

Bureau of Family Health

Using DAISEY for improved family services coordination & measurement



DAISEY, which stands for Data Application and Integration Solutions for the Early Years, is a shared measurement system. DAISEY was designed by social scientists to help communities see the difference they are making in the lives of at-risk children, youth and families. Implementation of a shared measurement system will allow the Bureau of Family Health at the Kansas Department of Health and Environment (KDHE) and their grantees to improve data quality, track progress toward shared goals, and enhance communication and collaboration.

Implementation Guide

Incorporating new processes into our work can be intimidating and, at times, frustrating. Whether it is collecting new data for reporting or figuring out how to use a new data collection and reporting system, it can feel like a big change and involve a steep learning curve. Understanding the purpose and components of the change and adequately preparing can make the transition easier.

This implementation guide is designed to provide information and tips for KDHE-Funded Family Health organizations implementing DAISEY.



Background

In 2015, KDHE engaged the University of Kansas Center for Public Partnerships and Research (KU-CPPR) for assistance in building data and analytics infrastructure to support KDHE’s vision for integrated and coordinated community-level family health initiatives. DAISEY provides a single secure place to facilitate all required federal and state reporting. Implementing DAISEY supports KDHE’s vision to improve and transform the capacity and ability of KDHE and its local partners to demonstrate the impact of funded Family Health programming on children, youth and families served. KDHE also intends to simplify the reporting process for organizations by providing an easy-to-use data tool that collects all federal and state reporting requirements in one place.

Together with KU-CPPR, KDHE’s goal is to simplify the data collection / reporting process, find efficiencies where possible, and provide infrastructure and support to local partners.

Using this Guide

This guide is designed to provide information, tips and tools to help organizations integrate DAISEY data collection into practice for maximum efficiency. The guide contains information to support organizational decision-making regarding transitioning to DAISEY from current data collection methods and integrating DAISEY data entry into current practice and procedures. It provides information on privacy and data security and includes some best-practice tips for obtaining informed consent from clients. It outlines the training and technical assistance that is available prior to, during, and after DAISEY implementation.

Roles and Responsibilities

- **KDHE** identifies all reporting requirements and provides reporting guidance to grantee organizations.

- **KDHE** is responsible for securing the necessary data reporting systems Terms of Use agreements with each grantee organization.

- **KU-CPPR** is responsible for ensuring HIPAA/FERPA compliance with regard to security of all data entered into DAISEY.

- **Grantee organizations** are responsible for ensuring all required data is entered into DAISEY within the time frames provided by KDHE.

- **Grantee organizations** are responsible for ensuring compliance with client notification/authorization and DAISEY user agreements.

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Implementation Planning

Just thinking about integrating new data-collection procedures and a new data system into current practices and procedures can feel overwhelming. There is so much to consider, including available staff and technical resources, existing infrastructure and requirements of the new procedures and system. Developing a strategic plan for implementation can ease concerns and pave the way for a smooth transition.

There is a significant amount of research and literature devoted to implementation science and the best strategies for smooth implementation and sustainable change. The National Implementation Research Network (NIRN)* provides a number of implementation science resources and tools. According to NIRN, there are five stages of effective implementation:

- Exploration
- Installation
- Initial Implementation
- Full Implementation
- Program Sustainability

Exploration

The exploration stage is about determining readiness and understanding what change will look like—from what to what? Essentially, this stage involves exploring current practice and procedures, developing an understanding of practice and procedures related to DAISEY, and considering how to integrate the two. This may also involve evaluating resources such as staffing and infrastructure. For some organizations, this phase will involve determining data collection and export capabilities of a current data system and compatibility with DAISEY data import requirements. Available tools such as a workflow assessment (in this guide) and Data Collection Crosswalk (DAISEYSolutions.org/KDHE) may be helpful during this stage. Organizations can begin the exploration process at any time prior to implementation.

Installation

During the installation stage, resources are acquired or repurposed as needed to prepare for implementation. During this phase, organizations are encouraged to consider which staff will be responsible for DAISEY data entry and when the data entry will occur. Organizations may wish to refine current data collection procedures to create efficiencies when implementing DAISEY. The *Practice and Procedure Workflow* section of this guide describes data collection options and provides advantages and considerations that may be helpful in decision making. Organizations with existing data systems will want to consider the system's capabilities regarding collecting and exporting all required data elements.

The *Transitioning from a Current Data System* section of this guide provides information that may be helpful in determining the most efficient way to ensure all necessary data gets into DAISEY. For information about available technical assistance tools, visit DAISEYSolutions.org/KDHE.

Initial Implementation

During initial implementation, staff begin using DAISEY. According to NIRN, this is the most fragile stage of the implementation process, where the awkwardness associated with trying new things and the difficulties associated with changing old ways of work are strong motivations for giving up and going back to comfortable routines. The *Training and Technical Assistance* section of this guide outlines various avenues for organizations and users to receive training and technical assistance. Taking advantage of available training and technical assistance during this stage will help increase users' comfort and confidence with the system.

Full Implementation

Full implementation occurs when staff are using DAISEY regularly and as intended. During full implementation, the new way becomes the standard way of doing things. Ongoing support is available through training and technical assistance as full implementation takes hold. There will be bumps along the road to full implementation, and solutions will be reached through strong collaboration between KDHE, KU-CPPR, and grantee organizations.

Program Sustainability

During the program sustainability phase, organizations may wish to re-evaluate the resources allocated and procedures developed prior to and during implementation to determine whether there are any areas of opportunity to enhance practice or create additional efficiencies. Organizations may wish to conduct quality assurance activities to monitor adherence to workflow and data entry practices. Organizations can also take advantage of ongoing technical assistance and DAISEY enhancements. Training resources will be available on an ongoing basis to ensure adequate training as new staff come on board. For a calendar of available training webinars, visit DAISEYSolutions.org/KDHE.

Consider each of the five stages as you develop a strategic plan for implementation. What will the exploration phase look like at your organization? How will you evaluate current processes and tools? How will you use the installation phase to prepare for the initial implementation phase? The answers to these types of questions will build the foundation of your implementation plan.

*For more information on the stages of implementation, visit: <http://nirn.fpg.unc.edu/learn-implementation/implementation-stages>

Transitioning from a Current Data System

For organizations with existing data-entry systems, the thought of changing to or adding another data-entry system can be daunting. For some organizations, all data necessary for tracking and reporting purposes will be entered directly into DAISEY. This is great news! These organizations are receiving access to a system supported by KDHE with additional support from KU-CPPR at no cost to their organization. DAISEY will collect all data necessary for reporting with additional benefits, including optional data sharing and access to data for internal analysis.

DAISEY was designed with the end user in mind. DAISEY is easy to navigate, intuitive and does not require any data to be entered using codes. For users performing basic data entry, required training is minimal. All data entered into DAISEY can be accessed either through reports or as raw data. As reporting requirements change, KDHE will work with KU-CPPR to update DAISEY and ensure that all necessary data is collected at no cost to grantee organizations.

For organizations with an Electronic Health Record (EHR) system, DAISEY will not replace functions such as billing, scheduling and clinical case management. These organizations may opt to export or extract data from the EHR system, then import it into DAISEY. DAISEY provides import templates that are used to import data, however the import process is manual and requires specific formatting so data enters DAISEY exactly as the system fields require. If an organization's EHR system collects all required elements, the organization may want to solely utilize the import process for getting data into DAISEY. Some organizations may decide the most efficient option is to extract client profile information from the EHR, import it into DAISEY and then enter encounter, program, service, and referral information directly into DAISEY. The Data Entry Option Decision Tree

Technical Assistance Brief

(DAISEYSolutions.org/KDHE) may be helpful in determining the best course of action for ensuring that all KDHE data elements are captured in DAISEY.

By evaluating existing systems and DAISEY, organizations can make informed decisions that will maximize efficiency of data entry. Organizations may want to ask the following questions when evaluating efficiencies of entering into existing systems versus DAISEY:

- Are the screens and system workflow intuitive, or do users need extensive training?
- Can data entered into the system be accessed/extracted?
- Are there costs associated with making changes to the system if reporting requirements change?

Tip: If you plan to extract data from a current system and import into DAISEY, the Data Collection Crosswalk Technical Assistance Brief can help match fields in your system to the correct fields in DAISEY.

The table on the next page outlines some things to consider when deciding whether to fully adopt DAISEY as the single data collection system, have users enter data into an existing system then import into DAISEY, or have users enter some data into both systems.

	Is an Option For...	Advantages	Considerations
Option 1: Fully adopt DAISEY as single data collection system	Organizations without a data system or using WebMCH	<ul style="list-style-type: none"> ✓ Does not require dual entry ✓ Staff only have to know one system ✓ KDHE provides system support 	<ul style="list-style-type: none"> ✓ Requires users to learn a new data system ✓ Does not capture non-KDHE data or provide any other functions (case management, billing, scheduling)
Option 2: Enter all data into an EHR then import into DAISEY	Organizations utilizing an EHR system that collects all of the data points that DAISEY collects	<ul style="list-style-type: none"> ✓ Does not require most users to learn a new data system ✓ Most staff only need to know one system 	<ul style="list-style-type: none"> ✓ Users performing the import of data into DAISEY must have strong technical skills and will also require additional training specific to importing data into DAISEY (exact data points that are formatted for DAISEY) ✓ May require work with system vendors to develop necessary specifications for data extract ✓ May be cost-prohibitive ✓ Future changes in data points required from KDHE may occur ✓ DAISEY must be current by the 10th of each month
Option 3: Enter some data into both systems	Organizations utilizing an EHR system that collects some but not all of the data points that DAISEY collects	<ul style="list-style-type: none"> ✓ Continue to utilize scheduling/billing/other functionalities not available with DAISEY while having all reporting requirements captured in one system ✓ KDHE provides system support (DAISEY) 	<ul style="list-style-type: none"> ✓ Requires users to learn a new data system ✓ Some or all staff will need to understand multiple systems ✓ Organizations with systems that do not capture all required data points will need to update their system, add information to the data import template prior to importing, or enter information directly into DAISEY after the import. ✓ Users performing the import of data into DAISEY must have strong technical skills and will also require additional training specific to importing data into DAISEY (exact data points that are formatted for DAISEY) ✓ DAISEY must be current by the 10th of the month

The *Data Entry Option Decision Tree Technical Assistance Brief* is designed to assist organizations in determining the most efficient method of getting data into DAISEY. This tool is available at DAISEYSolutions.org/KDHE.

Practice and Procedure Workflow

There is a lot to consider when incorporating a new data entry system into the current practice and procedures workflow. Preparing to incorporate DAISEY into your organization's workflow presents an opportunity to evaluate current workflow practice and procedures and make decisions that will maximize efficiency and resources.

DAISEY

DAISEY is formatted for use on a variety of platforms, including computers, tablets, iPads, etc. DAISEY is web-based and can be securely accessed by any user with a user ID and password on any computer or device with Internet access and either Google Chrome or Mozilla Firefox browser.

DAISEY is a client-based system. Children and caregivers are linked in DAISEY as family units. When a client or family presents for services, DAISEY captures information about the encounter, program services, and referrals using various activity forms. PDF versions can be printed and used to collect data.

Activity forms can be designated as "safety mode" forms, allowing for client-direct entry. Safety mode means that once a user opens the form, no other screen in DAISEY can be accessed without the user re-entering their user ID and password. This allows a user to open a form and turn over the controls to the client to enter information directly into DAISEY without compromising the security of the system. Once the client has completed the form, they click save/submit and the system is locked until the user re-enters their user name and password.

Incorporation

There are two primary options for integrating DAISEY into an organizational workflow:

- Staff collect information on clients, encounters, services and referrals using paper forms with a limited number of designated data entry staff entering information on paper into DAISEY.
- Staff enter information regarding clients, encounters, services and referrals directly into DAISEY during or immediately following interaction with a client.

Note—a third option for integrating DAISEY involves entering data into another electronic data system, extracting and importing into DAISEY. That option is explained in the Transitioning from a Current Data System section of this guide.

The table on the next page describes advantages and considerations for each data collection option.

	Designated Data Entry Staff	Staff Enter Data in Real Time
Advantages:	<ul style="list-style-type: none"> ✓ Fewer staff to train on DAISEY ✓ Requires fewer computers, tablets, etc. with Internet access 	<ul style="list-style-type: none"> ✓ Staff can access client information/history already in DAISEY ✓ DAISEY contains current information ✓ Paperless ✓ Reduced data entry errors: <ul style="list-style-type: none"> ✓ All required fields filled out ✓ All branched questions answered ✓ Question branching features increase efficiency – unnecessary questions are not asked/answered
Considerations:	<ul style="list-style-type: none"> ✓ Staff providing the direct services do not have access to client information/history already in DAISEY during client interaction ✓ Requires use of paper forms: <ul style="list-style-type: none"> ✓ Printing resources ✓ Waste ✓ Inefficiency of multiple hands touching each document ✓ The system will not immediately reflect a client’s most recent activity ✓ Increased risk of errors: <ul style="list-style-type: none"> ✓ Reading handwriting ✓ Required fields missing 	<ul style="list-style-type: none"> ✓ All staff must be trained on DAISEY ✓ Staff must balance data entry with client engagement ✓ Requires all staff to have access to a computer, tablet, etc. with Internet access (KDHE can provide more information about resources/support)

Self-Assessment

The Organizational Self-Assessment and Option Mapping tools on the following pages may be useful for analyzing workflow practice and procedures as well as organizational needs and resources. The Organizational Self-Assessment includes consideration of the following:

- Infrastructure—computers, tablets, etc. with Internet access
- Staffing— number of staff, staff comfort with technology, etc.
- Service provision and data entry framework—Are services provided one-on-one in an environment or in a group setting? What is the client check-in procedure? How is client information currently collected? How are staff capturing data currently? Who is collecting and entering data entry?

Workflow Self-Assessment Questionnaire

This self-assessment is designed to help organizations consider current processes and available resources. Respond to each of the following prompts, then see the Workflow Self-Assessment Option Mapping tool on the next page for recommendations on integrating DAISEY data collection into your organization's workflow.

Infrastructure and Staffing	
Number of Program Staff FTEs	
Number of Data Entry Staff FTEs	
Number of FTEs that are both	
Number of computers or other devices with Internet access available to staff	
For the devices above, are they: (select one)	<ul style="list-style-type: none"> <input type="radio"/> Each designated to a specific staff person <input type="radio"/> Shared among two or more staff, not used at the same time <input type="radio"/> Shared among two or more staff on a first-come, first-use basis
Please indicate the level of comfort with technology for the majority of program staff (select one)	<ul style="list-style-type: none"> <input type="radio"/> Readily embrace technology and frequently use a data entry system and/or Excel <input type="radio"/> Use computers and have demonstrated the ability to learn new computer skills as required <input type="radio"/> Use computers only when required, and/or are resistant to learning new technical skills or programs

Service Provision and Current Practice	
Please indicate current service provision workflow (select one)	<ul style="list-style-type: none"> <input type="radio"/> Client presents for services and checks in with a receptionist <input type="radio"/> Client presents for services and checks in with program staff <input type="radio"/> Client presents for services and signs a sign-in sheet only
Please indicate current service provision workflow (select all that apply)	<ul style="list-style-type: none"> <input type="checkbox"/> Client meets with staff one-on-one for services <input type="checkbox"/> Client receives services as part of a group
How is client information currently collected? (select all that apply)	<ul style="list-style-type: none"> <input type="checkbox"/> Client fills out paperwork <input type="checkbox"/> Staff ask client questions and fill out paperwork <input type="checkbox"/> Staff ask client questions and enter into a data system
What is the current data entry practice? (select all that apply)	<ul style="list-style-type: none"> <input type="checkbox"/> No current data entry <input type="checkbox"/> Program staff enter data during client contact <input type="checkbox"/> Program staff enter data after client contact <input type="checkbox"/> Program staff submit paperwork to designated data entry staff

Workflow Self-Assessment Option Mapping

Use your responses to the prompts in the Workflow Self-Assessment Questionnaire along with this tool to determine the best way to collect and enter data into DAISEY.

Infrastructure and Staffing

Should consider:

Organizations with:	Using paper forms and designated data entry staff	Having program staff enter directly into DAISEY
Program staff FTEs only		√
Some combination of program and data entry FTEs	√	√
Sufficient computers or other devices with Internet access to accommodate program staff		√
Insufficient computers or other devices with Internet access to accommodate program staff	√	
A majority of staff who readily embrace technology, frequently use a data entry system and/or Excel		√
A majority of staff who use computers and have demonstrated the ability to learn new computer skills		√
A majority of staff who use computers only when required and/or are resistant to learning new technical skills	√	

Service Provision and Current Practice

Should consider:

Organizations with:	Using paper forms and designated data entry staff	Having program staff enter directly into DAISEY
Clients check in with a receptionist or program staff		√
Clients present for services and sign a sign-in sheet only	√	
Clients meet with staff one-on-one for services		√
Clients receive services as part of a group	√	
Clients fill out paperwork	√	
Staff ask clients questions and fill out paperwork or enter into a data system		√
There is no current data entry	√	√
Program staff enter data during or after client contact		√
Program staff submit paperwork to designated data entry staff	√	√

Training and Technical Assistance

Training is available to all DAISEY users during implementation and on an ongoing basis after implementation to ensure that all new staff and/or new DAISEY users are fully trained before interacting with the system. Technical support is available via phone and e-mail.

Training is web-based and offered on a regular schedule. All users will complete general navigation and data entry training prior to receiving access to the system. General navigation and data entry training is offered frequently during the phased rollout and regularly after implementation.

Some users may be interested in additional trainings on topics such as data importing, data exporting and using reports. These trainings are also offered regularly, although less frequently than general navigation and data entry training.

A full schedule of training opportunities can be found at DAISEYSolutions.org/KDHE.

Prior to launching DAISEY, interested organizations will have the opportunity to receive targeted technical assistance regarding preparing for implementation. This may include discussions about incorporating DAISEY into current practice and procedure workflow or reviewing data elements and having discussions about the efficiency of data import versus direct data entry.

Technical assistance is available to users via phone and e-mail support. Each organization should have a designated DAISEY site lead. As questions arise during the initial implementation period, users should contact their DAISEY site lead, who will consolidate questions and send them to KU-CPPR at Daisey.kdhe@ku.edu.

During implementation, organizations are encouraged to identify a DAISEY Expert. These are DAISEY users who are generally tech-savvy and easily adapted to using DAISEY. DAISEY Experts are the resident go-to person for basic questions related to the system. The DAISEY Expert may be the same as the DAISEY site lead, or may be different. As technical questions arise, users may want to contact their organization's DAISEY Expert. If the DAISEY Expert is unable to answer the question or resolve the concern, the DAISEY Expert will contact KU-CPPR for technical support at Daisey.kdhe@ku.edu. If the organization does not have a DAISEY Expert, users should contact Daisey.kdhe@ku.edu for technical support.

Program, workflow, and reporting requirement or data element questions should be directed to KDHE and/or the KU-CPPR Initiative Lead.

Users can access a variety of training and technical assistance tools at DAISEYSolutions.org/KDHE including:

- DAISEY User Manual
- DAISEY Implementation Guide
- Video tutorials
- Data Dictionary
- Data Crosswalk
- Web-based training
- E-mail and phone support
- FAQs
- Targeted Technical Assistance Briefs

Privacy, Confidentiality and Data Security

Because DAISEY deals with sensitive data, there is a strong need for thorough data security procedures and compliance.

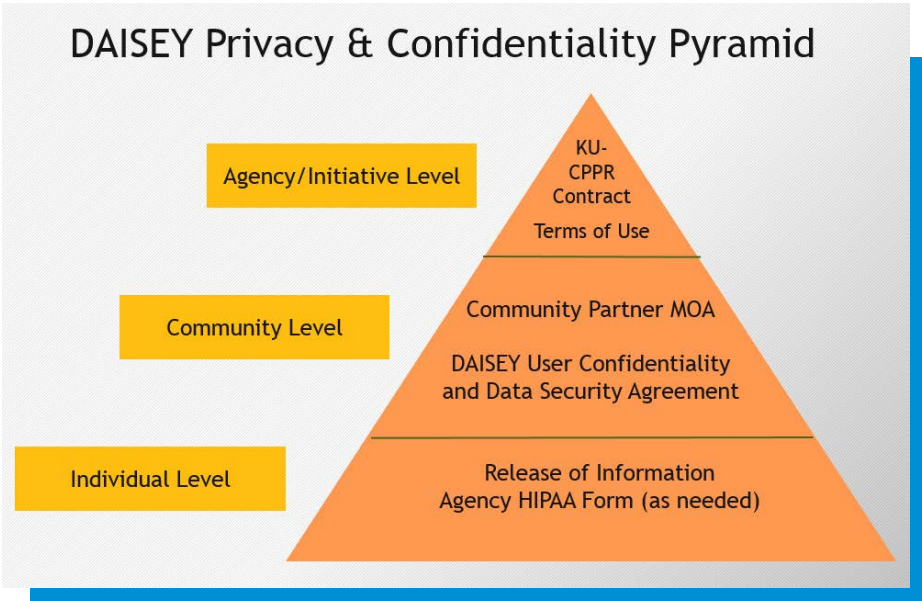
Data Storage

DAISEY data is stored on a secure HIPAA compliant server at the University of Kansas. KU-CPPR staff are bound by The University of Kansas Information Technology (KU-IT) Policies and KU-CPPR operating procedures, which were developed based on those policies to ensure the protection and security of data associated with DAISEY. These procedures ensure confidential, personally identifying information and/or personal health information is protected according to statutory, regulatory, and contractual obligations.

Data Governance Documents

There are three tiers of documents and agreements that support data security compliance. These documents have been tailored to meet the needs of KDHE and Family Health grantee organizations. KDHE approved templates of each of these documents are available at DAISEYSolutions.org/KDHE.

- **Agency/Initiative Level:** The top tier of documents is at the highest organizational level, between KDHE and KU-CPPR, and between KDHE and organizations. These documents establish guidelines for data collection and the use of DAISEY.
- **Community Level:** The middle tier of documents is focused at the community level. Documents in this tier include the User Confidentiality and Data Security Agreement (signed by all DAISEY users) and the optional Community Partner MOA, for partners in a data sharing community.
- **Individual Level:** The foundational tier of documents is focused on individuals receiving services. This tier ensures individuals are appropriately informed before their data is entered into DAISEY and have the opportunity to consent regarding whether their data is shared.



The table below describes each document, the parties involved, and procedures for maintaining and/or submitting. The Data Governance Document Overview Technical Assistance Brief available at DAISEYSolutions.org/KDHE also provides information about each document, including whether it can be modified by organizations.

Document	Parties	Purpose	Maintaining/Submitting
Terms of Use	KDHE and each grantee organization	Establishes guidelines for data collection and the use of DAISEY. This document outlines what data will be entered into DAISEY, how it will be used and how it will be protected.	Becomes an appendix to the contract between KDHE and each grantee organization.
Community Partner Memorandum of Agreement	Organizations within a data sharing community	Establishes terms that all organizations within a data sharing community agree to, regarding how DAISEY data may be used and how it will be protected.	If organizations agree to share data in DAISEY by signing a Community MOA, a copy of the MOA with signatures representing every organization must be submitted to KDHE and KU-CPPR. Data sharing among organizations will not be set up in DAISEY until KU-CPPR has documentation confirming the parties and terms of the agreement.
User Confidentiality and Data Security Agreement	Individual DAISEY users	Establishes requirement that DAISEY users keep all DAISEY information confidential and meet expected data security practices. A signed agreement must be received electronically by KU-CPPR before a user will be given access to DAISEY.	Organizations should maintain signed originals with other personnel documents. User Confidentiality and Data Security Agreements are valid for one year from the date of signature. KDHE and/or KU-CPPR may request that organizations produce valid User Confidentiality and Data Security Agreements.
Notice/Authorization for Release of Information	Individuals receiving services	Documents acknowledgement by individuals receiving services that personal information will be entered into DAISEY and, if applicable, their consent for that data shared with other organizations in the data sharing community. HIPAA compliant.	Organizations should maintain original signed Release of Information forms with other client records. KDHE and/or KU-CPPR may request that organizations produce original signed Release of Information forms should the need arise.

Client Consent

Individuals receiving services (clients) have the right to understand how their information will be used and to make informed decisions regarding whether their information can be shared among partnering organizations. Obtaining informed consent is more than obtaining a signature on the Authorization for Release of Information; it is a process of sharing information that enables the client to make a decision.

Tips and best practices for explaining and obtaining informed consent:

- Discuss the terms of the Authorization for Release of Information in terms the client understands.
- Explain that the client's information will be entered into the DAISEY system but that they can decide whether their information will be shared among partnering organizations.
- Provide specific information about which organizations are included in the data sharing community. *Note: Your data sharing community may have a document describing the partners.*
- Explain the reason for the request for sharing—to improve continuity and quality of services through sharing data.
- Describe benefits the client may receive from information sharing—demographic information and service history will not need to be repeated if additional services are sought in the same community. Also, their service history will be in the system, so they will not be asked to provide it to partnering organizations.
- Explain that staff at all partner organizations are bound by Confidentiality Agreements and HIPAA to treat all data in DAISEY as confidential.
- Explain that the client has the right to withdraw their informed consent at any time during their interactions with your organization or with any other partnering organization in the community.

Tips and best practices if a client declines:

- Respond with respect—it is the client's right to decline.
- Explain that their information will be in the system but will not be shared with other agencies.
- Explain that professionals at another partnering organization will offer the opportunity to provide informed consent upon first contact with that agency. Because the client's name and other information will not be shared in the system, staff at other organizations will not know that they have previously declined consent.

Data Sharing Declined Protocol

When a client declines permission to share their information, their information will still be captured in DAISEY but will be blocked from view by other organizations in the data sharing community. Users should enter the client's information, and in the field marked "Did client (or client's caregiver) agree to data sharing using the Authorization for Release of Information?" select "No." This will limit visibility of information associated with this client, including their profile, to only DAISEY users within your organization.

Note: this feature is not yet available. Until notified that it is available, users in a data sharing community should not enter the name or information of any client who declines to allow their data to be shared.

Data Security Violations

In the unfortunate circumstance that a user or organization/program violates the Confidentiality Agreement, Memorandum of Agreement (MOA) or Terms of Use, disciplinary action may be required. Final decisions regarding the appropriate response to a violation rest with KDHE and KU-CPPR. The following is a discussion of potential violations and examples of responses that may be considered.

Violation of User Confidentiality Agreement

User conduct constituting a violation of the User Confidentiality Agreement includes:

1. Failing to comply with, or violating relevant Terms of Use Agreement, MOA and/or Contract Agreements of their organization;
2. Sharing login information with another individual;
3. Failing to immediately report the following to DAISEY administrators: loss of a password, actual or attempted unauthorized access, use or disclosure of Personal Identifying Information (PII) / Personal Health Information (PHI);
4. Failing to follow all federal, state and local laws and regulations applicable to collection, sharing and distribution of data;
5. Failing to follow the DAISEY Individual Data Sharing Declined Protocol;
6. Otherwise misusing DAISEY data or failing to ensure protection of the data.

Staff of any organization who discovers a possible violation of the User Confidentiality Agreement shall notify KDHE and the KU-CPPR Initiative Lead immediately.

In considering the appropriate response, KDHE and KU-CPPR may investigate the nature, intent and severity of the violation. KDHE may wish to align its response with agency code of conduct policies. KU-CPPR may align its response with KU-IT data security policies.

Appropriate responses might include, but are not limited to:

- Verbal warning
- Written warning
- Written reprimand
- Termination of the individual's DAISEY account

Violation of Community Memorandum of Agreement or Terms of Use Agreement

Violations of the Memorandum of Agreement or the Terms of Use include:

1. Failing to comply with all requirements of the Terms, MOA and Contract with KDHE;
2. Failing to ensure that all employees with access to DAISEY understand and acknowledge the confidentiality of program data, and the trust and confidence KDHE and partner organizations have placed in them by providing access to and contact with this information;

3. Failing to exercise diligence to protect and safeguard confidential and proprietary information as well as personally identifiable client level information;
4. Failing to notify all Participating Agencies (PAs) within the agreement and KDHE within 10 days upon discovering any breach or suspected breach of security or of any disclosure of the data to any unauthorized individual or entity;
5. Failing to notify any other PA whose DAISEY data is used for scholarly research and analysis or professional presentation purposes, and/or failing to include the disclaimer on reports, presentations or other materials produced using DAISEY data;
6. Using or accessing the data for purposes other than those specified in the Terms of Use Agreement or MOA.

In considering the appropriate response, KDHE and KU-CPPR may investigate the nature, intent and severity of the violation. Appropriate responses might include, but are not limited to:

- Verbal warning
- Written warning
- Termination the offending organization/program from either or both Agreements

Organizational Hierarchy and User Roles

Organizations and programs are structured in a hierarchy in DAISEY based on association of programs to organizations and of organizations to grantees. This hierarchy provides the structure for data accessibility between organizations. Access to data is further defined by the assignment of users to roles in DAISEY.

Organizational Hierarchy

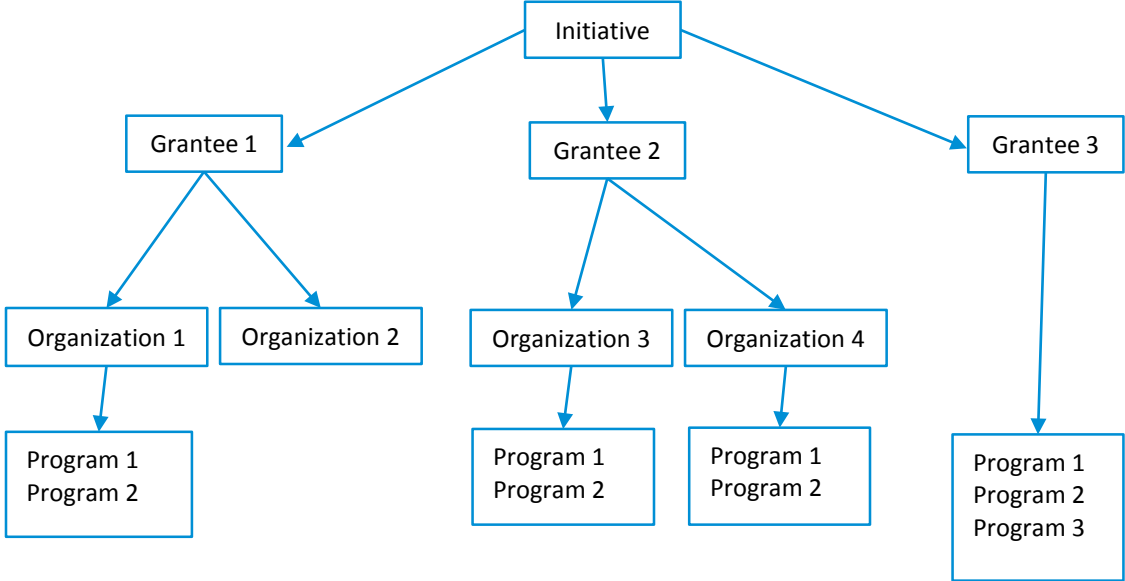
To manage data access and sharing, DAISEY classifies organizations, referred to in this section as “agencies” into a data-access hierarchy with four levels.

- 1. Initiative (greatest access to data)
- 2. Grantee
- 3. Organization
- 4. Program (most restricted access to data)

This hierarchy is designed to keep data separated into meaningful units for reporting purposes and to allow data sharing or limit data access between organizations as appropriate. In general, agencies at each level can see data only for their agency and agencies assigned to levels below theirs in the hierarchy. Individual user access is further restricted by designated DAISEY User Roles.

In the example hierarchy below, designated users for Grantee 1 would be able to see data for Organizations 1 and 2, but those users would not be able to see data for Organizations 3 or 4.

Example Hierarchy



User Roles

Each user is assigned at least one user role in DAISEY. A user's role determines the level of access they have to data and certain functionalities in DAISEY. The following are user roles available to KDHE grantee users:

■ Program Admin

- Access to all data in their agency and data sharing partners, as well as all agencies under theirs in the hierarchy.
- Access to standard DAISEY functions (i.e. Family Profiles, Environment Data, Data Management).
 - Including reverting and deleting child and caregiver activity forms once they have been submitted.

■ Provider

- Access to data in their agency and data sharing partners only.
 - May be limited to one or more programs under their agency in the hierarchy.
- Limited access to standard DAISEY functions (i.e. Family Profiles, Environment Data, Data Management).
 - Cannot revert or delete child or caregiver activity forms once they have been submitted. If an error is viewed on a submitted form, a Provider user must ask a Program Admin user to revert the form to "In Progress" status.
 - Only "Import" and "Export" appear under "Data Management."
 - No access to Intelligent Reports.

■ Reviewer

- Access to reports aggregating data from designated organizations.
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Designated staff for some KDHE Family Health Grantees who serve as fiscal agents will have a Program Admin role, meaning they can access client-level data for sub-grantee organizations. Designated staff for other KDHE Family Health grantees who serve as fiscal agents will have a Reviewer role, limiting access to only aggregate data for sub-grantee organizations. Most users will have a Provider role regardless of their organization's position in the hierarchy if their organization is not part of a data sharing community.

Some users may need to have multiple roles. For example, certain fiscal agent organization staff may need to have a Provider role for data entry and a Reviewer role for accessing sub-grantee organization data. The Switch Access feature in DAISEY allows users to move between roles.

User Management

Please refer to the *Organizational Hierarchy and User Roles* section of this guide for information about permissions and features associated with various user roles. Designated staff for some KDHE Family Health Grantees who serve as fiscal agents will have a Program Admin role, meaning they can access client-level data for sub-grantee organizations. Designated staff for other KDHE Family Health grantees who serve as fiscal agents will have a Reviewer role, limiting access to only aggregate data for sub-grantee organizations. For additional clarification about user roles, please contact Daisey.kdhe@ku.edu.

Some users may need to have multiple roles. For example, certain fiscal agent organization staff may need to have a Provider role for data entry and a Reviewer role for accessing sub-grantee organization data. The Switch Access feature in DAISEY allows users to move between roles.

TIP: Most users will have a Provider role regardless of their organization's position in the hierarchy if their organization is not part of a data sharing community.

Registering New Users

To request a new DAISEY login for staff at your organization, please contact Daisey.kdhe@ku.edu to begin the registration process. You will be asked to provide program and organization information for the user as well as the role(s) that they should be assigned. All users will complete general navigation and data entry training prior to receiving access to the system. The new user's signed User Confidentiality and Data Security Agreement should be scanned and e-mailed to Daisey.kdhe@ku.edu. The user will then be given a user name and password and can begin accessing the system.

Changing User Roles/Permissions

If a user needs to be assigned a different role or needs an additional role, simply notify Daisey.kdhe@ku.edu.

Deactivating DAISEY Accounts

When a user no longer needs access to DAISEY, please notify Daisey.kdhe@ku.edu immediately so that the user's DAISEY account can be deactivated. For data security reasons, it is very important that accounts for staff who no longer need access to DAISEY be deactivated.

Reporting and Data Analysis

DAISEY allows users to readily access all data that has been entered into DAISEY. Data can be used for reporting, tracking follow-up or other case management activities, community outreach, continuous quality improvement (CQI), and program/service improvement activities. Data can be accessed through reports and raw data exports.

Reports

DAISEY uses an integrated reporting system called Tableau. Reports are generally developed based on criteria specified by KDHE. These are general used to meet regular reporting needs or the need for sophisticated data analysis involving data elements from multiple forms. Reports can be tailored by users to some extent, and users can contact KU-CPPR at Daisey.kdhe@ku.edu to discuss specific reporting needs outside of available reports.

Exporting Data

DAISEY data export provides raw data on an Excel spreadsheet that can be used for follow-up tracking and/or data analysis. Data export provides all raw data entered by an organization or by partners in a data sharing community for a given form type. For specific instructions on how to export data from DAISEY, see the DAISEY User Manual and Video tutorials at DAISEYSolutions.org/KDHE.

Manipulating Exported Data

The DAISEY data export raw data output can easily be used to track required follow-up activities or conduct analysis in Excel. A certain amount of knowledge regarding general navigation in Excel is necessary, and knowledge regarding particular features in Excel such as sort, filter and pivot tables is extremely helpful for users who will be using the data in these ways.

Glossary

DAISEY – Data Application and Integration Solutions for the Early Years. A shared measurement system designed to help communities see the difference they are making in the lives of at risk children, youth and families.

DAISEY Expert – Individual identified by their organization as generally tech-savvy and often considered a technical resource for other staff. DAISEY Experts can provide support to others in their organization by answering technical question when possible and serving as a liaison between DAISEY users and KU-CPPR.

DAISEY Site Lead – Individual identified by each organization prior to DAISEY implementation who serves as the organization’s point of contact with KDHE and KU-CPPR regarding DAISEY organizational set-up and implementation.

Data Sharing Community – Refers to a group of partnering organizations who have agreed to share client-level information in DAISEY.

Health Insurance Portability and Accountability Act (HIPAA) – The Health Insurance Portability and Accountability Act of 1996 requires regulations protecting the privacy and security of certain health information.

KDHE – Kansas Department of Health and Environment. In this guide, KDHE refers specifically to KDHE Bureau of Family Health.

KU-CPPR Initiative Lead – KU-CPPR staff person serving as liaison between KU-CPPR and KDHE. The Initiative Lead thoroughly understands KDHE’s needs goals, and is also familiar with DAISEY functionality and development. The Initiative Lead is the primary KU-CPPR point of contact for KDHE and organizational Site Leads.

Organizations – Refers to KDHE Family Health Grantee recipients and sub-recipients.

Shared Measurement – The use of a common set of measures to monitor performance, track progress toward outcomes, and learn what is and is not working in the group’s collective approach.