

Welcome to the Child Life Professional Data Center (CLPDC)

User's Guide

*This document should answer most of your “how to”
questions about using the Data Center.*

Executive Summary

Unlock value and insight from the information you hold.

- The **Child Life Professional Data Center** offers exclusive access to comparison data and results that show how your organization stacks up against your peers, assists in making important business decisions, and supports you in meeting your overall goals.
- We help you determine where improvements are needed, and how other organizations achieve their high-performance levels so that you can improve your performance levels.
- Get immediate access to key performance indicators based on the data you enter. Easily share this pertinent information with your Board or staff by exporting information in **PowerPoint and PDF formats**. (*For a more in-depth analysis, apply filters.*)

Getting Started

➤ Logging In

- All users will access the benchmarking platform from ACLP's website using your existing ACLP username and password.
- Login and logout of the platform as often as desired, enter your data during the data entry period, and submit your responses on each page and never lose data.
- Access the survey 24/7. Complete the survey in one session or multiple sessions.

Access to the Data Center

In order to access the Child Life Professional Data Center, you must have an ACLP login.

- If you do not have a login, [click here](#) to create one.
- When you click the button below, you will be prompted to log in (if you are not already logged in). From there you will be taken to a menu. Click on the "Visit the Data Center" button in the menu.

VIEW THE CLPDC TRAINING WEBINAR

ENTER THE DATA CENTER

For questions or support, email datacenter@childlife.org.

Begin By Collecting Your Data

Download the Data Collection Worksheets

- Data Collection Worksheets are downloadable Excel documents that will help you to collect all the information needed ahead of time for both the annual and quarterly productivity survey questions. They contains all the survey questions and associated help text that can be easily printed and shared.
- Download the annual and quarterly Data Collection Worksheets from the [Welcome Message](#) or from the [Support](#) page.

1	Child Life		ASSOCIATION OF Child Life Professionals
2	PROFESSIONAL DATA CENTER (CLPDC)		
3	Data Collection Worksheet for PROFILE (Annual Data)		
	This Data Collection Worksheet will help you to collect the information needed to complete each section of the annual survey. It contains all the annual survey questions and their associated help text, separated into separate tabs (worksheets) for each survey section that can be easily printed or forwarded to others for assistance in collecting the necessary survey data.		
	Enter your annual data that corresponds with the hospital/child life program's current fiscal year. For example, if your child life program is ready to enter annual demographic data on April 1, 2017 and the hospital uses a fiscal year of July 1st through June 30th, the program leader would use FY2017 annual data. In other words, enter the budget and allocation for full-time equivalents (FTEs) that the program leader began the fiscal year with.		
4	Question	Help Text	Collect your Data here for inputting into the platform. Multiple Choice Answer Options are noted.
5	PROFILE TAB 1: YOUR HOSPITAL		
6	HOSPITAL OVERVIEW		
	Hospital Facility Type	<ul style="list-style-type: none">•Academic Hospitals partner with medical schools and or offer residency training for physicians.•Adult Hospital that is part of a pediatric health care system: Includes labor and delivery.•Alternative Site - Child Life programming functioning outside the	<ul style="list-style-type: none">Free Standing Children's Hospital,Free Standing Children's Academic Hospital,Pediatric Service/Department in an Adult Hospital, Children's Hospital within an Adult Hospital,Children's Hospital within an Adult Academic Hospital

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Main Menu

Tab and Menu Navigation

- **Enter Data** is the tab used for answering all of the questions in the survey. Enter your data that corresponds with your current fiscal year.
- **Compare Data:** This tab is used for question-by-question comparisons and filters that allow you to drill down into the data.
- **Run Reports:** This tab is used for downloading dynamic reports containing statistical charts and graphs.

Support

- Once you have logged in, click on the **Support** link on the top right corner of the platform to access helpful documentation and ACLP support contact information.

Welcome Message | My Account | Company Setup | **Support** | Logout

Child Life

PROFESSIONAL DATA CENTER (CLPDC)

ASSOCIATION OF
Child Life
Professionals

You are signed in as: Test User
Organization: Test Account

Home | Enter Data | Compare Data | Run Reports | Year: 2017 | Apr-Jun

Click any section below to get started. Enter your annual data that corresponds with your current fiscal year. 50% completion is required for access to results.
[Download Survey Questions \(Excel Format\)](#)

Annual Metrics 2017

Profile
» Your Hospital
23 of 24 questions answered

Programs
» Child Life Professional Structure
» Child Life Programming
» Budget & Finance
24 of 67 questions answered

Staffing
» Child Life Professional Staffing
» Select Positions
» Position Details

Annual Results Summary
» Key Performance Indicators

Data Entry

Select the reporting period for your quarterly productivity data from the drop-down menu.

Annual Data

- Profile Data is REQUIRED and will need to be entered and/or updated annually, but can be edited anytime during the calendar year, if necessary.

Quarterly Productivity Data

- Quarterly productivity data will be entered/added each quarter.

Child Life
ASSOCIATION OF
Child Life Professionals

PROFESSIONAL DATA CENTER (CLPDC)

You are signed in as: Test User
Organization: Test Account

Home Enter Data Compare Data Run Reports Year: 2017 **Apr-Jun**

Enter Data Compare Data Run Reports

Click any section below to get started. Enter your annual data that corresponds with your current fiscal year. 50% completion is required for access to results.
[Download Survey Questions \(Excel Format\)](#)

Annual Metrics 2017

- Profile**
» Your Hospital
23 of 24 questions answered
- Programs**
» Child Life Professional Structure
» Child Life Programming
» Budget & Finance
24 of 67 questions answered
- Staffing**
» Child Life Professional Staffing
» Select Positions
» Position Details
36 of 49 questions answered
- Annual Results Summary**
» Key Performance Indicators

Quarterly Metrics Apr-Jun 2017

- Productivity**
» Select Inpatient Departments
» Inpatient Services
» Select Outpatient Departments
» Outpatient Services
- Quarterly Results Summary**
» Capacity for Patient/Family Impact

For questions or support, email datacenter@childlife.org.

Entry of Annual Data

- Enter your annual data that corresponds with the hospital/child life program's current fiscal year.
- For example, if your Child Life Program is ready to enter annual demographic data on April 1, 2017 and the hospital uses a fiscal year of July 1st through June 30th, the program leader would use **FY2017** annual data. In other words, enter the budget and allocation for full-time equivalents (FTEs) that the program leader began the fiscal year with.
- The **Annual Results Summary** section of the benchmarking platform is automatically calculated based on your annual data, not on your quarterly data.

Click any section below to get started. Enter your data that corresponds with your current fiscal year.
50% completion is required for access to results.

Annual Metrics 2017

- Profile**
» Your Hospital
23 of 24 questions answered
- Programs**
» Child Life Professional Structure
» Child Life Programming
» Budget & Finance
63 of 67 questions answered
- Staffing**
» Child Life Professional Staffing
» Select Positions
» Position Details
32 of 46 questions answered
- Annual Results Summary**
» Key Indicators

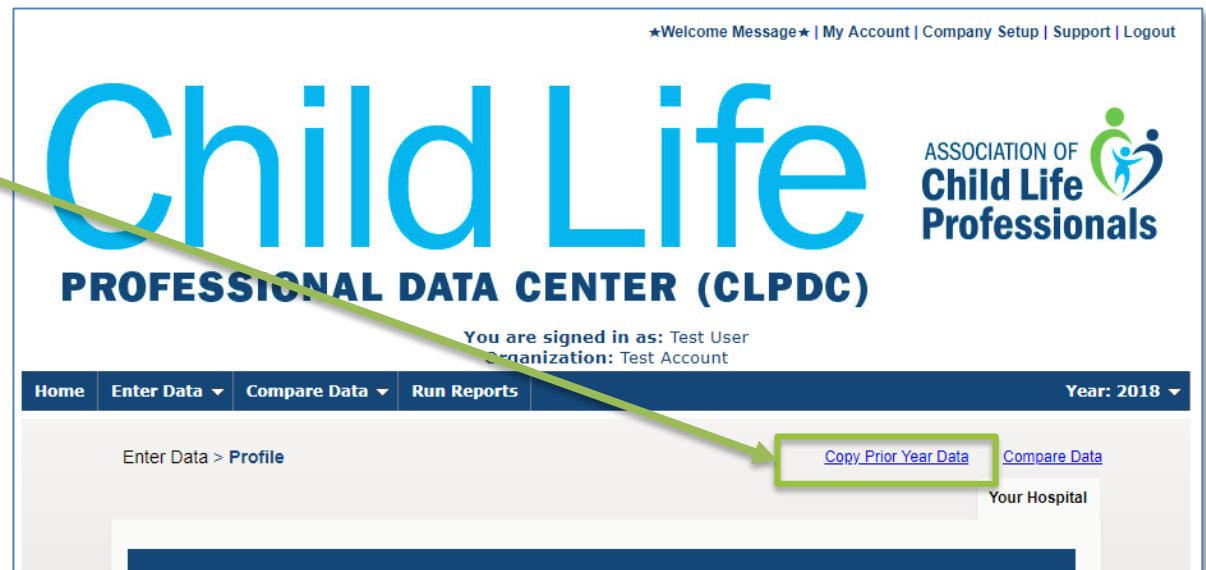
Entry of Quarterly Productivity Data

- Refer to the **Data Entry Schedule** below for the data collection period for quarterly data entry. Quarterly data is pulled from the total of child life specialist patient encounters, scheduled hours, and hospital reported, including admissions, discharges, inpatient days, outpatient surgeries, and outpatient visits (Ambulatory, ED and Radiology/Imaging).
- Quarterly data is not annualized.

Reporting Period	Data Entry Period	Reports Available
<i>Fiscal Year 2017</i> Annual Data	4/1/17 – 12/31/17	October 2017
<i>April – June 2017</i> Quarterly Productivity Data	7/1/17 – 9/30/17	October 2017
<i>July – September 2017</i> Quarterly Productivity Data	10/1/17 – 11/30/17	December 2017
<i>October – December 2017</i> Quarterly Productivity Data	1/1/18 – 2/28/18	March 2018
<i>January – March 2018</i> Quarterly Productivity Data	4/1/18 – 5/31/18	June 2018

Past Survey Participants – Save time by using “Copy Prior Year Data”

- If you entered data for the previous survey year, you have the option to copy the answers from the previous year into the current year on a page-by-page basis.
- If you are on a page that you'd like to copy the previous year's answers into the current year, simply click on the link for “**Copy Prior Year Data**” and then click “**Save**.”
- Note: If you've already answered questions for the current year, the previous year's data will not overwrite your current answers. You can still edit and update your answers anytime.



Question Organization

Questions are carefully organized into major categories.

- Each category has sub-categories called question groups.
- Question groups can be selected and questions can be answered in any order.
- Within the major categories, use the convenient tabs to move between the different question groups.



Entering Data - Saving your Answers

- Enter numbers without abbreviation. For example, enter 1000, not 1K.
- Enter all monetary values in US Dollars.
- As you enter numeric data, the entry box turns **GREEN**, indicating that new data has been provided and must be saved.
- Choose **Save/Submit Data On This Page** to save your answers but stay on this page.
- Choose **Save & Next** to save your answers and proceed to the next survey section.
- Choose **Cancel** to abandon data.

Save/Submit Data On This Page

Cancel

Save & Next >

Entering Staffing Data

- The Staffing question group is “templated.” This makes answering the same series of questions very easy.
- For every category of positions, select the choices that apply to your organization.
- Then, click **Save & Next** to enter data for the next selection.

CHILD LIFE PROFESSIONAL STAFFING: FULL-TIME EQUIVALENTS (FTEs) POSITIONS

Select the FTE positions in your organization

» Select Full-Time Equivalent (FTE) Child Life Positions
Select all of the Full-Time Equivalent (FTE) Child Life positions in your organization.

For a detailed list of Full-Time Equivalent (FTE) position descriptions, [click here](#).

Click **Save & Next** to advance to the next tab for entering details for selected FTE positions.

- Art Therapist
- Artist in Residence
- Administrative Assistant/Secretary
- Child Life Assistant
- Child Life Specialist
- Dance/Movement Therapist
- Drama Therapist
- Education/Training Coordinator
- Family & Children's Librarian
- Integrative Care Practitioner
- Massage Therapist
- Medical Clowning
- Music Therapist
- Patient Media/Technology
- Program Evaluation
- Recreation Therapist
- Research/Quality Improvement
- School Program Teacher
- Special Events/Program Administrator
- Staff Supervisor
- Yoga Therapist

Entering Staffing Data (continued)

1. The dropdown box displays the choices you selected on the previous page.
2. Answer the questions for the choice displayed.
3. Click **Save & Next** at the bottom of the page to answer the questions for the next selection.
4. Continue in this manner until you have answered all the questions for every selection in the dropdown box.
5. Review your answers for any option by selecting it in the dropdown list at any time.
6. When you have answered all the questions, click **Save & Next** to continue with the survey.
7. If you checked a selection by mistake, return to the first tab, “uncheck” the selection and click **Save/Submit Data On This Page**. This will remove that selection from the dropdown list.

CHILD LIFE PROFESSIONAL STAFFING: POSITION DETAILS
Enter the information for the position listed in the dropdown list.
Then, click **Save & Next** to advance to the next position in the dropdown list.

» Choose which item you would like to edit...
Select each option from this list to fill in the answers for that option.

Art Therapist

» Total Professional Staff Headcount For This Position

- **Includes:** Headcount for all staff that are considered under the umbrella of Child Life (regardless of funding source, role, or facility location).
- **Includes:** PRN (per diem) staff and fellows that are considered a paid position.
- **Excludes:** Non-paid students should be excluded from your overall headcount.

Calculate Full-Time Equivalents (FTEs) by taking the total number of hours worked by your part-time employees and divide by 2,080 (annual hours worked). To assist with calculating Full-Time Equivalents (FTEs), download the [FTE Calculator](#).
Divide the total Full-Time Equivalents (FTEs) accordingly for staff serving in multiple roles.

» Total Number of Professional Full-Time Equivalents (FTEs) For This Position

Position

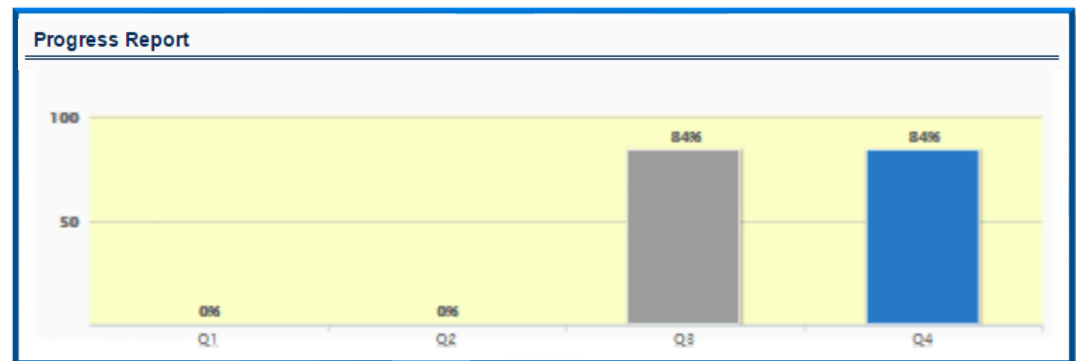
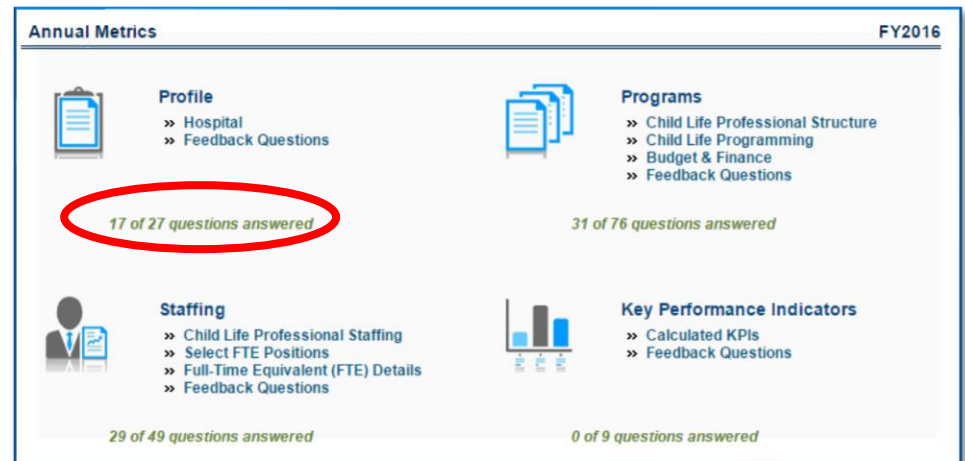
- **Includes:** All staff that are considered under the umbrella of Child Life (regardless of funding source, role, or facility location).
- **Includes:** Fellows that are considered a paid position.
- **Excludes:** Non-paid students should be excluded from your overall headcount.

» Salary Funding Source For This Position
Check all that apply.

- Endowment Funds
- Grants
- Hospital Operations
- Philanthropy
- None of the above
- Other

Tracking your Progress

- A total of 50% survey completion is required for full access to results.
- Not all questions apply to every organization, so it's ok if you don't reach 100%. Just answer all questions that apply to your organization to ensure accurate and meaningful reports.
- Track your progress by viewing the number of questions that you have answered for each question group.
- Track your overall progress for each quarter by viewing the progress graph at the bottom of the home page. (The active quarter is displayed in **blue**).



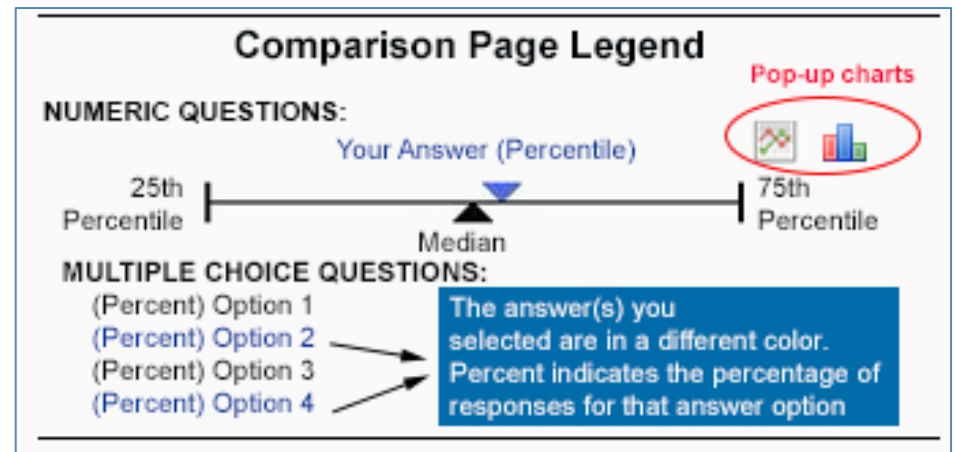
Comparing Yourself to Your Peers

Click on the **Compare Data** tab or menu bar to access comparison data for all questions.



Understanding comparison results:

- ▶ **Multiple choice questions:** View all answer options with their associated percentages. Your answers are indicated in blue.
- ▶ **Numeric questions:** View a line chart displaying the 25th, median and 75th percentiles with your answer shown as a blue ▼ arrow above the line.



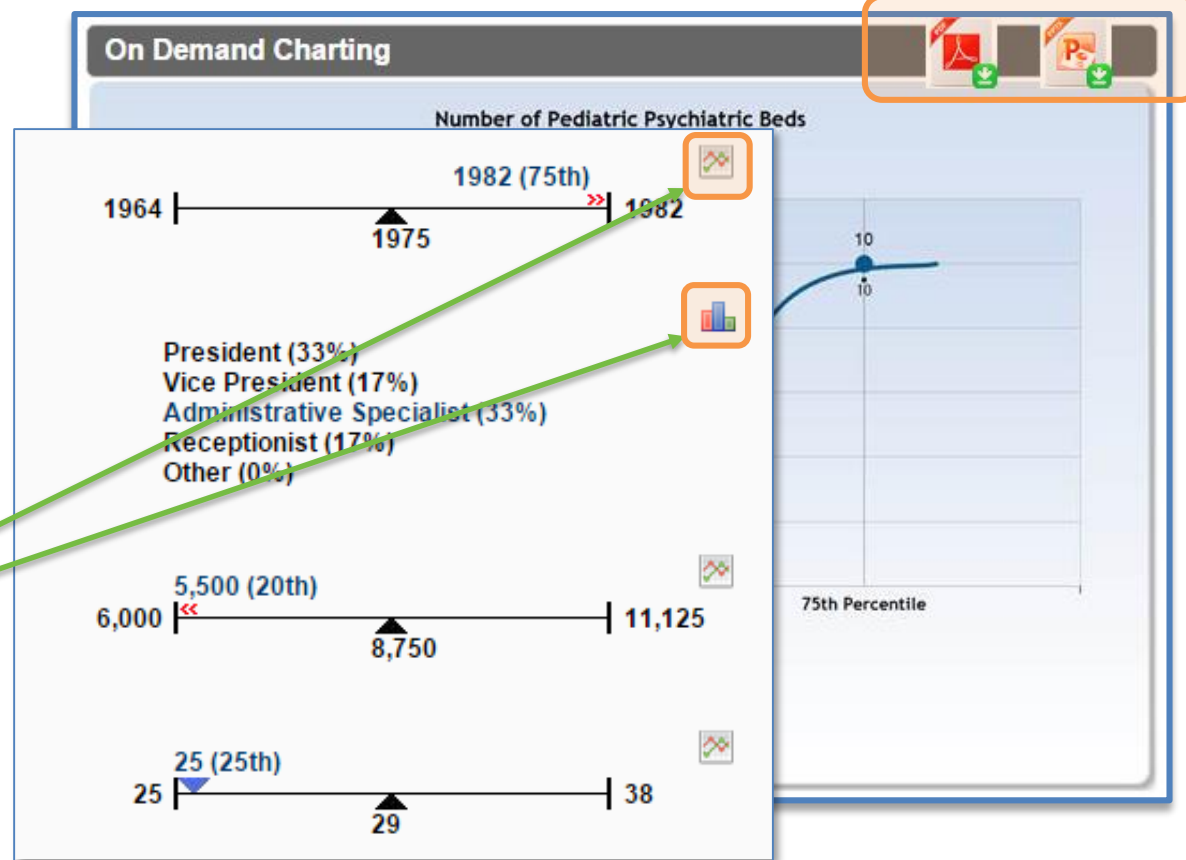
Comparing Yourself to Your Peers

Download the pop-up chart by clicking on the **PDF** and **PowerPoint** icons

Click on the **Compare Data** tab or menu bar to access comparison data for all questions in the survey.

Select any question group to access survey questions for comparison.

View on-demand popup charts by clicking on the icon.



Understanding Comparison Data

- ▶ **Line and Bar Charts** are presented in quartiles (values that divide a list of numbers into quarters):
 - **25th Percentile/first quartile:** 25% of programs submitted data equal to or less than this number.
 - **50th Percentile/Median:** This number represents the middle number of all data submitted by programs, with 50% of programs reporting a higher number and 50% of programs reporting a lower number. For example, if you have a series of numbers like: 1,5,10,15, and 30, the 50th percentile/median is 10.
 - **75th Percentile/third quartile:** 75% of the data submitted by programs falls below this number.
- ▶ **Pie Charts** display the proportions of a whole for a series of data points. Comparison data is displayed as an average pie. An average is the sum divided by the count. For example, if you have a series of numbers like: 1,5,10,15, and 30, the average is 12.2. Averages can be skewed by a single high or low response.

Applying and Using Filters

Filters have been specified for your platform to allow you to drill down in the data.

- ▶ Please note that filter access is based on access level.
- ▶ Select any filter or combination of filters to compare yourself to a subset of data.
- ▶ If your filter selection returns too few accounts, you will see this informational message:

Your filter settings are not currently active because not enough accounts match the selection. Results are currently displayed without filter settings.

Apply multiple filters – just not too many!


- ▶ With full access, multiple filters can be applied which narrows the data down to find an appropriate benchmarking group for your organization. However, if you narrow the data too far by applying too many filters, data will not be displayed. This is to protect anonymity.

Applying and Using Filters (continued)

Filter	Value	Change...
Hospital Facility Type	Any	
Type of Business Entity	Any	
Type of Pediatric Units/Services	Any	
Level of Pediatric Trauma Service	Any	
Number of Labor and Delivery Beds	Any	
Number of Pediatric Inpatient Beds	Any	
Total Number of Pediatric Beds	Any	
Peer Cluster	Any	

- ▶ Click **Change** to activate the filters
- ▶ **Multiple choice filters:** Choose from the drop down menus.
- ▶ Click **Apply** to run the data filter

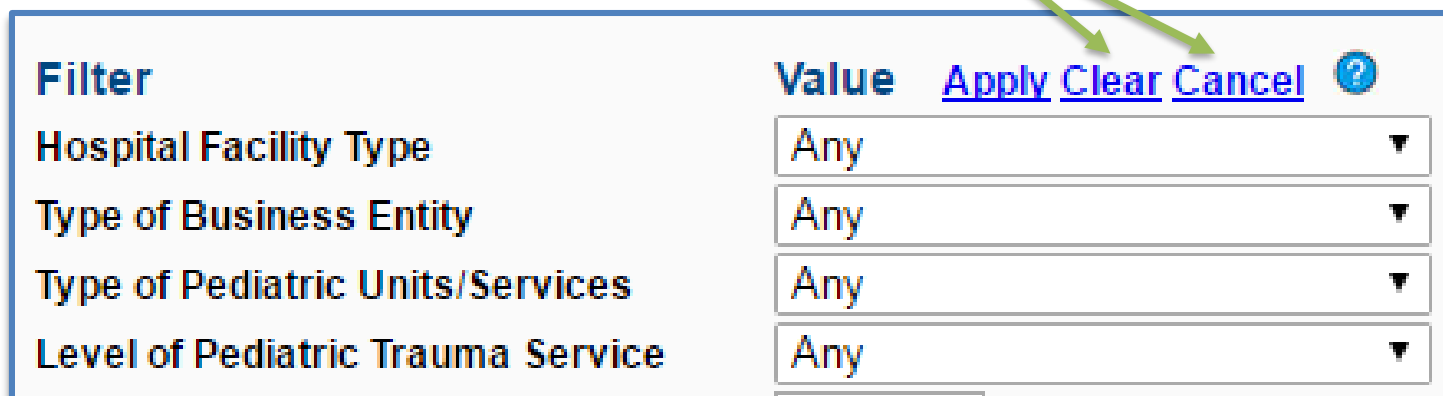
Download instructions on how to read and use the Compare Page

Filter	Value	Apply	Clear	Cancel	
Hospital Facility Type	Any				
Type of Business Entity	Any				
Type of Pediatric Units/Services	Any				
Level of Pediatric Trauma Service	Any				

Applying and Using Filters (continued)

Anonymity

- ▶ By limiting the number of accounts returned, it is impossible for account identity to be determined and anonymity of data is always protected.
- ▶ If your filters do not return enough accounts, simply change your filter settings:
 - Select a different filter option
 - To clear all filters and start again, click on **Clear**
- ▶ To turn off all filters, click on **Cancel**



Filter	Value	Apply	Clear	Cancel	?
Hospital Facility Type	Any				▼
Type of Business Entity	Any				▼
Type of Pediatric Units/Services	Any				▼
Level of Pediatric Trauma Service	Any				▼

Peer Cluster Filtering

Peer clusters allow you to select a group of organizations by name for comparison.

- You select the organization by name, but you will not see individual data for any account.
- All data is presented in the aggregate, percentile format with a minimum of 5 institutions reporting on any given data point.
- The feature to create a Peer Cluster is found in the *Compare Data* section.



The screenshot shows a 'Filter' menu with several options. A green arrow points to the 'Peer Cluster' filter, which is currently set to 'Any'. The other filters are also set to 'Any'.

Filter	Value	Change...	?
Hospital Facility Type	Any		
Type of Business Entity	Any		
Type of Pediatric Units/Services	Any		
Level of Pediatric Trauma Service	Any		
Number of Labor and Delivery Beds	Any		
Number of Pediatric Inpatient Beds	Any		
Total Number of Pediatric Beds	Any		
Peer Cluster	Any		

About Peer Clusters

A 'Peer Cluster' is a list of Organizations you may select to compare yourself against.

Choose a name for your 'Peer Cluster' and then press OK. On the next screen, you will be able to select which Organizations to include in this new cluster.

Create A New Peer Cluster...

Name:

Peer Cluster

Showing 14 of 14 metric(s) on this tab, v er metric.

Edit Peer Cluster...

The following Organizations are included with you in this Peer Cluster... Search

Name	State
No data available in table	

Showing 0 to 0 of 0 entries

The following Organizations may be added to your Peer Cluster... Search

Name	State
Add... Company 1	Massachusetts
Add... Company 2	Massachusetts
Add... Company 3	Massachusetts
Add... Company 4	Massachusetts
Add... Company 5	Massachusetts
Add... Company 6	Massachusetts

Showing 1 to 6 of 6 entries

Recommendation: Deactivate filters prior to creating a peer cluster.

For questions or support, email datacenter@childlife.org.

Personalized Reports

With full access, click on the **Run Reports** tab or menu bar to access filters and personalized reports.



- ▶ Choose from a list of downloadable reports that contain dynamically generated benchmarking charts.
- ▶ Filter settings from the **Compare Data** tab will carry over. However, filter settings can easily be modified if desired.
- ▶ Compare question by question, and generate personalized reports. Compare yourself against the entire set of data, or select subsets based on demographic criteria.
- ▶ Reports can then be used to prepare for meetings, capture historical snapshots and communicate with others.

**Thank you for viewing this
User's Guide.**

For questions or support, email datacenter@childlife.org.