**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

The role of standards in improving data quality

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Ensuring consistent data quality is not easy!

Healthcare is information intensive

Pharmacist notes

Based on pre-printed template filled in for each patient

Physio ward-book

Ticks indicate tasks to be performed; Crosses tasks completed

Management plan

Case manager notes

- ***Individuals*** *with views*
  - *Integrating multiple working forms*
  - *Transformations between forms*

Ward overview

Nurse's changeover report

Flexibility & adaptability...

Tailorable - supports individual preferences

Supports local practice & rapid prototyping

Adaptable - supports local responsiveness

Contextualised embedded conversations

Information flow from point of care to national database

Hospital Doctors
When a patient is discharged, hospital doctor completes discharge summary with details of patient's condition and care and sends to GP

Patient's GP
The main aim of the discharge letter is to communicate with the GP, and is also available to the coder.

Coder
Coder translates details in discharge summary into ICD-10 for HIPE

Statisticians
Information in HIPE is used for case mix, research, epidemiology, planning,.....

Overview

- The role of the Health Information and Quality Authority

- National Standards for Safer Better Healthcare
  - Information Governance

- Data quality
  - Definition
  - Dimensions
  - Seven essentials for improving data quality

- Concluding remarks

Remit

To drive continuous improvements in the quality and safety of health and social care in Ireland

Background

- Interim Authority

- Health Act 2007, establishment 15 May 2007

- Independent - reporting to Ministers for Health and for Children and Youth Affairs

- Person-centred ethos of "working with" not "doing to"

Our role

- Setting Standards

- Monitoring Quality and Safety in Healthcare

- Inspecting Social Services

- Health Technology Assessment

- Health Information

The Health Information function

- Develop standards for the collection and sharing of information across the health and social services

- Develop standards for interoperability of information systems

- Identify gaps in the collection and sharing of information and make recommendations on the corrective action to be taken

- Collaborate with key stakeholders to co-drive the development and implementation of ICT across the health system

- Evaluate, interpret and publish available information on our health and social care services and on population health

Standards and Guidance completed

- Draft Standards for National Health Information Resources
- Identifiers for individuals, professionals and organisations
- Key performance indicators
- Privacy Impact Assessment
- Technical Standards
  - GP referrals, GP messaging, eHealth interoperability standards
- Information Governance (IG)
  - Guidance on IG, booklet on IG and data quality

Key information principles

- Create once, use many times

- Trust and confidence

- Ensure that information shared can be mutually understood

Standards and data quality

- National Standards for Safer Better Healthcare

- Data dictionary/standard data sets

- Terminology and coding standards

- Messaging standards
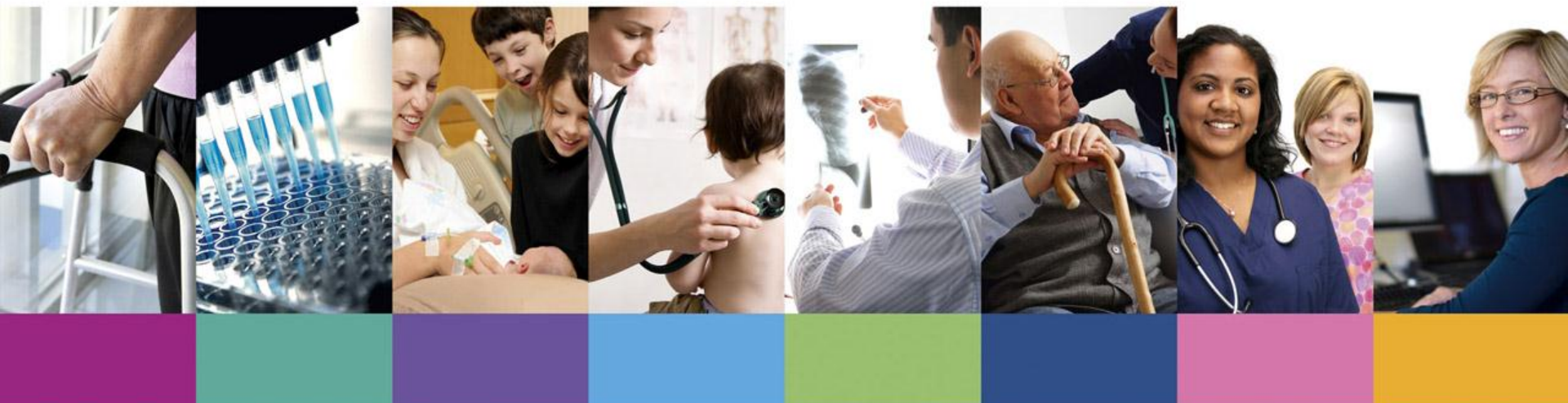
National Standards for
Safer Better Healthcare

Effective June 2012

Background

- In Ireland, like other countries, there are many examples of good healthcare

- However there are also some examples of services users being let down by the quality and safety of the service they receive

- Internationally standards are recognised as important in driving the quality and safety of healthcare services

Quality Dimensions

A quality service focuses on:

Person-Centred Care and Support

Effective Care and Support

Safe Care and Support

Better Health and Wellbeing

Delivering the Quality Dimensions

Delivering improvements within the quality dimensions depends on **capability and capacity** in four key areas:

Leadership, Governance and Management

Workforce

Use of Resources

Use of Information

Scope of the National Standards

- The National Standards have been designed so that they can apply to all healthcare services

- The Health Act 2007 provides for monitoring of all services provided by or funded by the HSE

- Private providers voluntarily adopting the National Standards for Safer Better Healthcare

- Future basis of licensing

National Standards for Safer Better Healthcare

Health Information and Quality Authority

Theme 8: Use of Information

Services meeting these standards:

- use quality information in managing and delivering healthcare

- have effective information governance

- manage their healthcare records effectively

Guidance on information governance for health and social care services in Ireland
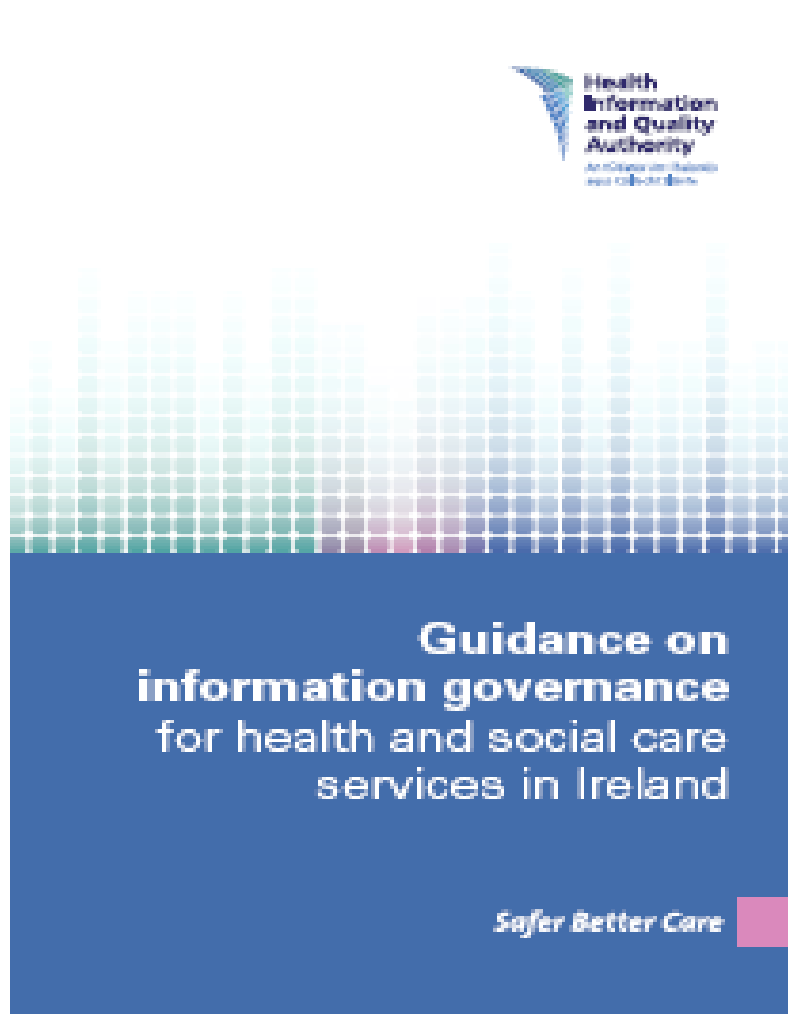
Published in September 2012

What is information governance?

- IG provides a means of bringing together all the relevant legislation, guidance and evidence based practice that apply to the handling of information in order to facilitate

    - the collection of high quality data

    - the maintenance of privacy and confidentiality of service users

    - information being held securely

    - the appropriate safeguards for the secondary use of information

Different users of data

GP

Hospital Consultant

Hospital Management

Multidisciplinary Team

HIPE

Department of Health

Primary Data Use

Secondary Data Use

Information flows the wrong way
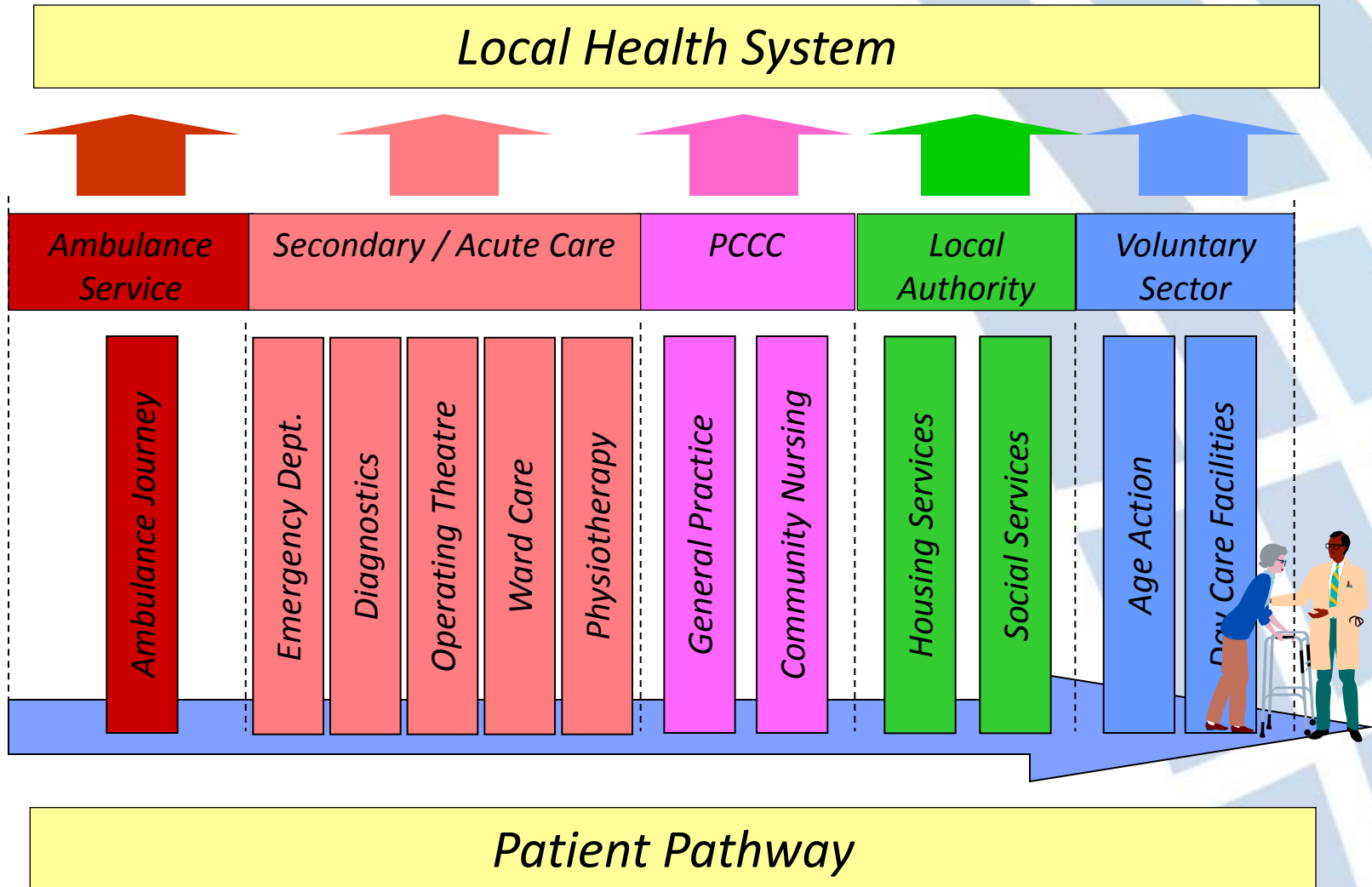
Purpose of the IG guidance

- To support senior managers working in health and social care to collect, analyse, use and share personal health information legally, securely, effectively and efficiently

- To assist servicers providers in achieving compliance with the National Standards for Safer Better Healthcare

- Provide examples of what good information governance looks like in practice and provide guidance for implementing the structures necessary to support information governance

What the guidance covers contd.

- Privacy and confidentiality
    - Statement of Information Practices

- Information security
    - ISO standards

- Secondary use of information
    - Types of secondary use
    - Consent

- **Data quality**

Ensuring consistent data quality is not easy!

Paper vs electronic: a continuum
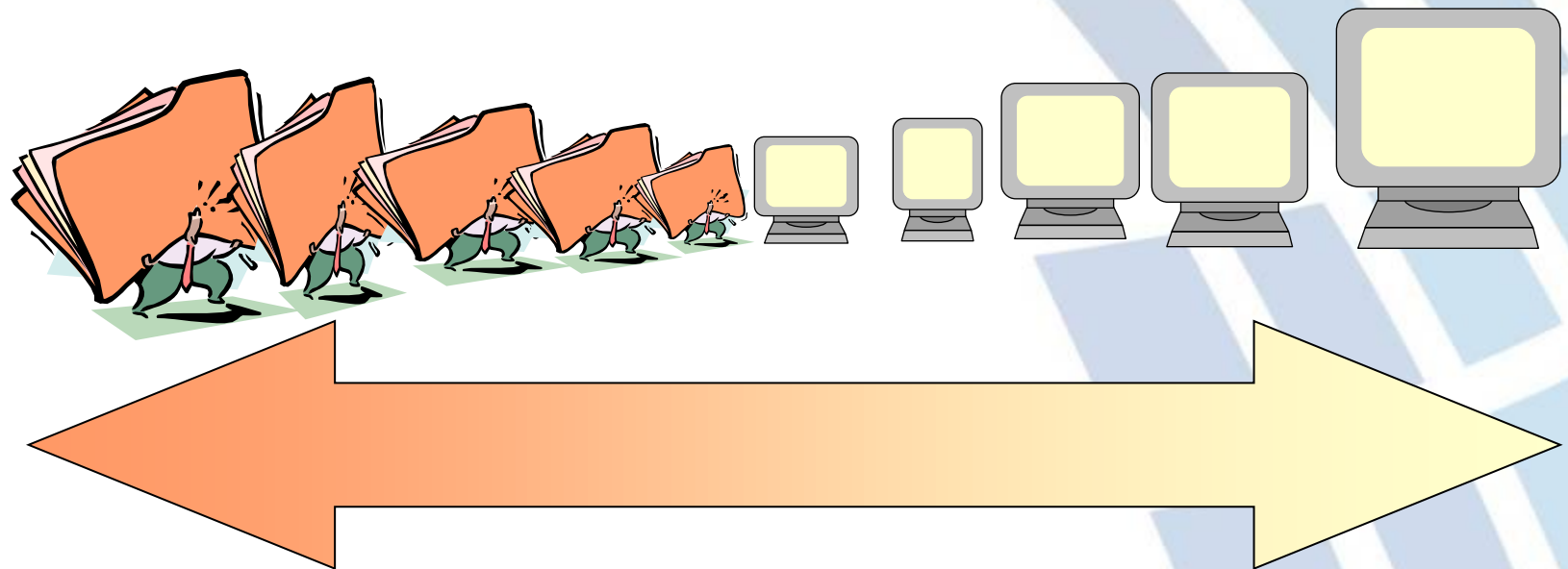
What is data quality?

Data → **Information**
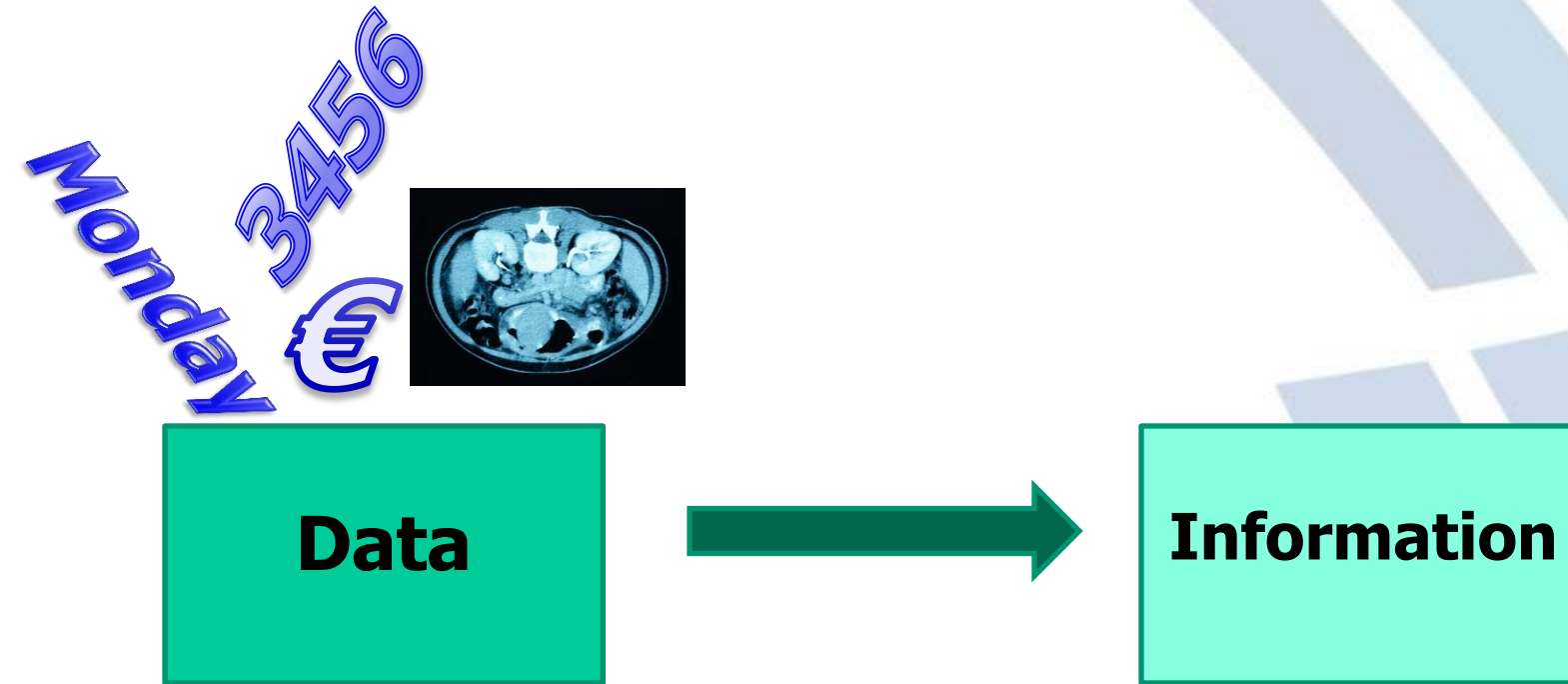
Data quality is about having confidence in the quality of the data you record and the data you use.

Definition of data quality

- the totality of features and characteristics of a data set that bear on its ability to satisfy the needs that result from the intended use of the data (Arts et al, 2002)

- data that is fit for purpose or fit for use

- depends on context

Dimensions of Data Quality

Complete

Legible

Accurate

Relevant

DATA QUALITY

Valid

Reliable

Timely

Seven essentials for improving data quality

Make data available

Make data quality a success

- complete record of care

- comply with data definitions

- legible, permanent, retrievable, confidential, service user-focussed and non-judgmental

- avoid duplication

- be timely

- include details of person providing care and person documenting (signatures, printed name etc)

- minimise transcription of data

- assign responsibility

- identify important aspects of data quality

- determine indicators of data quality

- identify the most appropriate method for measuring the indicators

- use the developed indicators of data quality to create an organised method for collecting data

- share results of assessment

- take action

Other HIQA work to support data quality
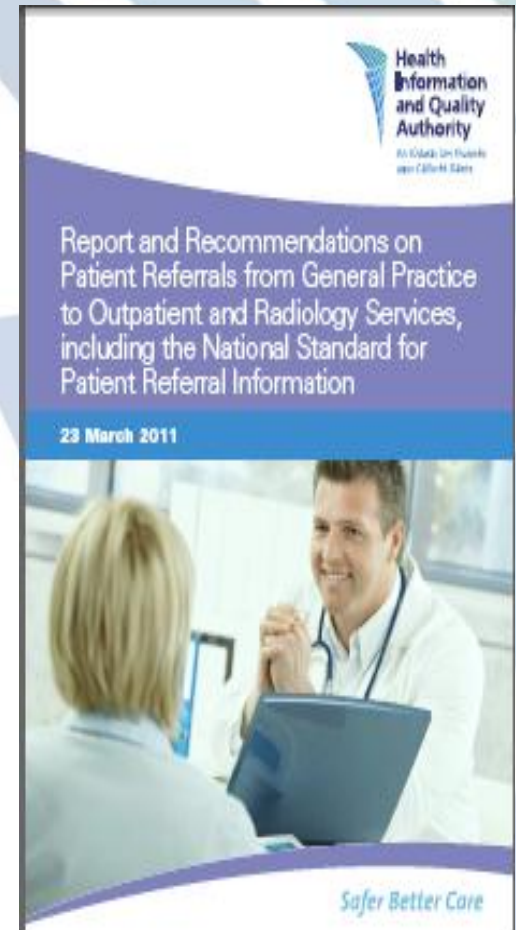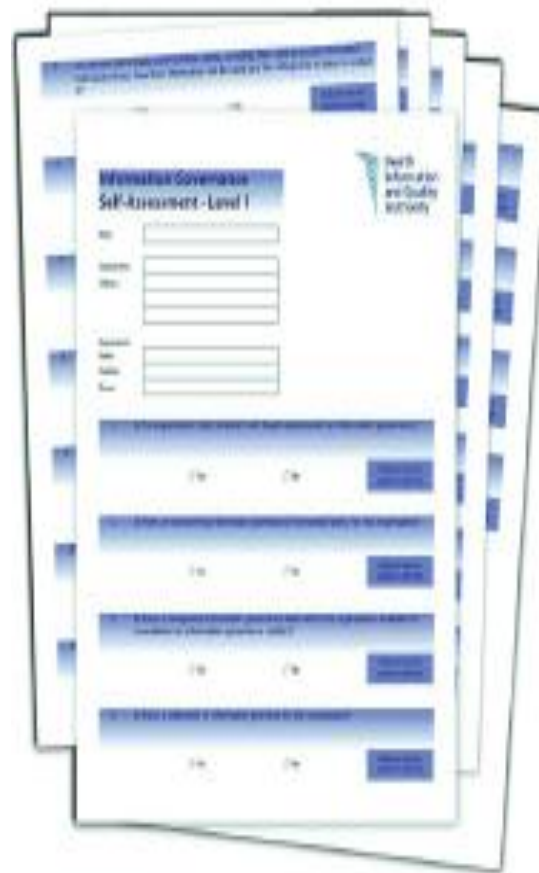
Other HIQA work to support data quality cont.
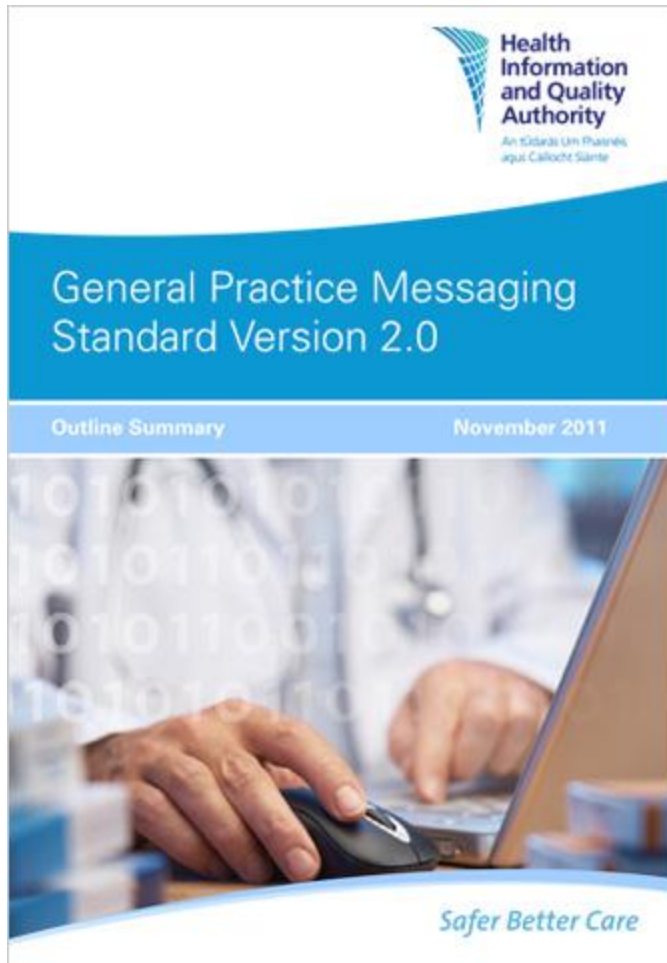
Future work planned to support data quality

- Guidance on messaging standards

- Discharge Summary Dataset (currently subject of public consultation)

- Technical standards for electronic prescribing and electronic transfer of prescriptions

- Guidance on clinical coding and terminologies

Improving data quality will drive safer better care for all people using our health and social care services.

Everyone working in health and social care has a role to play