

Interview Summary from Final Evaluation Report: Delaware SBHC Data Interoperability and Sharing Cooperative (DISCO)

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Provider Experience and Data Use

An interview with the SBHC director in the first implementing organization provides a key source of information about provider experiences. The interview assessed experiences setting up the Data Hub, challenges and opportunities for implementing data collection, including Just Health screenings, and the perceived impacts of the project. This generated six themes related to what DISCO has meant for this organization. Some representative quotes are included here, with more details provided in the full report.

Visibility and benefits at the executive level *“I knew what I was seeing with my eyes but couldn't really put that into numbers to explain to executive leadership so that they could understand.”*

Sense-making from patterns in data *“There was no way for me to know what was going on. Even if I was in the center every single day, it still wouldn't give me that bigger broader overall picture.”*

Overcoming isolation and seeing the bigger picture *“Everybody needs to jump in and wrap their hands around this. It was wonderful to be able to hear all the different perspectives from everybody who had a hand in this (and) actually opening up the phone lines”*

Addressing broader concerns and social determinants of health *“We could begin to build a foundation for psychological safety and then start layering in healthcare, education, prevention...so that social workers are focusing more on actual mental health needs.*

Making the case for expanding services to elementary and middle schools *“One elementary school principal I spoke with said ‘We need a wellness center so bad...We can't even begin the education process, because they don't have reliable transportation, or shoes on their feet, they don't have food in their bellies.’”*

Supporting technology implementation and use *“They are all completely 100% documenting...how much it actually speeds up their time so that they can actually spend more time with the student.”*

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