



Use Case Worksheet

This worksheet will be used in our Getting to Yes, Data Quality, and Monetizing Value sessions today. Each section can be used to record your thoughts throughout the session and share back with the group.

Describe Your Use Case

What data quality problem are you trying to solve?

Where was the data quality issue found in the data pipeline? Do you think the root cause is in a different place in the pipeline? What metrics would be important?

Source System Data	Data Transformation	Reports
Input Measures	Process Measures	Outcome Measures

Who are the stakeholders for problem?

Who has been impacted by the issue? Who will benefit? Who can help solve the issue?

Change Management Strategies

What resistance do you anticipate?

<p>A Awareness of the reason the change is necessary</p>	<p>What are the business objectives and outcomes that the change will deliver? What quantifiable outcomes will be achieved? Show the logical need for change by presenting data or other relevant information.</p>	<p>Why do they have to be part of the change? What is their role and why are they valuable? What stories/testimonials can you share that emotionally connect the stakeholder to the need for change? Emphasize impacts on human beings (patients, physicians, colleagues etc.)</p>
<p>D Desire to participate and support the change</p>	<p>What are the qualitative benefits associated with the change? What data and/or evidence can show the improvements that would result from the change? Quantify if possible. For example: increased efficiency, reduced workload, enhanced job satisfaction. Make a logical case using data to create the desire.</p>	<p>What is in it for them personally and in their role/career? Why should they want to change? How does it make their life better - professionally or personally? How does the change positively impact them with regard to personal values, goals, and aspirations? How does it impact their career or personal life if they don't embrace change?</p>



Rate Your Use Case



Think about the data quality use case you described in the previous sections. Answer the following questions to understand its strengths and weaknesses.

Right Problem

Is there agreement on the source of the problem?	Y / N
Can the problem be fixed in a 3-6 month project?	Y / N
Does a broad audience experience the problem?	Y / N
Can you explain the current problem and impact of the issue to both business and technical people?	Y / N

Right People

Do you have people engaged in the problem both from the IT (technical) and the workflow (business side)?	Y / N
Will stakeholders actively champion the project to their leadership both from the technical and business side?	Y / N
Do you have executive leadership that understand the problem and prioritize fixing it?	Y / N
Are there people that have the knowledge and expertise to fix it?	Y / N

Right Time

Are there current institutional goals or projects that rely on this problem to be solved?	Y / N
Are there new government regulations or healthcare industry challenges that rely on this problem being fixed?	Y / N
Can you make a compelling case for fixing the problem now vs later?	Y / N
Are the right people with the right skills available to fix it?	Y / N

Monetize the Value

What metrics do you need to capture at the beginning to show value at the end?

How can data from the data quality & governance program be used to create or support this initiative's value?
For whom is value created?

Identify 1+ numeric calculation that can be used. What data & capabilities are required?

What outcomes would the use case achieve?

How might you test the validity of your use case?

To whom, in what format, and on what cadence would you think to deliver the feedback?

