Performance Management Dashboard: Using Dashboards to Facilitate Substance Abuse Health Outcomes

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Abstract

Using Dashboards to Facilitate Substance Abuse Health Outcomes

1. Client and Project

Center for Substance Abuse Treatment

The Substance Abuse and Mental Health Services Administration’s (SAMHSA’s) Substance Abuse and Mental Health Services Administration (SAMHSA)’s Services Accountability Improvement System (SAIS) provides government and non-government agencies with client-based GPRA data on monthly, weekly, and daily cycles. These grantees and stakeholders use this data to monitor client progress and performance. This allows them to make informed decisions and improve services. SAMHSA staff in turn use the SAIS data to provide a wide array of enhancements to the system. These enhancements include: (1) reducing the research burden of project staff and clients, (2) improving the performance of clients, (3) providing resources to clients, (4) describing the motivation for using dashboards, (5) describing at a high level the services accountability improvement system that captures Government Performance and Reporting Act (GPRA) information on substance abuse treatment services delivered. To make this rich dataset useful to both grantees and CSAT, the system is used to report on client outcome measures, such as substance use, other risk and protective factors, such as injection drug use, employment, and housing status. The SAIS system also tracks grantee and other risk and protective factors, such as injection drug use, employment, and housing status.

2. Challenges

2.1. Challenges (continued)

Users having difficulty in obtaining real-time status of key performance indicators. To address the limitations of canned reports, under CSAT’s leadership the SAIS team added to the value of the data by providing a wide array of enhancements. These enhancements include: (1) reducing the research burden of project staff and clients, (2) improving the performance of clients, (3) providing resources to clients, (4) describing the motivation for using dashboards, (5) describing at a high level the services accountability improvement system that captures Government Performance and Reporting Act (GPRA) information on substance abuse treatment services delivered. To make this rich dataset useful to both grantees and CSAT, the system is used to report on client outcome measures, such as substance use, other risk and protective factors, such as injection drug use, employment, and housing status. The SAIS system also tracks grantee and other risk and protective factors, such as injection drug use, employment, and housing status. The SAIS system also tracks grantee and other risk and protective factors, such as injection drug use, employment, and housing status.

3. Solution

Performance Management Dashboards

Performance management dashboards are being rapidly adopted by health care providers who oversee fiscal accountability. By providing information visually through graphics—charts, gauges, and tables—users can understand how they are performing against their key performance indicators. Dashboards are a tool that can be explored into different types of formats, such as full or partial views. These views help inform SAMHSA staff on the grantees’ ability to serve their target populations and meet their client and budget targets.

4. Method/Approach

Users having to compare current KPIs with performance goals defined by SAMHSA, including the following: (1) provides an overview of how their program is performing within specific client areas; (2) improves the user friendliness of the reporting system (e.g., provides as much onscreen user guidance as possible); (3) presents information visually through graphics—charts, gauges, and tables; (4) presents a summarized collection of relevant metrics on a single screen.