

## EXECCONNECT

# HELPING THE DATA TELL THE STORY AT MPH

By Symone C. Skrzycki

“We don’t create new data. We activate data.”

That’s one of the points Darshan Shah drives home during a *BizVoice*® visit to the Management Performance Hub (MPH) in downtown Indianapolis.

MPH provides analytics solutions to address complex management and policy questions, enabling improved outcomes for Hoosiers. Shah is Indiana’s chief data officer and MPH’s executive director.

When asked to describe some of MPH’s key projects, Shah cites the opioid epidemic, Medicaid optimization, education and workforce development, public safety and infant mortality. Then, he opens his laptop, shares that pictures tell the best stories and we dig in.

### ***BizVoice*: How does MPH add value to other state agencies?**

**Darshan Shah:** “At the core, our mission is focused on improving the lives of Hoosiers through innovation, data and collaboration. We do that through a number of different things, but we primarily focus on state agencies and what we can do to help enable a lot of their data-related activities – improve programs, improve services, improve operations – whatever it may be.”

He showcases a data display on the Secretary of Career Connections and Talent (CCT) web site about 21st Century Talent Regions ([www.in.gov/cct](http://www.in.gov/cct)).

“The idea is that there’s all of this collective information (e.g., population, life expectancy, net migration, academic measurements) that can be leveraged by those communities to impact the things they’re seeking to drive. Information comes in from over 10 agencies (Department of Corrections, Family and Social Services, Department of Education to name a few) and 40 data sets.

“Otherwise, some of this information – one, might not have been available. Or two, would have been available in so many different pockets that you’re not able to see it all in one spot – which doesn’t make it that consumable to actually do anything with it.”

Eagerly, he demonstrates another project: an EMS Naloxone Heat Map on the Next Level Recovery (combatting the opioid epidemic) web site ([www.in.gov/recovery](http://www.in.gov/recovery)).

“It starts to give you a number of hot spots in regard to the areas where there’s a higher – at least – prevalence of naloxone (opioid overdose reversal drug) being administered. Therefore, all of a sudden, when you’re trying to zero in as first responders, etc., it gives you a little bit more of a direction as to where to focus.”

### **MPH officially became a state agency in July 2017. What attracted you to the role of executive director?**

**DS:** “My entire background was in health care, but (with MPH), you start seeing the opportunities not just within health care but also within education and workforce and public safety and supporting the economy. ... Being able to see how this information crosses between these different domains is something that’s extremely powerful.

“The ability to offer the level of service back to the state is something that’s just unparalleled. You get to work with anyone and everybody around the state to create value. To be able to do that and to be able to do it in a service kind of model – it’s definitely something that I don’t take lightly.”

### **How does MPH work with private-sector organizations?**

**DS:** “Thus far, it’s probably been more with non-profits and community organizations. I’ll give you some examples. In the health arena, we’re working quite a bit with Eskenazi Health and Margaret Mary Health, which is down in Batesville – with the idea being that there’s a lot of information from a Medicaid perspective that can help them improve their services and operations, and be able to show the impact that they’re able to make.

“On the workforce side of things, there’s everything we’ve been talking about here with the Career Connections dashboard. We’re also working with entities like Goodwill, which has a number of different workforce programs and we’re able to help them with their program evaluation.”

### **You serve on the Indiana Chamber’s Technology Policy Committee. What are some potential benefits of that collaboration?**

**DS:** “Overall, the innovation economy here in Indiana is extremely strong and it’s really important for us to be a part of that and be

engaged. The Chamber's Tech Policy Committee is a great connection point to make that happen.

"More than actually going and sharing what we've done – which we will certainly do and we have done – most of the value is simply being there and being able to listen to the key challenges that are facing the tech community around greater Indiana and then being able to figure out what we can do from an MPH perspective to best support and serve that group as much as we can."

### What would you say to mitigate the apprehension that was heard during the recent legislative session about the work of MPH?

**DS:** "When it comes to the value that we provide, our goal is to help drive outcomes and drive value for the state. We do that based on the things you see in the annual report. You see the things here from the CCT dashboard. And we're going to continue to talk about the key products and outcomes and deliverables that are out there."

"There's always going to be questions in regard to privacy and we understand that. This organization does a really great job of



Members of the MPH team demonstrate a project at Data Day 2019, an annual showcase of data-driven initiatives in Indiana.

being able to safeguard those data sets.

"But the key thing I would share is simply – we don't create any new data. We simply partner with the organizations that have data information to be able to help activate it to drive real outcomes."

### What makes MPH so unique?

**DS:** "Based on what we've seen, there is not an organization like MPH anywhere else in the country. This is the vision that our

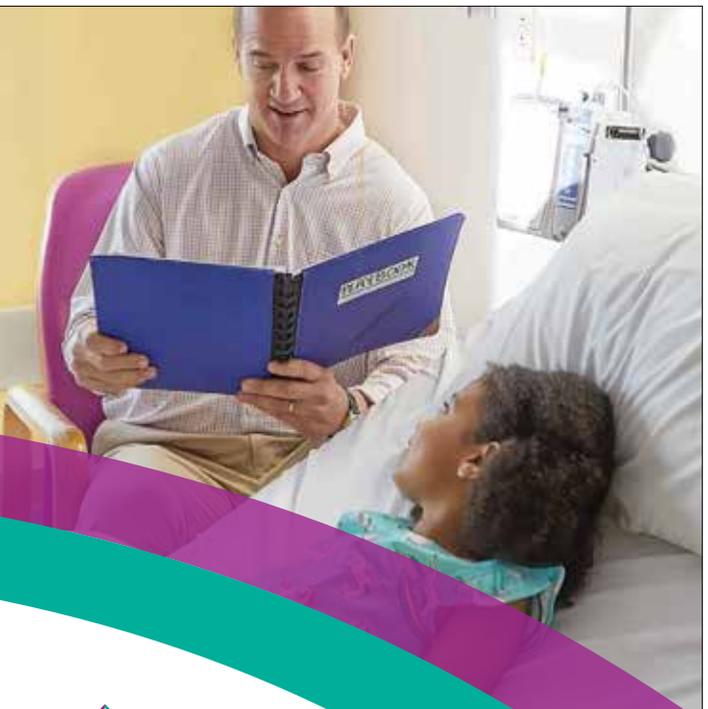
governor and the vision that our legislature had to create and codify.

"There's not a week that goes by where another state's not reaching out to me or the folks here on the team to figure out how we were able to create something like this. At this point, I think we've talked to at least half of the other states across the country in regard to who we are, what we're doing and how we're creating value."

**RESOURCE:** Darshan Shah, Management Performance Hub, at [www.in.gov/mph](http://www.in.gov/mph)

## Kids have needs all their own

That's why storytime is a little different here



Care teams at Peyton Manning Children's Hospital at Ascension St. Vincent deliver care personalized just for kids throughout Indiana. We also provide parents easy online scheduling and access to ER and specialty care that's right for your child.

**Now open in Evansville.**

**Schedule online today at [GetPeytonManningCare.com](http://GetPeytonManningCare.com)**



**Peyton Manning Children's Hospital**

Ascension St. Vincent

© Ascension 2019. All rights reserved.