Dashboard Integration Overview
Managing and Adapting Practice (MAP)

Version: 6/6/2017

Document current as of date above. PracticeWise reserves the right to update these standards at any time.
Dashboard Integration Overview

ABOUT MAP
The MAP system is designed to improve the quality, efficiency, and outcomes of children’s mental health services by giving practitioners easy access to the most current scientific information and by providing user-friendly measurement tools and clinical protocols. Using an online database, the system can suggest formal evidence-based programs or, alternatively, can provide detailed recommendations about discrete components of evidence-based treatments relevant to a specific youth’s characteristics. Whether services are delivered through existing evidence-based programs or assembled from components, the MAP system also adds a unifying evaluation framework to track outcomes and practices.

CLINICAL DASHBOARD OVERVIEW
The Clinical Dashboard is a key information resource to help coordinate knowledge and action in the MAP system. The dashboard serves as a collaborative workspace to integrate information about observed and expected values from multiple sources. The dashboard is a telecommunication tool to both feed forward information to guide service action and feed back information to facilitate learning and quality improvement. PracticeWise encourages thinking about the dashboard with the metaphor of an interactive workspace or integrated development environment rather than only as a report or feedback system.

DASHBOARD INTEGRATION OVERVIEW
PracticeWise encourages service systems to integrate the functionality of the dashboards into local information systems, such as outcome management or electronic health record systems. A key challenge for any information resource is balancing ease of use with utility so that the resource is actually used to influence decision-making and action. Integrating the dashboard as a resource in the context of MAP Users’ existing service habits has the potential to facilitate use of the dashboard to improve service delivery.

INTEGRATION MODELS
MAP Users have adopted a wide variety of strategies for integrating the dashboards into local systems. Some examples include (a) storing the Microsoft Excel™ dashboard files within client records, (b) using the Microsoft Excel™ dashboard for analysis and presentation but linking to a local data source rather than using the data worksheets, or (c) building the dashboard functionality into a local application with the PracticeWise dashboard serving as a design model or functional specification.

MAP AGENCY DASHBOARD™ CREDENTIALING SERVICE
The purpose of the PracticeWise MAP Agency Dashboard™ credentialing service is to provide a clear, convenient, and cost-effective framework for a service organization (“Agency”) to establish that their local information systems satisfies the functional requirements of the MAP system and to verify achievement of this standard to third parties (e.g., a funding agency).
TYPES OF REVIEW

Preliminary Review (Optional)

The purpose of the Preliminary Review is to support the Agency in planning and development of their local agency system to meet the MAP dashboard requirements. The Preliminary Review is not required to achieve the MAP Agency DashboardSM credential, but is offered as an additional service for Agencies desiring review and discussion with a PracticeWise consultant for guidance during the development or credential preparation process. Thus, this service may be thought of as one part design consultation and one part promotion review preparation.

Components of Review
1. Preliminary Question and Answer (30 min)
2. Review of Document or Demo (1 hr)
3. Follow-up Question and Answer (30 min)

Promotion Review

The purpose of the promotion review is to evaluate whether the agency’s local system meets the MAP dashboard requirements. For this review, the agency submits a completed review packet and presents a demonstration of their local system to the PracticeWise reviewer. The demonstration typically consists of Agency staff performing a step-by-step walkthrough of each dashboard requirement to demonstrate capacity and to respond to reviewer questions to verify scoring of each criterion. The demonstration is typically performed via online screen share and PracticeWise reviewers do not need direct access to the system nor to any actual client data. The goal is to review the capacity and functionality of the system and does not involve data or logic integrity testing.

Components of Review
1. Preliminary Question and Answer (30 min)
2. Document Review (30 min)
3. Review of Demo (1 hr)
4. Analysis and Preparation of Report (1 hr)
5. Review of Second Demo, as needed (1 hr)
6. Analysis and Preparation of Follow-up Report, as needed (30 min)
7. Award processing and administration (15 min)
8. Follow-up Q & A (15 – 30 min)

Annual Performance Assurance

The purpose of the annual review is to verify that the system is still in use without material changes to functionality. A material change is any modification that affects the way a dashboard requirement is implemented.

Components of Review
1. Submission processing and administration (15 min)

2. Award processing and administration (15 min)

**Upgrade Performance Review**

The purpose of the upgrade review is to verify that any material changes made to the system since the promotion or previous upgrade review continue to satisfy all MAP dashboard requirements. The upgrade review follows the same procedures as the promotion review, but emphasizes evaluation of system modifications rather than comprehensive review of system functioning.

**Components of Review**

1. Preliminary Question and Answer (30 - 45 min)

2. Document Review (30 min)

3. Review of Demo (1 hr)

4. Analysis and Preparation of Report (1 hr)

5. Award processing and administration (15 min)

6. Follow-up Q & A (15 – 30 min)

**IMPLICATIONS FOR INFORMATION RESOURCE SUBSCRIPTIONS**

Proper implementation of the MAP system depends upon the availability of the MAP Information Resources, including the Clinical Dashboard, to MAP users. The resource subscription process establishes the license to the resources via the PracticeWise Service Use Agreement. While an agency successfully maintains the MAP Agency Dashboard℠ credential, group or individual subscription orders associated with the agency may include the Clinical Dashboard resource subscription with no additional per user fee. This should result in a significant annual cost savings to agencies over the customary per user fees and should make the technology more widely available to practitioners at the agency due to integration with the local information system.

**IMPLICATIONS FOR CREDENTIAL REVIEWS FOR OTHER MAP ROLES**

Case materials, including the Clinical Dashboard, are evaluated as part of the credentialing process for other MAP roles, such as MAP Therapists and MAP Agency Supervisors. An Agency with a MAP Agency Dashboard℠ credential may elect to handle this in one of two ways:

(1) The agency could elect to submit the local version of their integrated dashboard and pay an additional MAP Agency Dashboard℠ review fee. This fee supports the additional costs incurred to train and assure that PracticeWise reviewers appropriately interpret the custom dashboard.

(2) The agency could elect to prepare and submit a standard PracticeWise dashboard for those case materials to be reviewed. With this approach, only the standard review fee will apply as the agency staff invest their time to present the case information in a readily interpretable format for PracticeWise reviewers.