The Road to Data Quality

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The Road to Data Quality

• What is Data Quality?

• What does it mean for PACE?

• How can we achieve it?
LIVE POLL - Data Quality Reaction

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What is Data Quality?

- **Duplication**: What records are replicated?
- **Integrity**: What data is missing or not referenced?
- **Consistency**: What data values give conflicting information?
- **Completeness**: What data is missing or unusable?
- **Conformity**: Data stored in an unusable format
- **Accuracy**: Incorrect or out of date data
What is Data Quality?
The Road to Data Quality

✓ What is Data Quality?

• What does it mean for PACE?

• How can we achieve it?
What does it mean for PACE?

Nurstoons

by Carl Elbing

www.nursteen.com
What does it mean for PACE?

Examples of Data Quality Issues

Duplication – Are there multiple, unnecessary representations of the same data?
  • Multiple entries for the same hospitalization resulting in higher calculated hospital days

Integrity – Is there data missing that is important for relationship linkages?
  • A certain provider didn’t enter encounters correctly and now an active participant has no documented encounters

Consistency – Are there any occurrences of the same data that provide conflicting information?
  • Different census counts reported for Staffing Ratio, Financial Benchmarks and Capitation Rate affecting comparison accuracy

Accuracy – Are there incorrect spellings, addresses or non-current data?
  • Newly acquired Medicaid information not entered

Completeness – Do any data values have missing elements?
  • Blanks for participant enrollment date

Conformity – Do all data values comply with specified formats?
  • Incorrect formatting of SSN causes an inability to join to a RAPS file for disease prevalence analysis
What does it mean for PACE?

What does it cost?
• Costs time for staff
• Costs $ for bad product
• Costs $ for bad decisions
• Medicaid reimbursement
• CMS audit
What does it mean for PACE?

Data Quality is Important

- Garbage
- Accurate Data
- Data Management System
- Bad Decisions
- Good Decisions
What does it mean for PACE?

EHR Survey - 2016

- EMR Survey distributed in August 2016
- 101 PACE Organizations responded to the survey
- 95% of those respondents utilize an EMR
- 4% of PACE Organizations not using an EMR plan to implement one this year

Does your organization use the same source of data for business decisions as is used for data submitted to DP2?

- Yes: 62%
- No: 38%
What does it mean for PACE?

EHR Survey - 2016

Satisfaction of EHR producing DP2 files from PO that use the same source for business decisions

- Very Satisfied
- Satisfied
- Disappointed
- Very Disappointed

54%
What does it mean for PACE?

- Raw Data
- Processed Data
- Information
- Valuable Resources

- Data Collection
- Data Cleaning/Processing
- Data Analysis
- Reports
What does it mean for PACE?

You are not alone - Common Data Set

Currently the data that NPA receives is mostly sorted into like data points.

However...
What does it mean for PACE?

Common Data Set

The goal of the Common Data Set is to take it even further:

- Standard PACE data set
- Streamline data collection
- Reducing the administrative burden on the PACE Organizations
- NPA and EHR vendors working in collaboration
LIVE POLL – Challenges

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What does it mean for PACE?

Independent Survey of State Officials in 2015

**What’s the major cause of data problems?**

- **17%** - problems related to technology
- **14%** - management issues including disinterest or apathy regarding data, a lack of accountability and supervision and “culture”
- **10%** - data entry issues, including a lack of definition, identifiers and other data input problems
- **12%** - poor planning or lack of planning
- **11%** - a lack of training
- **9%** - a lack of controls
- **7%** - sharing or collaboration problems, including difficulties caused by siloed systems
- **4%** - lack of resources
- **3%** - a lack of expertise in dealing with data or lack of data analytics
- **2%** - “everything”

Technology is a big issue, but it’s hardly the only one.
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✓ What is Data Quality?

✓ What does it mean for PACE?

• How can we achieve it?
How can we achieve it?

It’s an ongoing process

Success

What people think it looks like.

Overnight success

Have an idea

Network a little

Read something

Success

What it really looks like.

Work like crazy

Fail 1000 times

Life happens

Seemed like overnight success to everyone NOT watching.

Read something

Have an idea

Network
How can we achieve it?

Steps

• Data Quality Assessment
• Data Quality Standards
• Data Governance
• Full Engagement
Data quality assessment is the process of exposing technical and business data issues in order to plan data cleansing and data enrichment strategies.
How can we achieve it?

Data Quality Standards
How can we achieve it?

Data Quality Standards
How do we achieve it?

Data Quality vs. Data Governance

Data Quality: ensures water is pure and does not get contaminated

Data Governance: makes sure the right people with the right tools are responsible for the right parts of the water system
How do we achieve it?

Full Engagement

- Quality
- People
- Process
- Technology

Visionary leaders and organization aligned around a common data understanding

Reducing time and costs and enforces consistent delivery

Supporting the process, improve work-flow, and enable improved results
What have we learned?

- Review
- Data Quality
- Important
- Necessary
- Messy
- A Continuous Effort
- Everyone’s Responsibility
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