disciplined Agile Life Cycle will design, develop and implement the first group of datasets to confirm the primary architecture and technologies and the project team’s ability to deliver
- The Incremental Delivery phase will continue to build out and deliver the data warehouse iteratively and incrementally using Disciplined Agile (D→) Continuous Delivery: Agile Life Cycle

HLRs = High-level requirements

# EASE SYSTEM OVERVIEW | HIGH-LEVEL CONTEXT DIAGRAM

EASE will provide the one-stop shop for all data and tools for strategic analytics, integrating data from the DCH enterprise and beyond.

## DCH ENTERPRISE

### State Health Benefit Plan (SHBP)

Claims, Finance, PA, Providers, Members, TPL, Drug Claims

### Health Planning

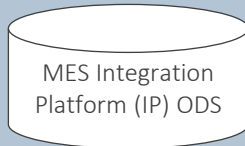
Health Planning Survey and Inventory Data

### Finance

Accounting  
Grants

## MEDICAID MANAGEMENT INFORMATION SYSTEM

FFS Medical Claims  
Encounter Claims  
CMO Drug Claims  
Finance  
PA  
Providers  
Members  
TPL  
Drug Claims



## EASE

Enterprise Data Warehouse

BI Tools

### Healthcare Facility Regulation (HFR)

Facility Licensure and Certification Data

Home Health Services Survey Data (HHSS)  
Nursing Home Services Survey Data  
Uniform Cost Reports (UCR)  
UPL Physicians List and Reporting Dates  
Etc.

## Interagency

Data  
Medicare  
SNAP  
TANF  
WIC  
SHAPE  
PRAMS  
Vital Records  
Etc.

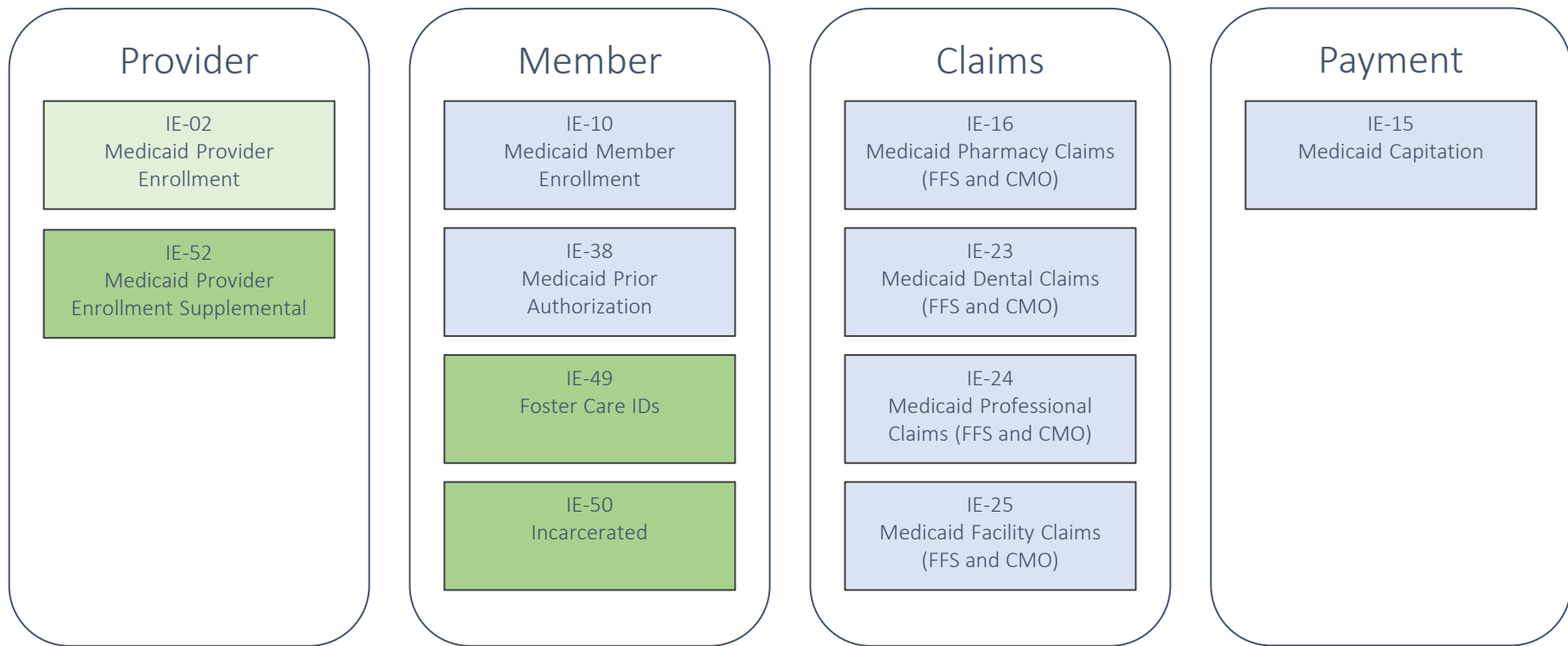
## User Community

DCH  
Other agencies  
Vendors  
Other third-parties  
Public

Note: State Health Benefit Plan (SHBP) will be covered by SHBP funds

# EASE SYSTEM OVERVIEW | MEDICAID DATA SETS IN INITIAL SCOPE

The 11 Medicaid data sets in initial scope include all data sets in the legacy DSS/DW plus additional and enhanced data sets.



FFS = Fee for Service, CMO = Care Management Organization

Enhanced data set

New data set



Thank You