

# Results of the HRABC Data Quality Committee Survey

By: Donna Wong, CCHRA (C)

## When was the survey conducted?

- May 2004

## Why was it done?

The HRABC DQ Committee was brainstorming while planning activities for the year. The idea of a survey came up. Three main objectives for conducting the survey are:

- To determine potential topics for Data Quality Workshops and PrintOut articles
- To examine the state of data quality culture in BC
- To determine strengths and weaknesses of current practice

## What kinds of questions did you ask?

The survey had three sections with a total of 23 questions. The sections were:

- Demographics
- Potential Workshop Topics
- Data Quality Initiatives and Culture

## Who did you survey?

- The survey was open to all Health Information Professionals in BC online at [www.hrabc.net](http://www.hrabc.net). Surveys were completed on a volunteer basis.

## How many responses did you get?

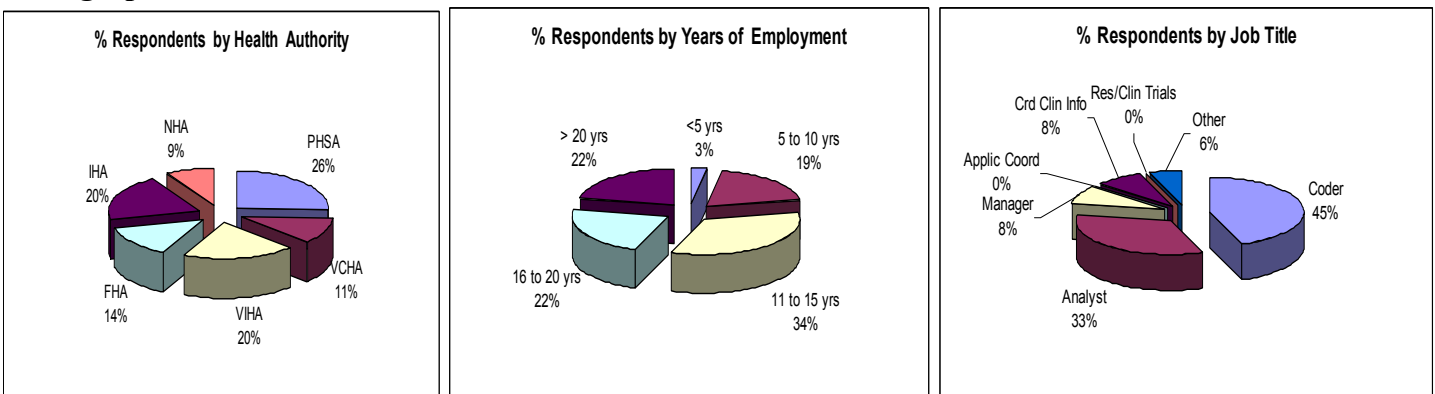
- A total of 36 responses were received.

## So, what do the survey results tell and what will be done?

- The kinds of educational workshops/articles that are needed and their priorities. The HRABC Data Quality Committee will be planning their next workshop to accommodate some of the needs.
- Survey results will be shared with CIHI and CHIMA as per their request. We look forward to collaborating with CIHI and CHIMA on data quality initiatives.
- The strengths and weaknesses in our practice. We have gained more insight on this.
- The behaviors that contribute positively to data quality.

Here are some graphs and observations derived from the responses to our questions:

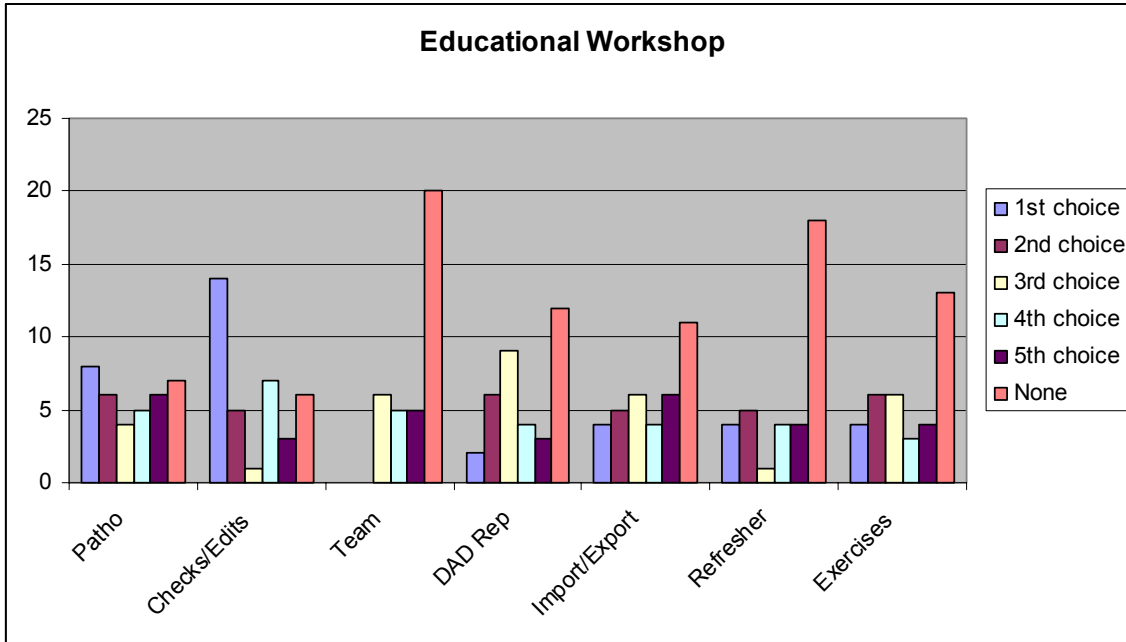
### Demographics:



### Observations:

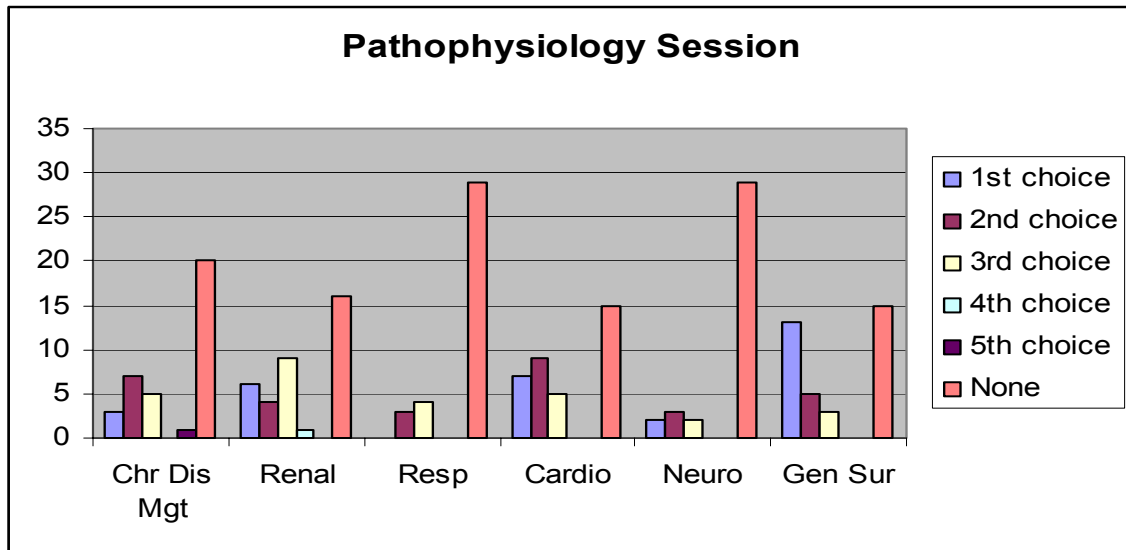
- There was good participation from these health authorities: PHSA, VIHA and IHA. Most of the respondents work as Coders and Analysts.

**Potential Workshop Topics:**



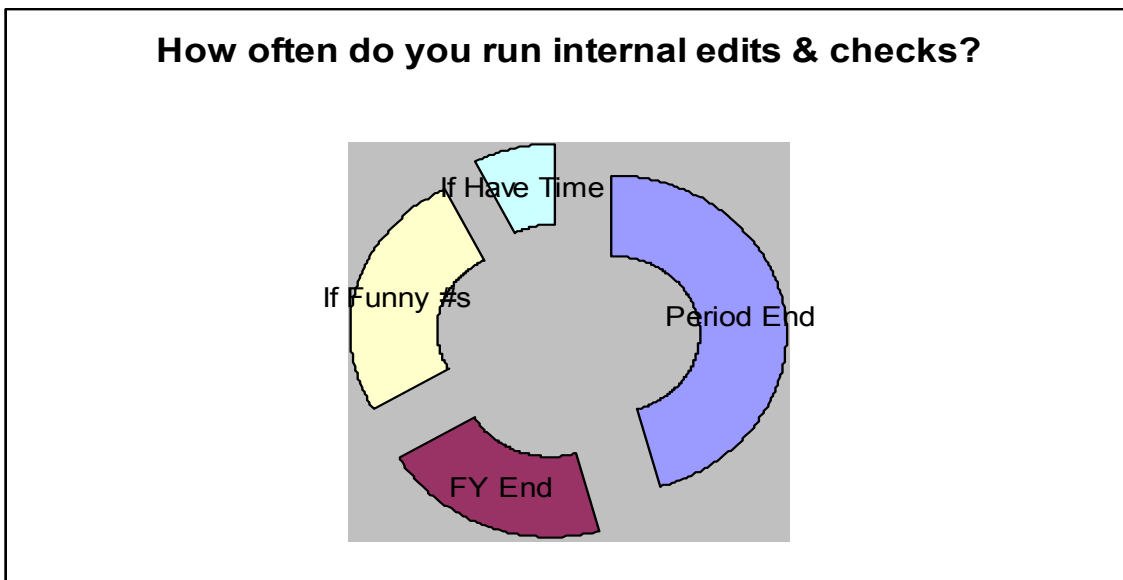
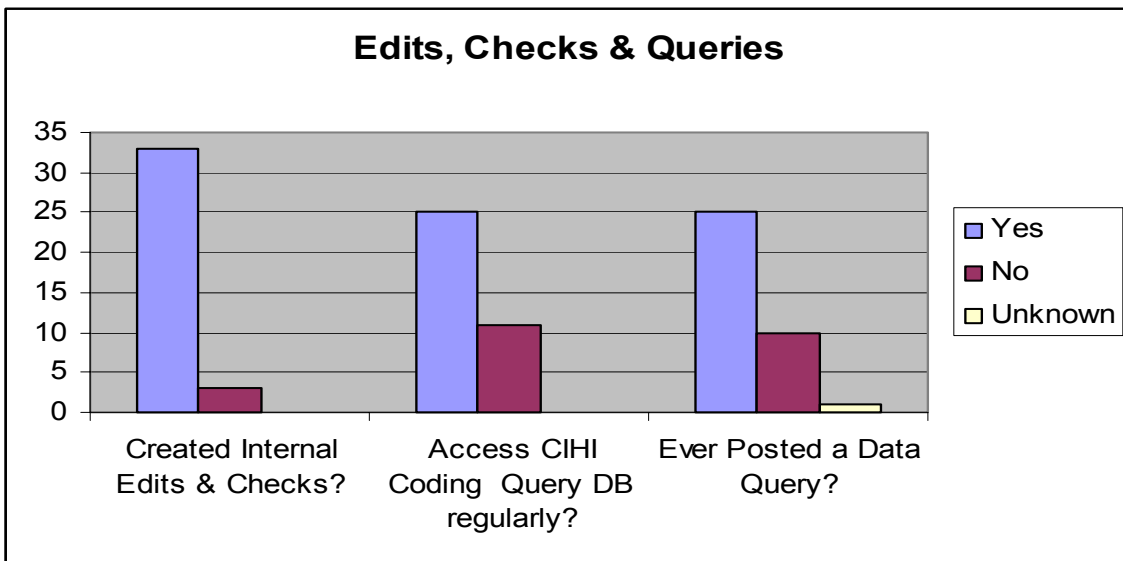
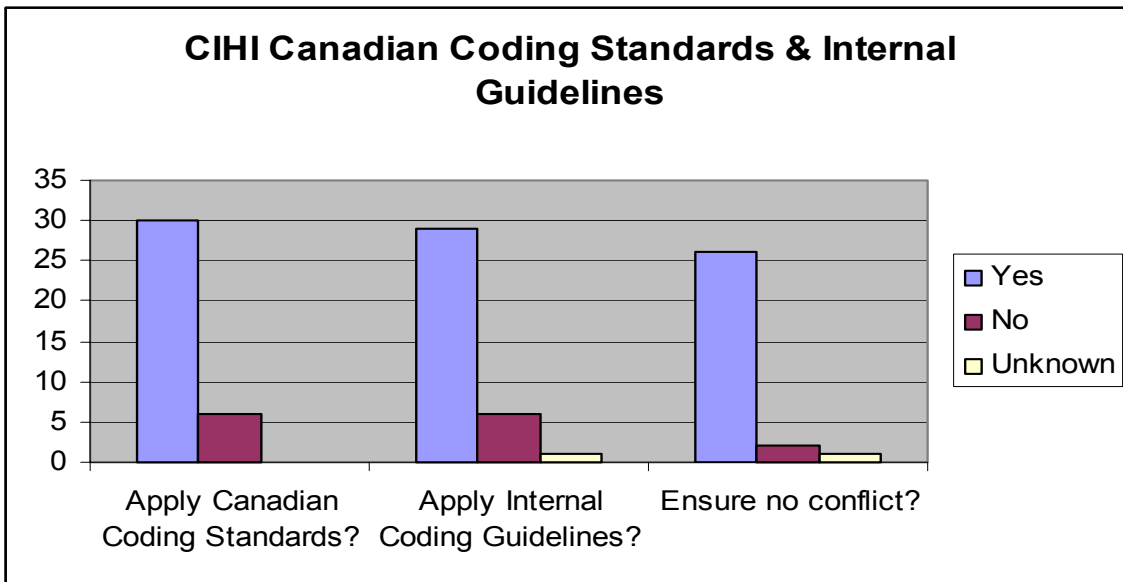
**Observations:** Top two workshop topics chosen as 1st choice were Checks/Edits and Pathophysiology.

**Topics for Pathophysiology Session:**



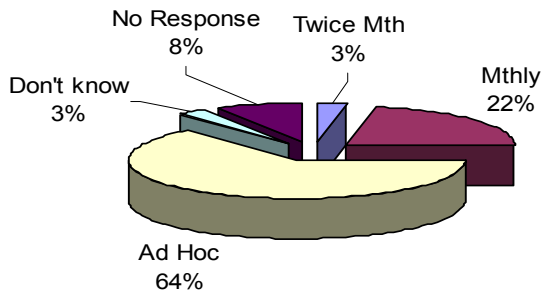
**Observations:** Top three Pathophysiology topics chosen as 1st choice were: General Surgery, Cardiology and Renal Disease.

**Data Quality Initiatives and Culture:**

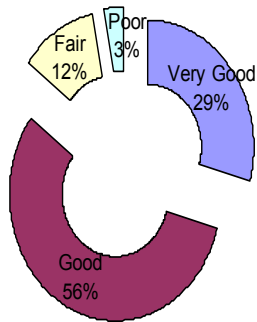


# Data Quality Initiatives and Culture:

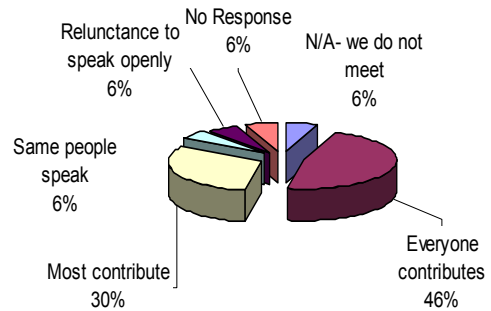
## How often do you have coding meetings?



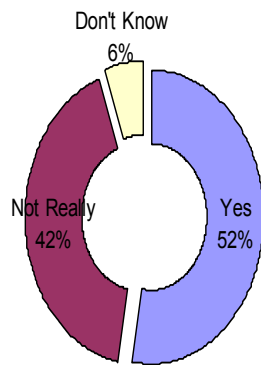
## Teamwork Among Coding & Analysis Group



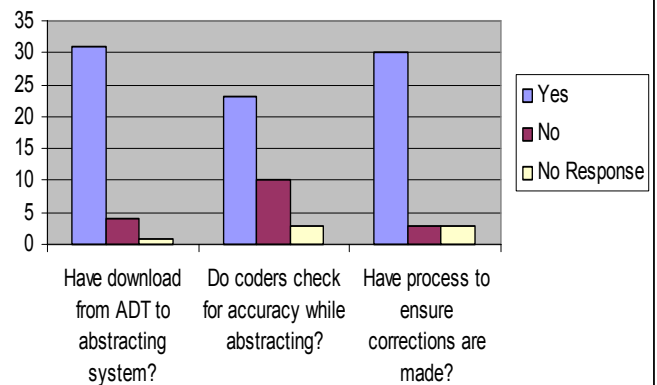
## Communication Style At Coding Meetings



## Does your organization support data quality initiatives by funding for resources?



## Downloads from ADT to Abstracting System



## **Observations:**

### **Data Quality Initiatives and Culture:**

#### Areas for Improvement:

- The level of organizational support for Data Quality is lacking in terms of funds allocation for resources.
- The CIHI Canadian Coding Standards do not have 100% compliance. This reduces data reliability.
- Respondents indicated that coding meetings are commonly held whenever necessary rather than on a regular basis.
- The ADT downloads are not always checked for accuracy.

#### Strengths:

- Most respondents rated the level of teamwork among coders and analysts as good and very good. The survey ratings describe teams as having trust and openness. Differences of opinion and challenges are encouraged and handled well most of the time.
- The communication style at coding meetings is rated as: “everyone or most people contribute and speak openly”. Decisions usually have group consensus.
- Most respondents say that their departments have created internal checks/edits and they run them on a regular basis.
- Downloads from ADT to Abstracting Systems are commonly used and when discrepancies are found, there are processes in place to make corrections.

#### **Other comments from survey respondents:**

- Keep up the good work. Looking forward to the workshop.
- HRABC leadership on definitions of quality and standardization of methodology to assess quality would be welcomed. We recently created a DQ Coordinator role and are moving forward with related strategies including work on Physician documentation, internal audits, in service ed sessions etc.
- Our region is effectively addressing authority-wide data quality issues. At the site level we have a need to more effectively communicate as a team and develop and implement site specific coding and data quality programs, standards and policies. We have very specialized services and related data quality issues that do not apply authority-wide.
- Further to #12 & #13 re: CIHI coding standards: we try to adhere but do not always agree with the recommendations found in the on-line coding queries/responses.

Thank you to everyone who participated in the survey. Please contact the HRABC Data Quality Committee if you would like to share a data quality initiative.

*Disclaimer: The opinions expressed by the survey respondents (36) are representative of a small portion of Health Information Professionals in BC. It was recognized that a different way of distributing the survey might gain more participation in the future.*