Flash Session—Sustainability

Data

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Data

• We all know data is important, but which data?
  – What data should we collect?
  – How can we best collect data on our work?
  – How can we organize this data?
Two MLPs
Legal Assistance of Western New York and LegalHealth

• Legal Assistance of Western NY, Inc. ®
  – 2012 Lipson Cancer Center
  – 2013 TWIG Outpatient Clinic and the Women’s Center
  – 2014 Dialysis Center

• Data we collect
  – Demographics, including immigration status, veterans status, household information, age, zip code
  – Income (including types and amounts)
  – Type of housing (section 8, homeless, etc.)
  – Legal: issues, dates, level of service, client benefits
  – Retroactive dollars recovered for the client
  – Monthly ongoing dollars recovered for the client
  – Monthly ongoing dollars recovered for the hospital
  – “Good Stories" Log
Two MLPs
Legal Assistance of Western New York and LegalHealth

• LegalHealth
  – Started in 2001, now at 25 hospitals across New York City and Long Island, including 5 Cancer focused legal clinics
  – Also have an intake line for cancer patients to call for legal assistance
• Data we collect
  – Demographics, including immigration status, English language ability, veterans status, household information
  – Income (including types and amounts)
  – Type of housing (section 8, homeless, etc.)
  – Health information: type of cancer, whether the client is receiving hospice/palliative care
  – Legal: issues, dates, level of service, client benefits
  – Retroactive dollars recovered for the client (broken down by direct benefits and savings)
  – Monthly ongoing dollars recovered for the client (broken down by direct benefits and savings)
  – Retroactive dollars recovered for the hospital
  – Hospital Referral Info: Referring Unit, In/Out Patient
  – “Good Stories” Log & Success Story sharing at weekly meetings
  – HCP Trainings: who, where, when, # of attendees, topic
  – Social Worker Consultations
Key Questions

- What data do you collect?

- Who on your team is responsible for collecting and analyzing the data?

- How do you coordinate with the medical institution to determine insurance recovery?

- At what point should organizations stop tracking insurance dollars recovered for hospital services for a particular patient/client for whom legal intervention was vital in obtaining that insurance?

- How can we improve?