



Health Cities


ELEVATE

A SOCIAL SERVICES DATA
WAREHOUSE INITIATIVE





Project Background

- **What is Health Cities? How did we become involved?**
 - **Initiated roundtable and 1:1 discussions with social service agency leaders**
 - **Exploring health-related challenges faced by the populations they served**
 - **Understanding barriers**
 - **United in a desire to enhance service quality and efficacy, deepening person-centred approaches**
 - **Potential of data to drive meaningful improvements and enhance the outcomes for agency populations**
- 



Vision

A collaborative, secure, and comprehensive data ecosystem that empowers social service agencies to better deliver services.

Objectives



Client Focused
Streamlined Referrals

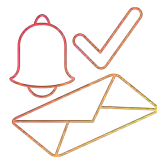


Data Informed Decision Making
Advise Funders best use of Investments



Municipal-wide Multi organization
Measurement

Requirements



Opt-in model

Warehouse &
Utility Model



Data
Trusts
Initiative



Single Input
Model

Working Group



Overview

What is a data warehouse?

Digital storage system

- Data from different sources is collected, organized, and stored
- Central location

Is there a physical location?

- Though storage is digital, implementation requires physical components
 - Can include servers, storage devices, and networking equipment
 - Requires infrastructure to house hardware



Why a Data Warehouse

- Enhanced Internal Capacity for Agencies
- Improved Service Delivery
- Efficient Data Sharing
- Data-Driven Decision-Making
- Innovation and Futureproofing



Project Workplan

Phase 1

- Establish current state capacity and assess needs with each Working Group participant, including barriers to participation and how warehouse model could evolve to meet needs

Phase 2

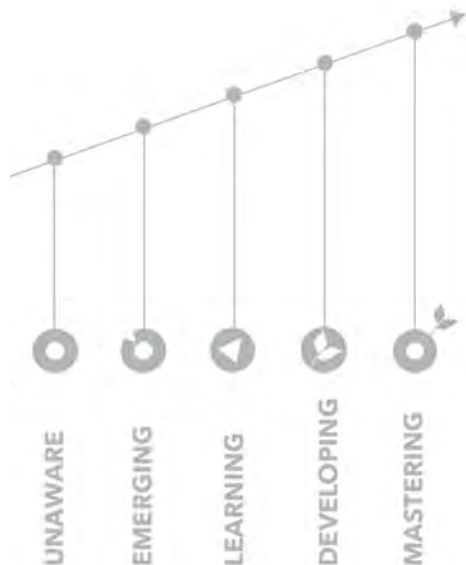
- Create data architecture, including standards, data to be collected, security, technical requirements and structure
- Establish governance and privacy standards

Phase 3

- Build the data warehouse, centralizing standardized data sets from multiple service providers, including creating a user-friendly interface
- 

Phase 1 – Establishing Baseline

Partnered with PolicyWise to understand capacity and barriers to participation



The seven data maturity themes

Each of the seven themes described in the framework cover a number of sub-themes.

USES

- Purposes for collecting and analysing
- Benefits and rewards

DATA

- Collection
- Quality
- Sources
- Assets

ANALYSIS

- Type
- Technique
- Joining
- Presenting

LEADERSHIP

- Attitudes
- Plans
- Capability
- Investment

CULTURE

- Team approach
- Self-questioning
- Openness
- Protection

TOOLS

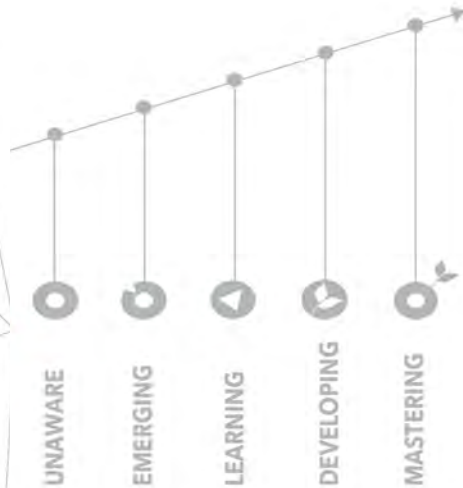
- Collection
- Storage
- Organising and managing
- Analysis and reporting
- Integration and architecture

SKILLS

- Capacity
- Skills
- Training
- Access to knowledge and expertise

Discussion Question

Using the graph and 7 data maturity themes from the previous slide, how would you assess your organization's current position with its data?



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Phase 2 – Data Architecture, Governance & Privacy Standards

'Playbook' established that defines:

- Roles and responsibilities
- Scalable opt-in model
- Common data standards (HL7 FHIR)
- Privacy standards and permission levels
- Implementation phasing
- Agreements between agencies
- Reasonable first steps + long-term capacity building

Scalable Opt-in Model

- ELEVATE is designed to be expandable and capable of including numerous organizations.
- Scalability is facilitated through Charter and Data Sharing Agreements, which outline the terms of participation and collaboration.
- Agencies can choose involvement based on their readiness and needs.

Common Data Standards

- HL7 FHIR-based architecture, a standardized framework recognized in healthcare data management
- Brings uniformity in data representation, enhancing interoperability, data quality, and reliability

Privacy Standards & Permissions

- Participating agencies must meet a minimum standard for privacy and privacy screening will be implemented to ensure compliance
- Key focus of the Data Warehouse operating group is to assist all agencies in achieving a common and shared privacy standard
- Privacy standards are guided by the desire to share information with the health system

What data will be collected & shared?

Stage 1 (Proof of Concept)

- Demographic data (Name, Gender, DOB, Place of birth)
- Check in data (Location, Services)

Stage 2 (Evolved model)

- Private helpful information (allergies, interaction notes)
- Assessments
- Program information and progress
- Medications and appointments

Phase 3 – Implementation



Stage 1 – Proof of Concept: Hosting on an HL7 FHIR cloud server and exchanging multiple fields between a single social service agency and the data warehouse.



Stage 2 – Basic Data Exchange: Select agencies participate in exchanging data, creating multiple integration and synchronization applications to extract data from agencies and share with warehouse

Phase 3 – Implementation



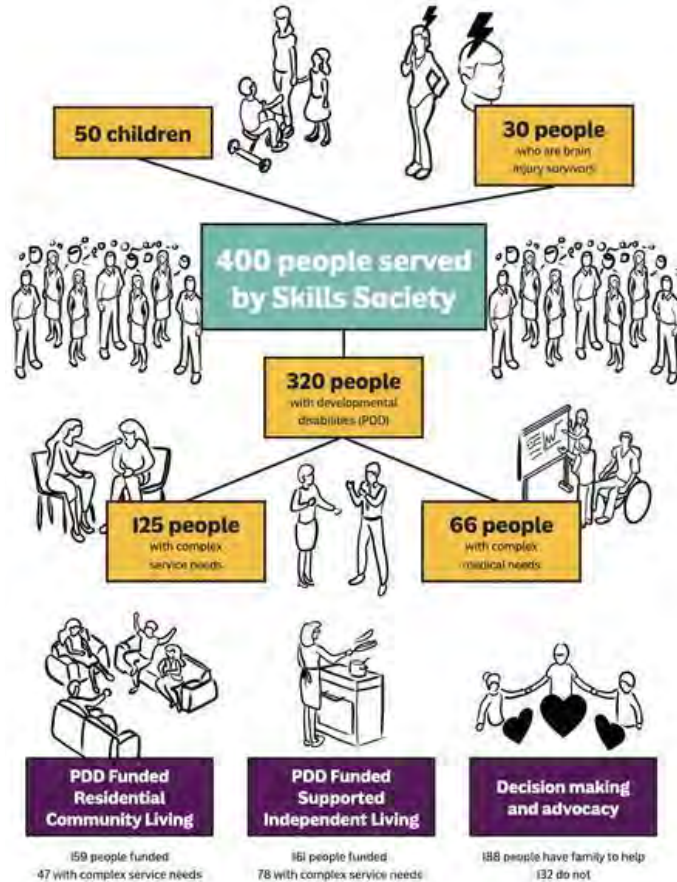
Stage 3 – Extend basic data exchange to more agencies and deepen the data exchange



Stage 4 – And beyond. With the HL7 FHIR standard, information exchange can involve other healthcare organizations

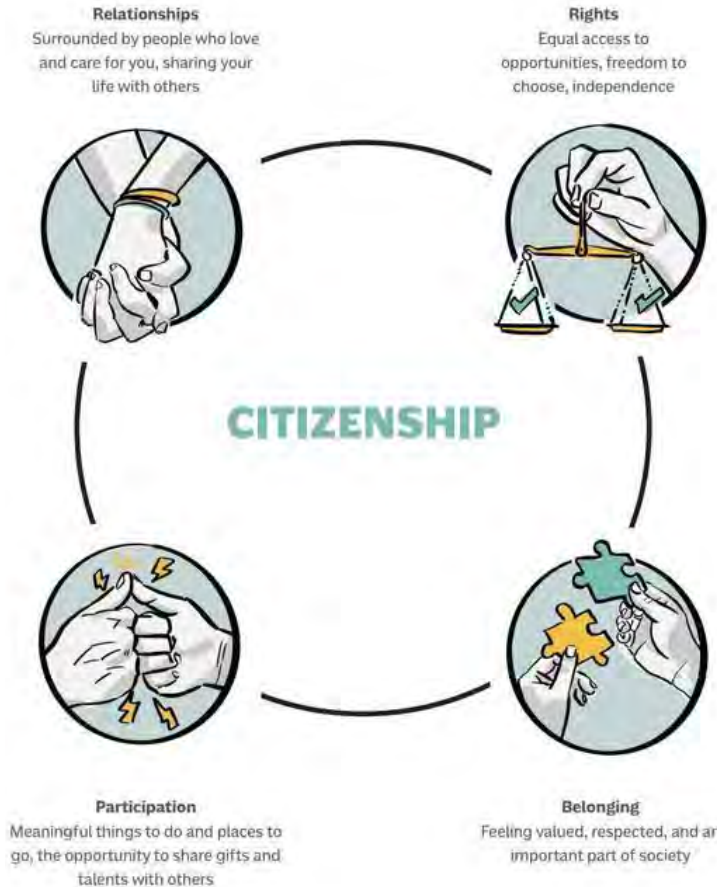


We are
Skills Society



The People We Serve

We support 400 individuals with developmental disabilities in the Edmonton area, helping them actively engage and be part of the community.



Citizenship & the Good Life

- Striving for belonging—people can come as they are and be accepted.
- People can contribute and be engaged citizens.
- Value people's unique gifts and talents.



Creativity & Innovation

We don't just talk about it

We lead and collaborate on innovation through our Action Lab and many social innovation initiatives

www.actionlab.ca

Strategic Priority



Lead as an organization and in the sector around more humanized data and evaluation

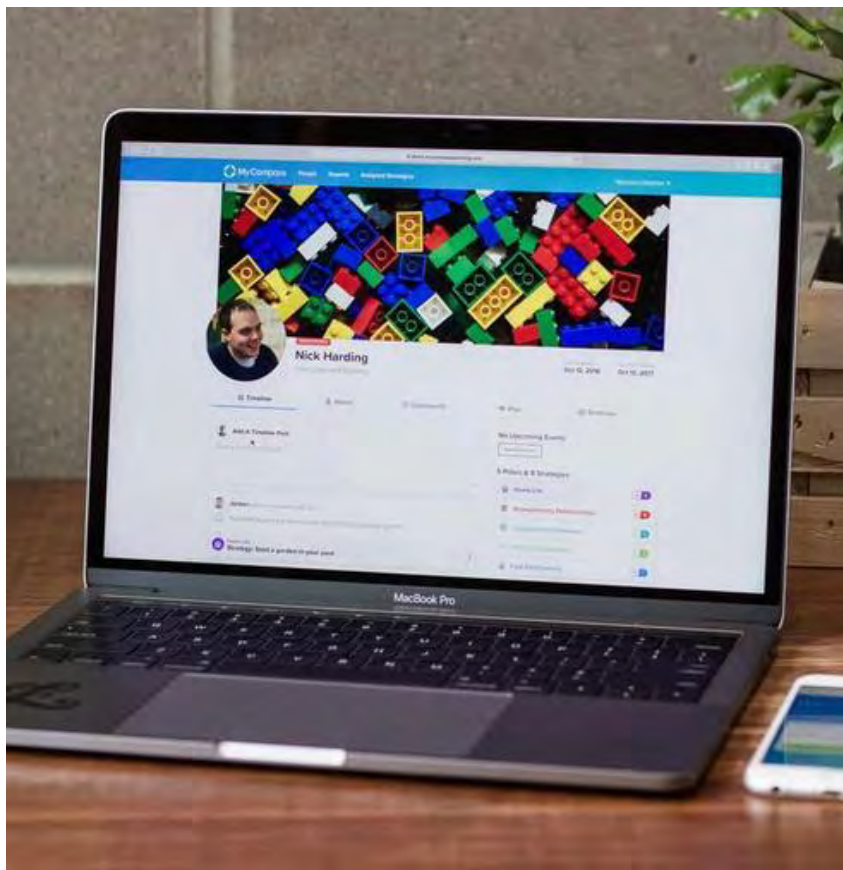
Be at the forefront of humanizing data and learning. Strengthen our organizational measurement systems to respond to needs and explore ways to demonstrate value to funders and the sector

ELEVATE Aligns!



MyCompass

<https://www.mycompassplanning.com/>



My Compass

- Humanized Social Service Case Management that built in Alberta
- Facilitates more humanized planning, reporting and centers those served.
- Our main case management tool
- Recent new collaboration with YESS

How could MyCompass and the Data



Boyle Street & Skills Society
Compatibility Test



Boyle Street & ELEVATE

- The mission of Boyle Street Community Services is to end chronic homelessness.
- Our vision is to see that all people grow healthier through involvement in strong, accepting and respectful communities.
- As Data Administrator, I am personally invested in achieving these goals through collaboration with partners in the sector

Why Boyle Street & Skills Society

- Both organizations have self-made data systems not intended to connect to external databases
- We deal with a different set of clients with different program goals and strategies
 - However, our clients are not mutually exclusive
- A valuable proof-of-concept for the ELEVATE system

The Proof-of-Concept Compatibility Test

MyCompass Export.json

```
1 {
2   "personal_identification": {
3     "first_name": "Nick",
4     "last_name": "Example",
5     "date_of_birth": "2014-04-07",
6     "gender": "male",
7     "provincial_health_care_number": "11122233344",
8     "provincial_income_support_number": "123456",
9     "government_support_id": "6546546",
10    "medical_services_card_number": "879879789",
11    "guardianship_status": null,
12    "trustee": "John Smith",
13    "medications_list": "Prednizone, 5mg, twice daily.",
14    "programs": "",
15    "custom": [
16      "Library Card #: 123456"
17    ]
18  }
```

Test Profile.txt

```
{
  FirstName: "Nick",
  MiddleName: "",
  LastName: "Example",
  PreferredName: "",
  MyCompassID: 1,
  DateOfBirth: "April 7, 2014"
}
```

Test Data.txt

File Edit View

Nick and his family.

</p><p>...</p>

</p>

AboutRespectingMe: "<p>I need you to be aware that transitions are tricky for me. When trying to motivate me to go out or do something out of routine I need lots of warning, and I need it written on my ipad schedule a couple days in advance.</p><p>Very often my first response when asked if I want to do something is NO. However, I need help broadening horizons and trying new things. Once I get to the activity I usually enjoy it.</p><p>I need you to speak to me with respect and see my cool qualities at all times.</p><p>I need you to learn from my mom and dad and other supports that know well when to push positively to help me get out of the house. Sometimes saying, "Nick, come on we're going now." while having a positive attitude helps me get motivated. My mom identified my support worker Johanna as having a style that helps me get going. Shadow Johanna and learn how she does this.</p>

</p>

AssignedStaff: "",
BoyleID: ,
Contact1: "Arthur Anderson",
Contact1Email: "0",
Contact1PhoneNumber: "7805551234",
Contact1Relationship: "relationship",
Contact1: "",
Contact1Email: "",
Contact1PhoneNumber: "",
Contact1Relationship: "",
GoalTitle: "Apply for Income Support",
CurrentStatus: "In Progress",
DescriptionOfGoal: "Nick needs to get relevant documentations in order to apply for income support",
GoalDeadline: "October 10, 2024",
GoalStarted: "April 9, 2024",
LastUpdateDetails: "Went with client to obtain documents from storage",
NextSteps: "Will collect and organize documents with client at a later date",
MedicationsList: "",
MyCompassID: ,

Sample Export Boyle

D	E	F	G	H	I	J	K	L	M
First Name	Last Name	Preferred Name	Client ID	Pronouns	Case Lead	Date of Entry	Date added to Waitlist	Date of Exit	Primary Goal
Nick	Example	Nick	22090	They/Them	Tyler Gajda	2024-08-20	2023-08-17		Succeeding at this test

What the test shows about ELEVATE

- Information shared between organizations can be timely and relevant
- Can be used to create new pathways for supported referrals
- Comparison of databases can be fully automated

```
Notify("Problem in step 1, linking profiles", Error, 5000),
ForAll(
    varIncomingBoyleGoals,
        Patch('ELEVATE Boyle Details SAMPLE', Defaults('ELEVATE Boyle Details SAMPLE'),
            {
                Title: ThisRecord.Title,
                GUID: varProfileMatch.ID,
                BoyleID: varIncomingBoyle.'Client ID',
                GoalStarted: ThisRecord.'Goal Started',
                GoalDeadline: ThisRecord.'Goal Deadline',
                AssignedStaff: ThisRecord.'Assigned Staff',
                DescriptionOfGoal: ThisRecord.'Description of Goal',
                CurrentStatus: ThisRecord.'Current Status',
                LastUpdateDetails: ThisRecord.'Last Update Details',
                NextSteps: ThisRecord.'Next Steps'
            }
        )
    ),
    Notify("Problem in step 2, uploading goals", Error, 5000),
    Notify("Done, it worked", Success, 5000)
),
If(CountRows(clcDatabaseSearch) > 0,
    Notify("Initiate disambiguation and confidence matching script, which I do not want to create.",
    Information, 5000),
    Notify("Client wasn't found in database and no near matches exist, create new client", Information,
    5000)
)
)
```

Discussion

1. What factors would motivate you to become involved in this initiative? What might hinder your participation?
2. What would you need to effectively encourage more organizations to join and participate in this initiative?



Stay Connected

- Visit our website:
elevatedata.ca
- Join our mailing list for updates
- Get involved

