

Business Intelligence Software: A Powerful Tool for Evaluating and Planning Quality Service

CMHO Conference

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10:40am – 12:00pm

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Children & Youth Services Information System

- Initially developed in 2008 and evolved / enhanced over time
- Base funding from MCCSS and annual membership fees from user agencies
- Mandated to meet MCCSS reporting needs including data integrity and standardization, as well as support member agency use
- 22 member agencies with over 700 regular staff users – many use CYSIS to meet their reporting needs to other funders
- No guaranteed resourcing to make changes due to revisions to MCCSS data definitions, new privacy regulations or industry security standards, or agency custom requests
- Provide significant user support and are advised by Strategic Directions and Operations Committees

Data-driven service delivery improvements

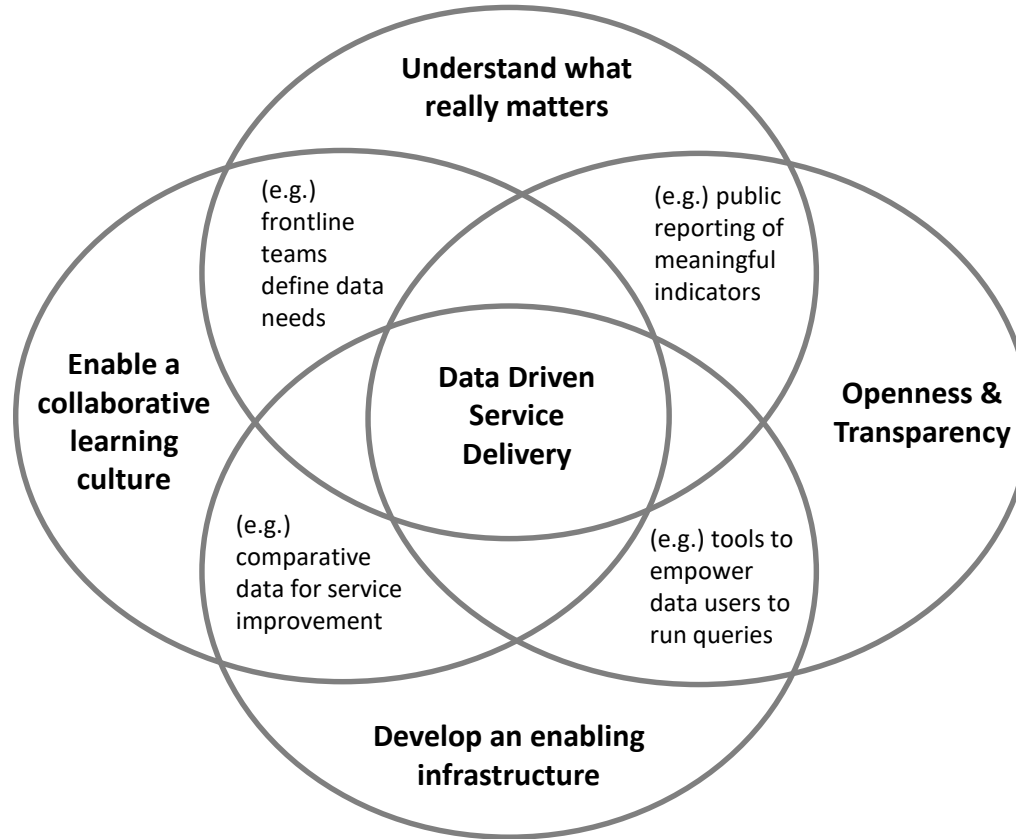


Diagram Modified from *The Strategy Unit, NHS, 2018*
<https://strategyunit.co.uk/publications/intelligence-driven-health-and-care-phase-two>

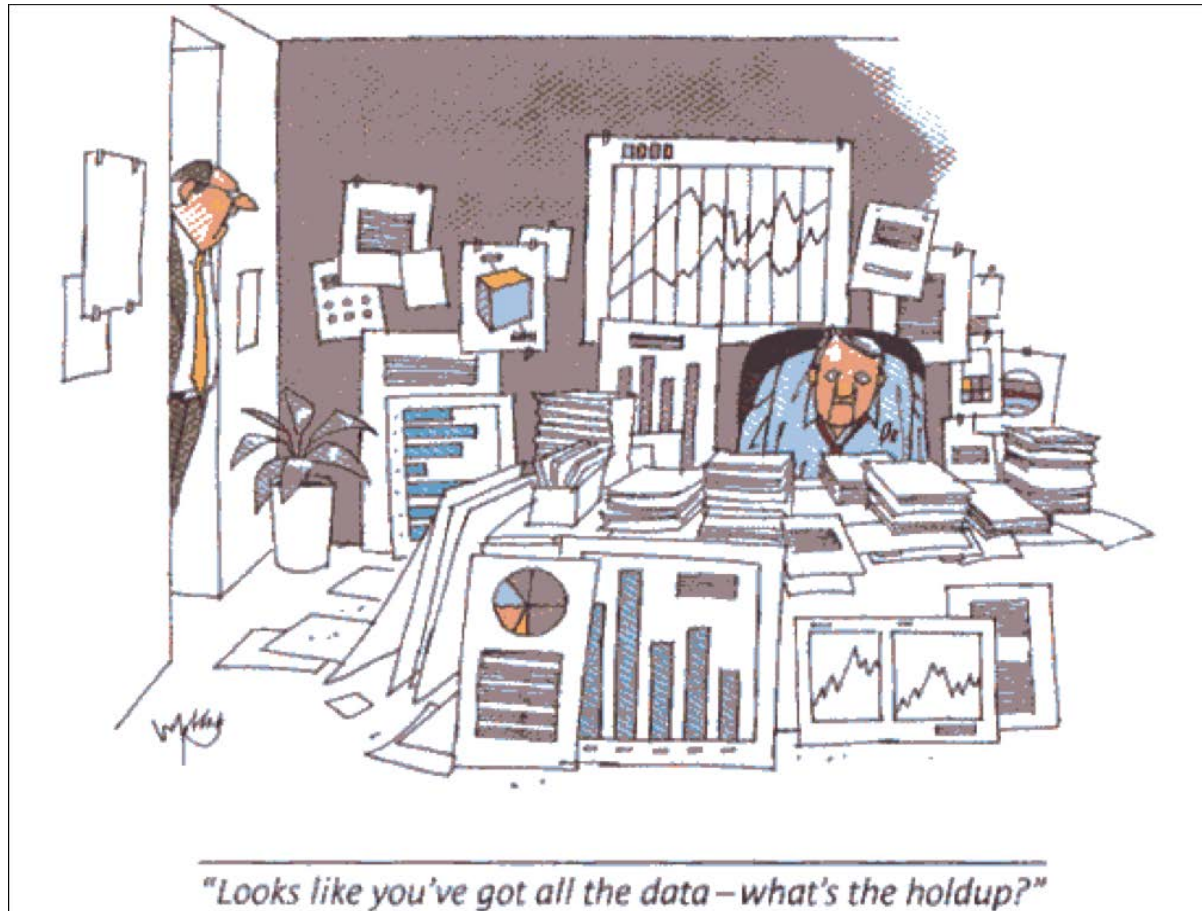
How does your organization use data?



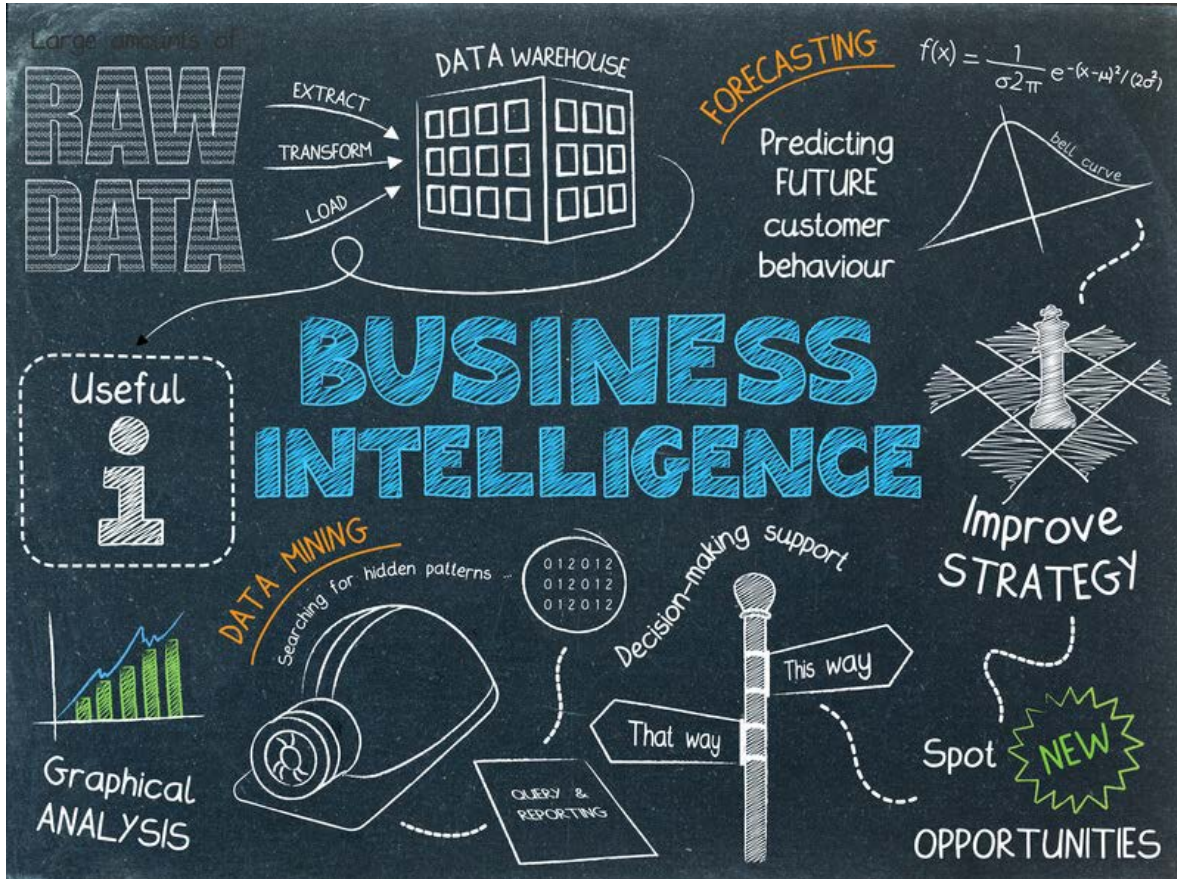
How do you:

- Collect,
- Analyze & Interpret,
- Report, and
- Use data to assess organizational performance, service delivery processes or impact of service?

What are the challenges?



What are some Business Intelligence Tools?



CYSIS Business Intelligence Initiative

Two mandates:

- Ministry/Lead Agency (partially resourced) - build technical infrastructure required and provide support so CSP member agencies can pull raw data and send, securely, by April 2019 (Phase 1 group)
- Advisory Committees (not resourced) – build agency capacity to verify and use data by providing CYSIS BI features to all member agencies

System level barriers and facilitators have included:

- Changes without additional resourcing; coordinating/aligning with local and provincial plans; uncertainty re: shift to Ministry of Health; capacity to implement all CYSIS BI level suggestions (Mothercraft) while maintaining regular operations
- Resourcing; excellent BI Working Group input; overall member agency support for BI work; early adopters such as CDI; ongoing communication with government and lead agency reps

BI Initiative at Child Development Institute

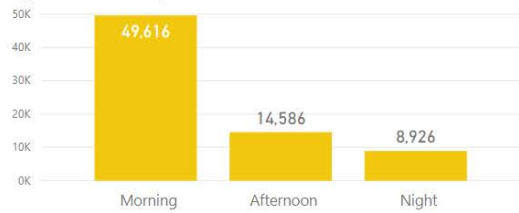


- Data in one spot
- Purchase of BI software application
- Analyst capable of learning BI
- Ensure privacy and security

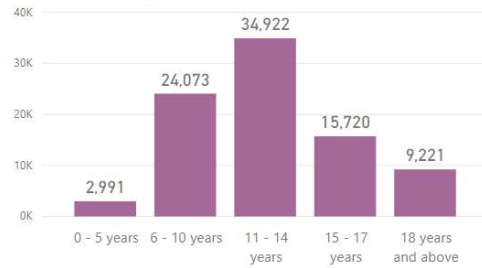
Example

Direct Hours Snapshot - Sample Dashboard

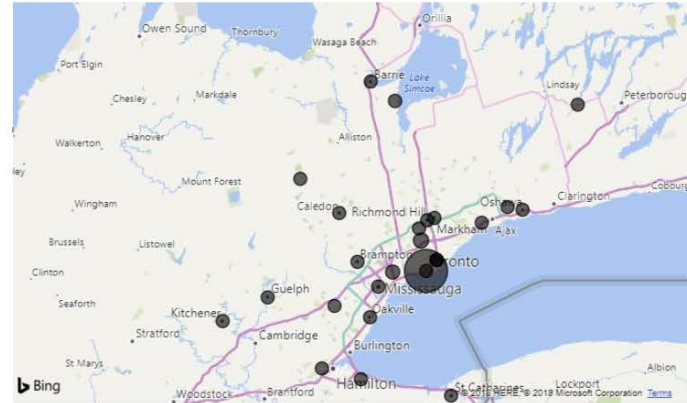
by Time of Day



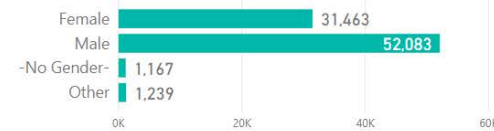
by Age Group



by City



by Gender



Considerations

- Cost of BI application
- Requirement of some level of BI training
- Uptake of a new technology
- Tech challenges
- Quality of data input



Impacts



- Faster
 - Answer queries
 - Generate visuals
- Increased Capacity
 - Monitor KPIs
 - Customize for Responsivity

Questions or comments?



Thank you for your interest and participation!