



BORN *Information* BITS

May 11, 2012

Data Quality Management -- Reports are here!

The Data Quality Management (DQM) is the first of a series of reports released on May 9th, 2012. This edition of the BORN Information BITS addresses the *What, Why, Where, Who, When and How* of DQM.



WHY is Data Quality so important?

- Data is used for program management, benchmarking, evaluation and quality improvement
- The data informs decision making at the local, regional and provincial levels therefore it is required that the data has the highest degree of quality
- Poor data can lead incorrect decisions in program resource and development planning and identifying quality improvement requirements.

WHAT is Data Quality Management (DQM)?

- **DQM:**
 - Is an ongoing process where organizations submitting data ensure the data is timely, accurate, complete, reliable and usable
 - Outlines specific activities to manage data quality at each stage of the Data Management Cycle
 - Identifies opportunities for quality improvement initiatives.

WHAT are some of the DQM tools to help verify and acknowledge data?

- **Reconciliation Reports: Maternal and Newborn, NICU/SCN**
 - Reconcile all admissions, births and dispositions with daily census report or other health records reports
 - Can be run daily, weekly or monthly
 - Sites with high daily birth volumes may run reports daily whereas low birth volumes may choose weekly or monthly

Goal: To capture 100% of admissions and births in a *timely* manner.

- **Incomplete Reports: Incomplete Infant Record, Incomplete Maternal Record**
 - Confirm total number of admissions/births and disposition types
 - Create and submit encounters that should have been created
 - Submit encounters that have not been submitted
 - Correct discrepancies

Goal: To ensure data capture is complete and accurate

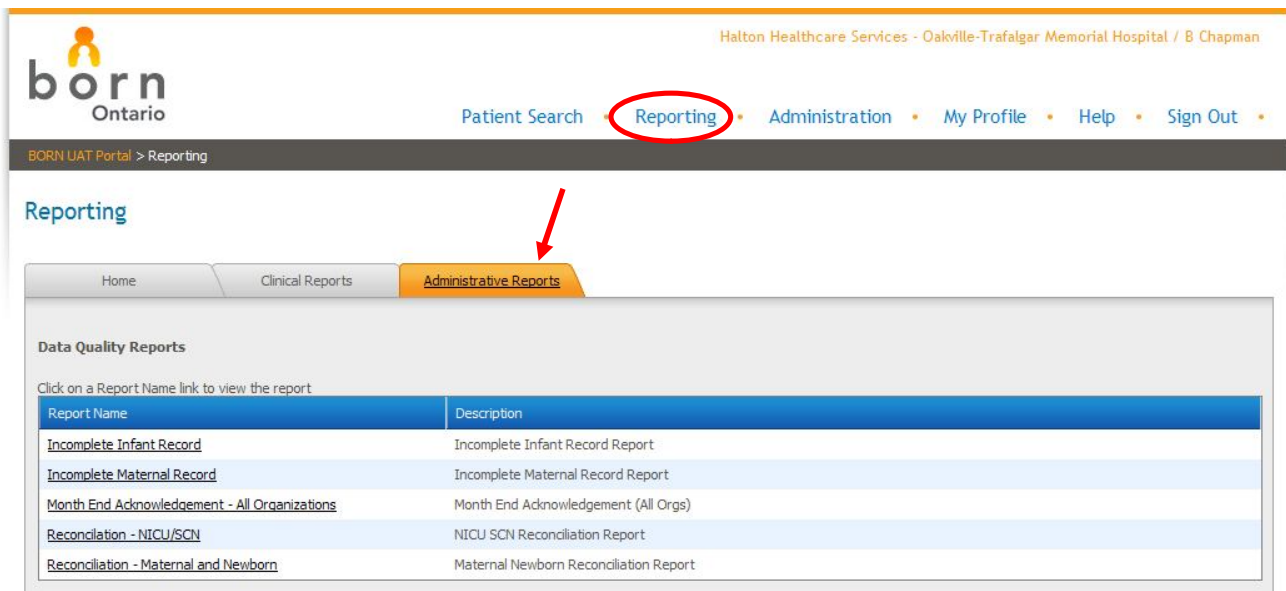
- **Missing Data Reports**

- Identify where missing and/or unknown data is :
 - **>30%** (data not reliable and should not be analyzed)
 - **10-30%** (exercise caution with interpretation of results if data analyzed)
 - **5-10%** (need to be concerned about data quality)
- Need to question why the data is missing/incomplete and find a solution; identify root cause of issue
- Compare completeness with other organizations
- Showcase own success and learn from others
- Develop data quality improvement initiative(s).

Goal: Missing/unknown data to be less than 5% to increase confidence in analysis.

WHERE can I find the Data Quality Reports?

After you log in to the BIS you can either click on Reporting at the top or on the quick links along the left hand side of the landing page. The Data Quality Reports can be found by clicking on the Administrative Reports tab.



WHO manages data quality at my organization?

- BORN Project Sponsor designates the most responsible person(s) to manage data quality and assigns user access privileges
- The activities an organization adopts are the best practices that ensure timely, complete, accurate, reliable and usable data is in the BIS
- A team approach is best to oversee data quality practices and can be implemented when data is collected, submitted, verified, acknowledged and used.

WHEN is the best time to focus on DQM?

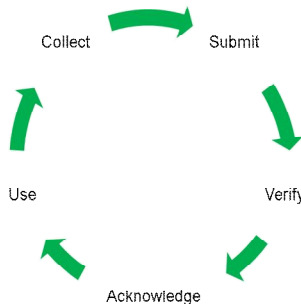
- Data quality practices are *assumed* at *each stage* in the *Data Quality management Cycle*.

Collect: Do patient chart forms contain the information needed in BORN (i.e. Number of missing/unknown data \leq 10%)

Submit: Can the Child Record be created within 5-7 days of birth?

Submit: Can all applicable encounters be submitted by the 15th of the month following birth?

Use: Is data used for program management and quality improvement?



Verify: Are all births entered?

Verify: Are all applicable encounters completed and submitted?

Verify: Have all data discrepancies been resolved?

Acknowledge: Has data been verified?

Acknowledge: Is data ready for analysis?

HOW do I verify data?

- Accessing Reconciliation and Incomplete Records under Administrative Tab
- Review patient chart where noted as incomplete or discrepancies and correct
- Undertake periodic audits between BORN records and patient charts to ensure accuracy.

HOW do I acknowledge data?

- Accessing Data Submission Acknowledgement under Administrative Tab after data has been verified
- This month end acknowledgement should be completed by the 15th of the month following discharge.



Remember: **Verify** all births **before** completing Month End Acknowledgment.

HOW can I learn more about DQM?

- BORN Reporting—Training Guide <http://www.bornontario.ca/data/born-information-system/hospital-deployment> (under Power Point Presentations)
- Training Video—BORN Training Module 10 Reporting <http://www.bornontario.ca/data/born-information-system/hospital-deployment> (under ON-LINE TRAINING VIDEOS) and on the BORN Members Login page <https://my.bornontario.ca> (Under “View BORN Training Videos”).
- Your BORN Coordinator

We want to hear from you!**Please send your questions to one of the BORN Coordinators**

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