Bad Data Is An Accident Waiting to Happen

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Disclosures

- ## Kim Lawton
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- ## HRSA Education Committee Disclosures
  - HRSA Education Committee staff have no financial interest or relationships to disclose

- ## CME Staff Disclosures
  - Professional Education Services Group staff have no financial interest or relationships to disclose

Workshop Objectives

- Make the case for data quality

- Discuss ways to find and correct bad data

- Discuss how to prevent bad data

How to Define "Good" Data

- **T**imely
- **A**ccurate
- **C**omplete

USE **TAC** TO EVALUATE YOUR DATA

Consequences of Bad Data

- Decisions are based on bad information
- Reports returns discordant results
- Time is wasted on short-term solutions
- Providers have difficulty getting information needed for clinical decisions
- Staff are frustrated and mistrustful
- EMR's: potential law suits
- New system implementation can FAIL

The Payoffs for TAC Data

- Makes faster, more reliable decisions possible
- Eliminates time on short-term solutions
- Increases speed of delivery
- Increases consistency of delivery
- Provides immediate, reusable data for research, grant writing, CQI, etc.
- Provides a 360-degree view of organization
- Gives staff access to consistent information

Timely, accurate and complete data is clearly a business asset, and therefore should become an organization-wide

BUSINESS OBJECTIVE

What's a Business Objective?

Business Objective: something the business is aiming toward or a strategic position it is working to attain. Usually it is a step in a strategy.
(from *about.com:management*)

A business objective gives your organization a clearly defined target; it's also something you <u>devote resources to</u>

Data Improvement is a <u>Process</u>, not an <u>Event</u>

The *continuing processes* of data improvement are:

Finding bad data
Fixing bad data
Preventing bad data

Because these are ongoing processes, a data quality plan should be a part of your CQI program

Finding Bad Data

- Research one data element at a time
- Follow up on data discrepancies
- Look for blanks and unknowns in reports
- Select an element that's been an issue and research it
- Really look at your data and think about what it means

USE YOUR EYEBALLS AND BRAINS: COMPUTERS ARE STUPID!

Fixing Bad Data

▸ Determine whether existing data must be corrected or whether "fix" can go from that time forward

▸ If it needs to be fixed
  - Electronic Options
  - Direct keying into database

Re-evaluate your "fixed" data carefully to assure it produced 100% results

How Does Bad Data Get in There?

- Typing errors
- Poor understanding of data or database
- Transmission of bad data from downloads
- Insistence on speed over accuracy
- By omission: data not getting entered
- Confusion about who is supposed to do what
- Insufficient staff to keep up with work

Preventing Bad Data

- Make sure forms accurately reflect what you want to collect
- Monitor downloads from other systems
- Communicate clear definitions of data
- Provide solid staff training and guidance
- Establish data ownership
- Make a part of your CQI program
- TRAIN STAFF ON THE IMPORTANCE OF CORRECT DATA

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