Project Summary

CTG has been partnering with the New York State Department of Health (NYSDOH) since 2015 to explore the benefits of using data visualizations to help consumers better understand multiple types of health data already made public on NYDOH’s website. The project, which began with a feasibility study in 2015, is based on the idea that dynamic, user-friendly interfaces, such as interactive graphs, maps, charts, etc., may help consumers better understand the data they’re accessing and possibly even making decisions based off of.

When the partnership began in 2015, the project focused primarily on data used to help consumers better evaluate the quality of health care services provided by New York State’s managed care plans. As work progressed, the team expanded the scope of their data visualizations to include new datasets, such as vital statistics that provide information about birth and death records. All of the datasets for which prototype visualizations are being created are based on data already publicly available. Each phase of the project has employed student teams who are interning in CTG’s Student Technology Innovations Lab Experience program.

The current project has multiple main components:

• Refining, expanding, and finalizing the publication of visualizations previously prototyped to develop a fully functional online tool
• Developing new visualizations from additional datasets
• Creating the coding in a way that would be reusable to allow NYSDOH to modify & build on existing visualizations
• Assessment of any potential efficiencies or cost savings

The project is funded by the U.S Department of Health and Human Services, Centers for Medicare & Medicaid Services.

Publications & Results

Visualization Ready: Making Government Data More Useful

Understanding and improving data flows produces significant savings, both in time and financial resources, by reducing duplication of efforts and streamlining the overall workflow. Using open data and adding visualizations to this process generates more use of the data by citizens and other stakeholders. It also helps identify trends and supports better decision making about programs and policies.

WHAT ARE DATA VISUALIZATIONS?

Data visualizations – web-based tables, charts, and maps – make it easier for people to understand the significance and scope of data as well as to extract trends or patterns that may be present. State agencies increasingly are applying visualization tools to the data that they publish on their open data websites. Opening data creates the opportunity to analyze all types of data (health, environment, public safety, etc.) with the potential to create value at the individual and societal level. However, making the data accessible and offering tools to visualize the data is only part of the solution to ensuring that government provides information that is also useful to diverse constituencies.

HOW DOES CTG CREATE USEFUL DATA VISUALIZATIONS?

CTG develops solutions for government that eliminate redundancy, minimize errors, and readily adapt across datasets, years, situations, and users – without requiring complete re-development efforts. In other words: develop once, apply often in an efficient and timely manner. Our solutions are based on the following three components:

1. Understanding why and how stakeholders want to use specific data.
2. Ensuring that the data is “fit” for that desired use.
3. Designing a process that improves workflow and saves time in gathering and preparing data and
transforming it into valuable information.

With funding from the US Department of Health and Human Services, Centers for Medicare and Medical Services, CTG used this process with the NYS Department of Health (NYS DOH) to take multiple open health datasets, such as statistics on health insurance plans, health care services, adult day services, and birth and death records, and transform them into easy-to-understand visualizations. In one case, as shown in the next diagram, NYS DOH ended up saving 1-2 months of full time employee (FTE) effort for their research scientists and 1-2 weeks of FTE effort for their Public Web team. These savings were based on the time it took NYS DOH staff to recreate numerous (60+) web-based tables of data that were already published in their open data set.

For more information about this project and to see NYS DOH’s eQARR visualization tool created through this project: https://www.ctg.albany.edu/projects/dohdatavisualizations
https://www.health.ny.gov/health_care/managed_care/reports/eqarr/

Once CTG partners with an agency or organization, the following work begins:

Data Forensics

• Determine if the data is accurate, consistent, complete, and appropriately structured.
• If the data is not “visualization-ready,” CTG will investigate why – and recommend ways to fix it.
• CTG creates initial visualizations to see how well the code and data align.

Assess and Analyze User Needs & Expectations

• Qualitative research to determine if the visualizations meet needs and expectations.
• Interviews conducted to understand how users are using the data.
• Determine changes that need to be made to datasets and/or the code.

Piloting & Implementation

• CTG demos the visualizations to gather feedback and refine the code and visualizations.
• Partners receive the standardized, fully documented, open-source code.
• Partners also receive tools, such as data dictionaries, from CTG.

TO TALK MORE ABOUT WORKING WITH CTG

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The Center for Technology in Government (CTG) at the University at Albany is an applied research center focused on improving government and public service through innovative technologies, policies, and management practices.

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Press Releases & News Stories

www.ctg.albany.edu/projects/dohdatavisualizations
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Press Releases

CTG's “Data Visualization-Ready” Framework Helps New Yorkers Make Better Health Insurance Decisions
Fri, 11 Jan 2018

Related Web Sites

CTGUAlbany Github Repository
Contains code for responsive JavaScript/SVG map of New York State with county outlines and examples of loading data to create choropleths or pinpoint locations.
https://github.com/CTGUAlbany/nys-county-maps

NYS DOH Website with eQARR Data Visualizations
The NYS DOH Website uses tools from this project to visualize Quality Performance Results for Health Plans in New York State (eQARR) in tables and charts.
https://www.health.ny.gov/health_care/managed_care/reports/eqarr/

NYS DOH Website with Consumer Guide Data Visualizations
The NYS DOH Website uses tools from this project to visualize Consumer Guide Ratings for Health Plans in New York State (eQARR) in tables and charts.

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