Kaiser Permanente in the Community: Increasing Access to Care

PHASE

Central Valley / Fresno Cohort

Tools You Can Use: Making the Most of i2iTracks to Ensure Data Quality

Monthly Web-based Learning Session
September 27, 2016

KAISER PERMANENTE.

Program Updates & Events

1. **Upcoming Clinical "Wireside Chats"**

   - **October 6th 12:00 – 1:00** "Hypertension: 2016 Clinical Update" with Dr. Joe Young, Kaiser Permanente

   - **October 26th 12:00 – 1:00** "A1c Control" with Dr. Lisa Gilliam of Kaiser Permanente

2. **Central Valley Cohort Learning Sessions and Updates**

   - **October 19th 12:00 – 1:00** "Readiness for Implementation" Dr. Kent Imai, Elena Acala Community Health Partnership of Santa Clara Valley

   - **October 10th 10:00 a.m. – Team Leader Call** with Jim Meyers

   - **November TBD** – Storytelling With Your Data

   - **December 1st** – In Person Learning and Celebration (Location TBD)

Workbooks – Due October 31, 2016

1. **Workbooks sent later this week – Due 10/31/16**

   - **Questions highlighted for each health center**

   - **Progress on Objectives**

   - **Ideas for Action and Progress on 4 Roadmap Factors (Data Strategy, Data Driven Culture, Data Stewardship, Data Quality)**
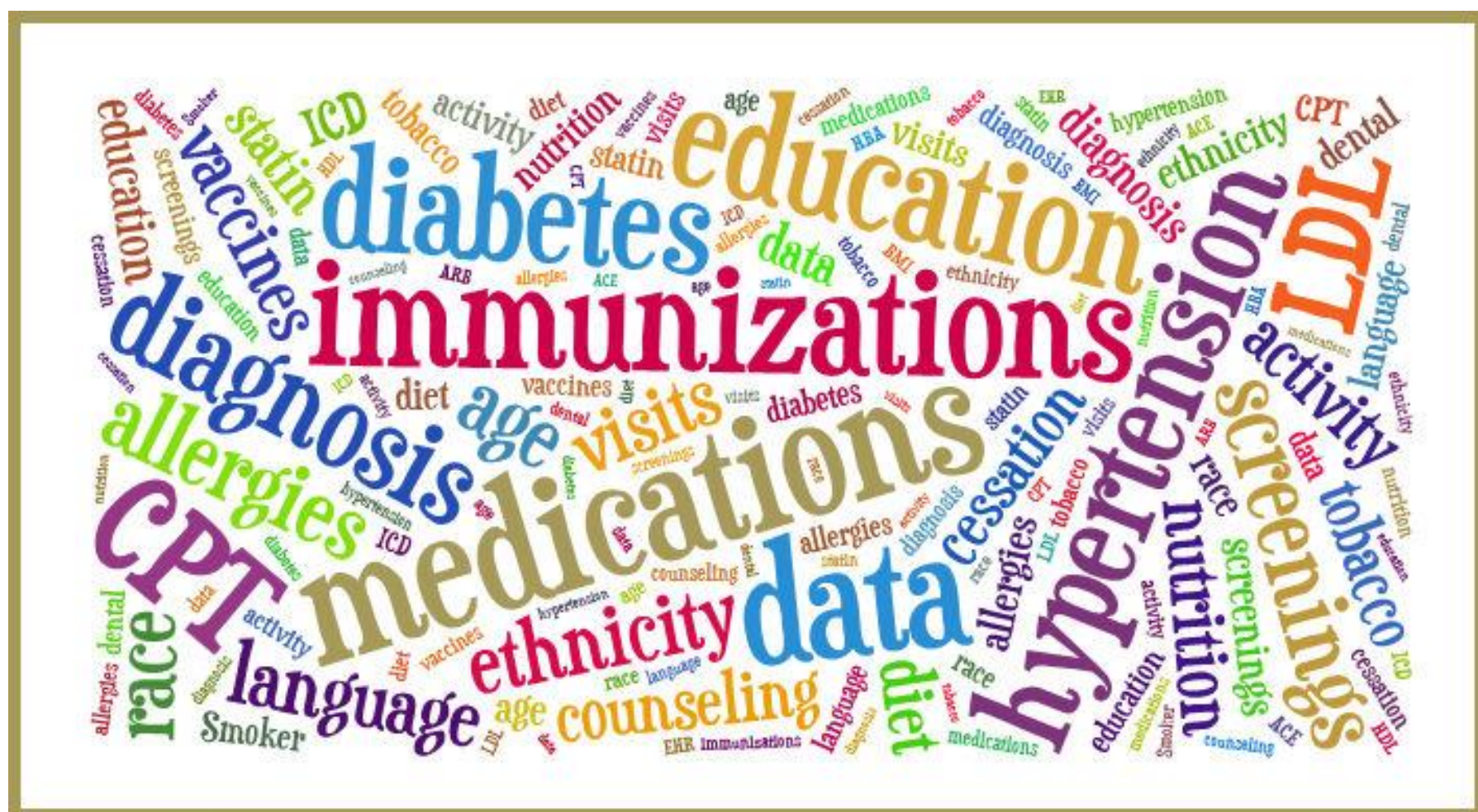
Data Quality

Nancy Thompson

VP Education & Training

i2i Population Health

Goals

- Understand some 'data' basics
- Discover the steps to data stewardship success
- Learn how to validate clinical measures & review tools to help you (Use PHASE measure as an example)
- Identify tactics for an ongoing and effective data quality strategy

Thank goodness for technology, but...

Yesterday...
- Illegible handwriting
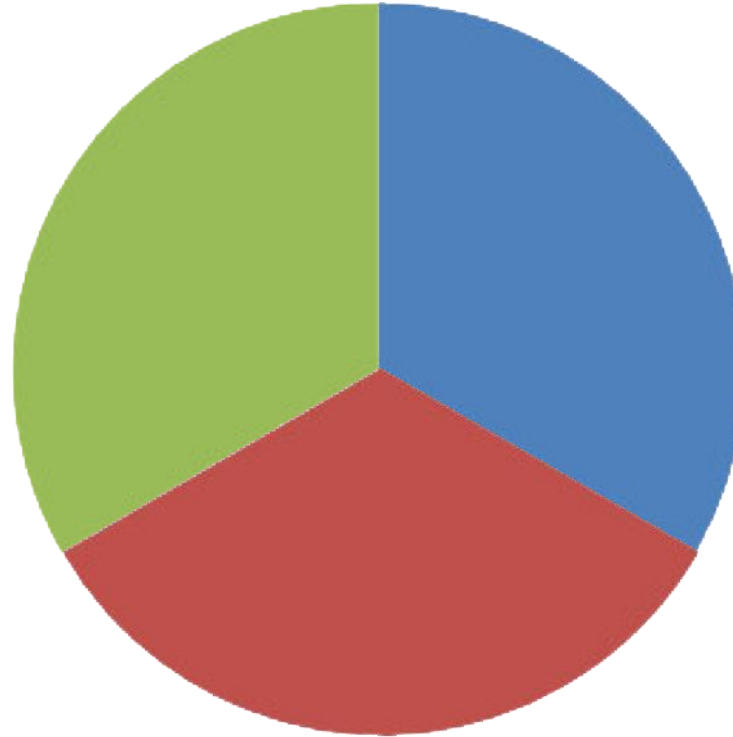- Sampled chart data with large margin of error

Today...
- Many new challenges

Data Roles

Data Creators

Those that enter data are known as data creators – front line staff, providers and care team members, billers and more.

Data Advisors

Those who understand and oversee data workflow and assure data accuracy – system experts, auditors, governance council.

Data Users

Those that study, review, and utilize the data to make decisions – management, QI, care team and more.

The healthy data journey

Measure — Who: Data Users

Stewardship — Who: Data Creators, Data Advisors/ Experts, Data Users
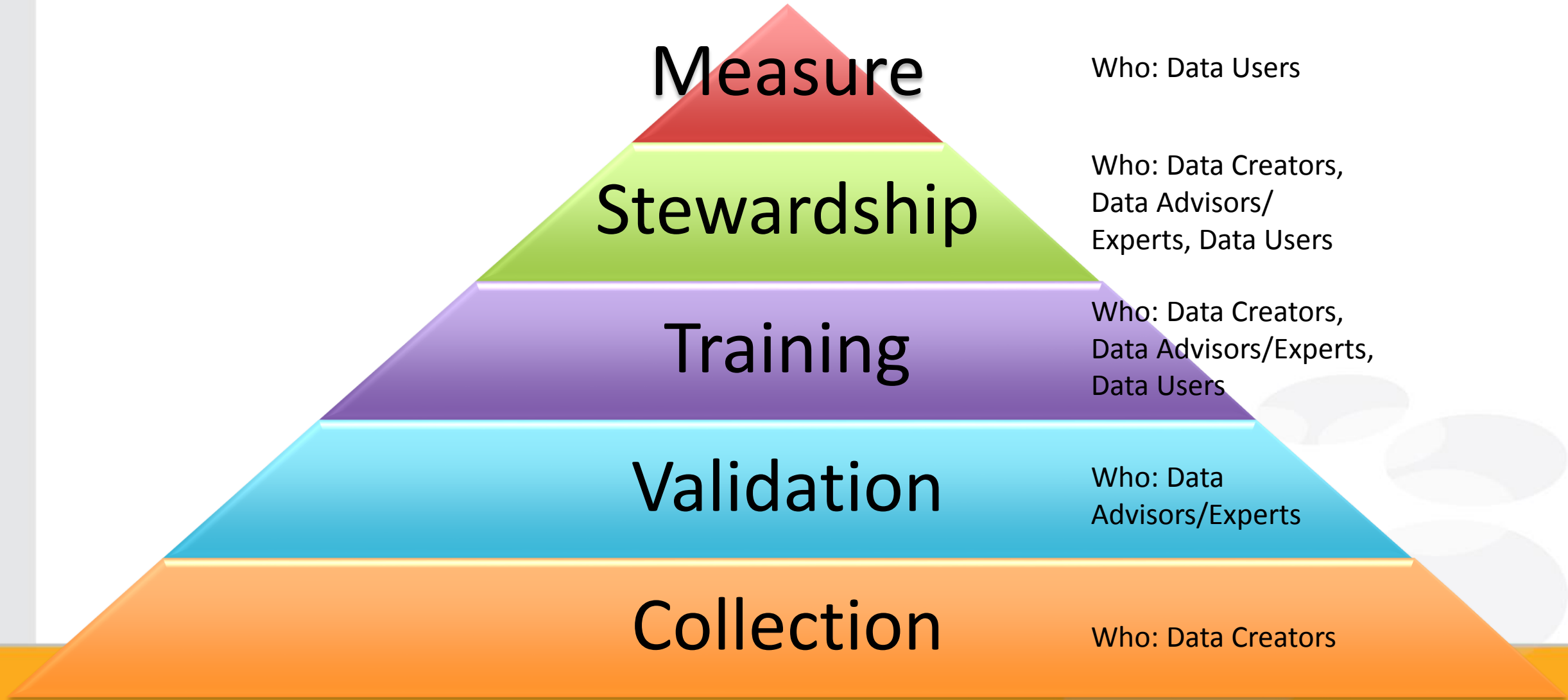
Training — Who: Data Creators, Data Advisors/Experts, Data Users

Validation — Who: Data Advisors/Experts

Collection — Who: Data Creators

The healthy data journey

Measure — Who: Data Users

Stewardship — Who: Data Creators, Data Advisors/ Experts, Data Users
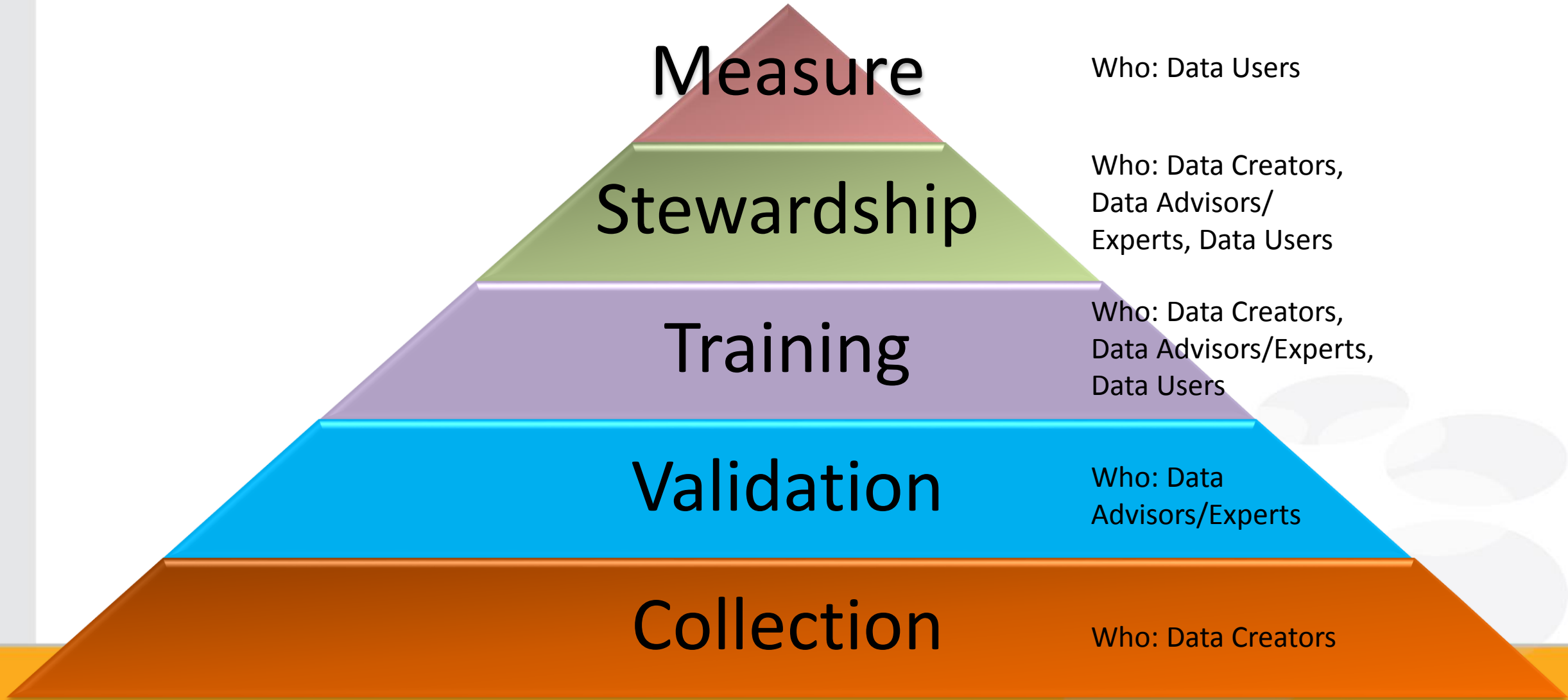
Training — Who: Data Creators, Data Advisors/Experts, Data Users

Validation — Who: Data Advisors/Experts

Collection — Who: Data Creators

Establish Data Trust
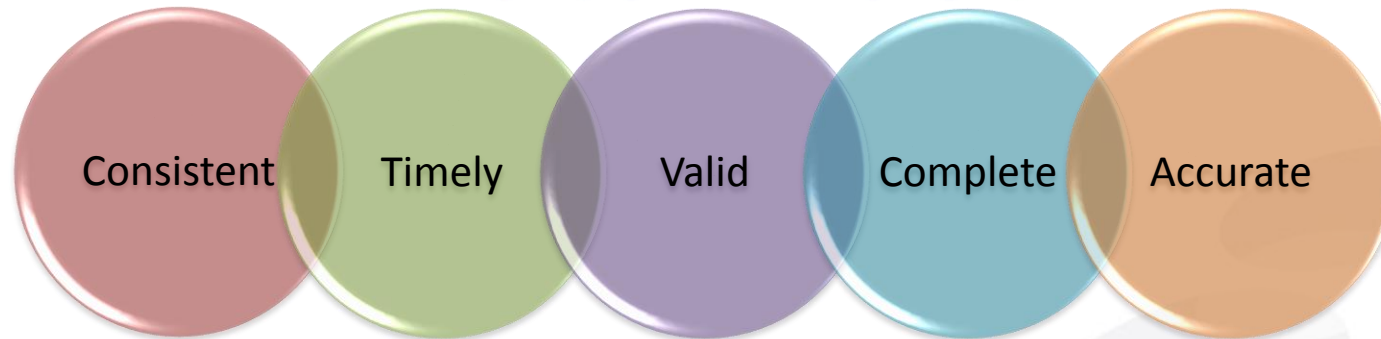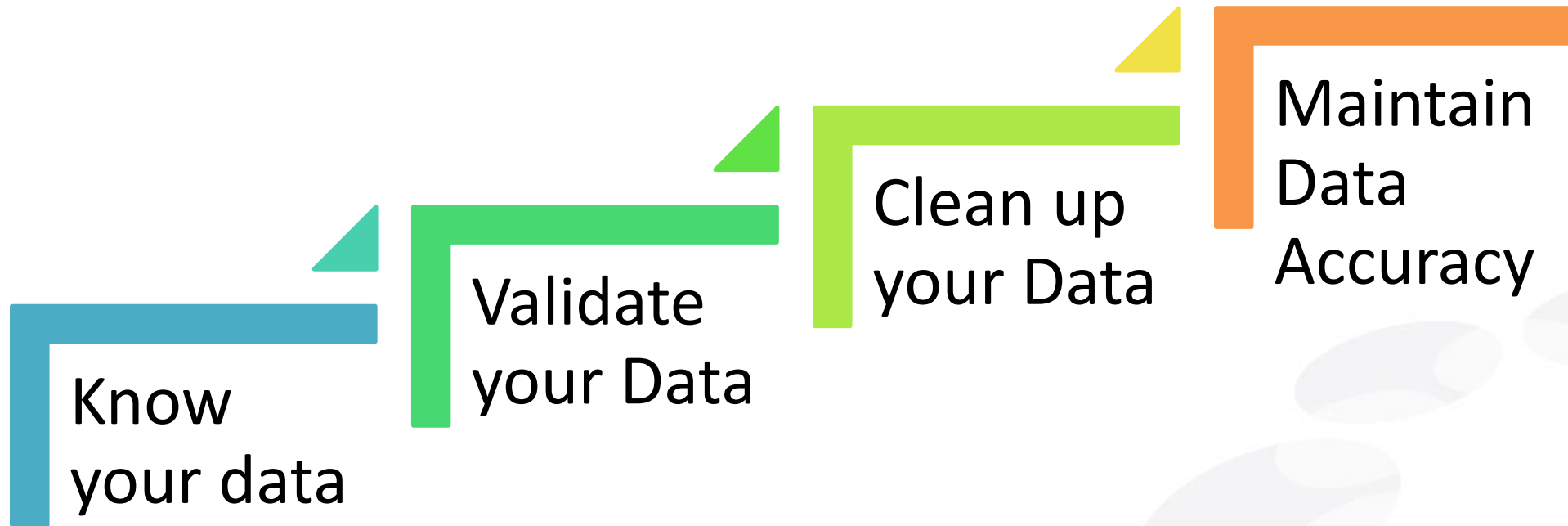
How do you get to Data Trust?

Getting down to the basics…

- Stepwise approach to data stewardship

Know your data

Validate your Data

Clean up your Data

Maintain Data Accuracy

Know your Data

- The basic questions:
  - What do you need
  - When do you need it
  - Why do you need it
  - Where does it come from
  - Who enters it
  - How do I get it

PHASE Measure Data

– PHASE Data Map (WHAT, WHY, WHEN, WHERE, HOW)

Phase Data Map								
WHAT DATA DO YOU NEED	**WHY DO YOU NEED IT?**	**WHEN DO YOU NEED IT?**	Do you already have the data that you need?	**WHERE DOES IT COME FROM**		**HOW DO I GET IT**		**Notes**
Data Elements	*(UDS, MU, Outcomes, P4P, PCMH)*	*(Date)*		*EHR TABLE*	*EHR FIELD*	*I2ITRACKS FIELD*	*FROM*	
HTN: Controlling High Blood Pressure								
BP	*PHASE*	*12/31/2016*				*Vitals: BP*		*most recent value*
Hypertension	*PHASE*	*12/31/2016*				*Vascular: HTN (problem)*	*ICD-10*	*Diagnosed prior to 6 months from the end of period*
Age	*PHASE*	*12/31/2016*				*Demographics: Age*		*18-85*
Diabetes	*PHASE*	*12/31/2016*				*Diabetes (problem)*	*ICD-10*	*During or prior to period*
ESRD	*PHASE*	*12/31/2016*				*ESRD (problem)*	*ICD-10*	*During or prior to period*
Pregnancy	*PHASE*	*12/31/2016*				*Pregnancy*	*ICD-10*	*During period*

PHASE Measure Data

- Controlled Blood Pressure for Hypertension
  - Age 18-85
  - Have hypertension diagnosis during the first 6 months of the reporting period
  - Exclusions
    - Pregnancy during reporting period
    - ESRD/Kidney Transplant during or prior to the reporting period

PHASE Measure Data

- Controlled Blood Pressure for Hypertension
  - Age < 60 years, BP <= 139/89
  - Age >=60 years, has Diabetes, BP <= 139/89
  - Age >=60 years, does not have has Diabetes, BP <= 149/89

Validate your Data

- ASK QUESTIONS!
- Is your data accurate?
  - Do the patients really have hypertension?
  - Are the patients the right age?
  - Were the patients seen during the reporting period?
  - Is the report set up correct?
- Is your data complete?
  - Are their patients missing a DOB/Age?
  - Are there patients that are undiagnosed?
  - Do you have all the ICD codes in your set up?
  - If you use the problem of hypertension – is it mapped appropriately?

General Data Validation Tools

- i2iTracks Tools to help you identify data issues
  - Patient Searches
  - External Data Diagnostics Tools
  - i2iTracks Today

Validate your Data

- Create patient searches to answer your questions
  - Remember to add useful and relevant FIELDS
- Review your baseline report

Validate your Data

- Real-life scenarios….
  - How are YOU using Tracks tools to monitor and validate your PHASE patient population?
  - How do YOU define your population for this measure?

Clean up your Data

- What happens when you find data problems?
  - PHASE Measure Example
    - Data Clean up activities

Make a Clean-Up Plan

- Make a plan – Devise a strategy!
  - Step through the workflow to find the source of your data problem
    - Start with the data entry process
      - Where does the data come from?
        - » Through the interface?
        - » Manual data entry in Tracks?

Make a Clean-Up Plan

- Make a plan – Devise a strategy!
  - Start entering the data correctly FIRST!
  - Are you going to repair the data that is incorrect? If so, how?
  - How are you going to make sure you've resolved the problem?
  - How are you going to avoid the problem in the future?
    - Do you need to offer additional training?
    - Does your workflow need to be changed?

Make a Clean-Up Plan

- Don't forget to….
  - Assign responsibility of the tasks
  - Assign dates of completion
  - Set expectations

Maintain Data Accuracy

- Sustaining data quality is an ongoing process.

Data Accuracy Audit

What data is inaccurate?
What data is missing?

- Start with the basics
  - Demographics
    - Who is over 105 years old?
    - Who is missing a gender, language, cell phone number, etc.
    - Who has an invalid PCP?
  - Vitals
    - What is the highest and lowest height and weight – Review outliers
    - Who has a systolic BP over 220?
    - Who is missing a weight for a visit
  - Clinical data
    - What data do we need to meet our organization's clinical goals?
    - What reports are used on a daily, weekly, monthly basis?
  - Master system files (libraries)

Data Accuracy Audit

- What about i2iTracks mappings?
  - Ongoing and scheduled mapping reviews

The golden question

- When is it appropriate to launch a data 'clean-up' effort?

"Bad Data Can Have Severe Consequences"

- The Problem
  - Studies show a great deal of time is wasted looking at data, identifying and correcting errors
- How it Happens
  - The people who create the data have little understanding of how the information is used
- Solution
  - Better communication between the creators of data and the users. Focus on looking forward and shifting responsibility for data quality from IT

Data's Credibility Problem, Harvard Business Review- Spotlight on Making your company data-friendly, December 2013

"Bad Data Can Have Severe Consequences"

"Rather than launch a massive effort to clean up existing bad data, companies should focus on improving the way new data are created."

When to "clean-up"

- Does the inaccurate data result in invalid reporting to your annual reporting?

- Does the inaccurate data affect your revenue incentives?

- Is the problem so great that it cannot be corrected?

- Do you have the resources and time to fix the issues?

- Is the problem so little that it isn't worth the effort?

- Does all the data need to be cleaned up – or just data for the current year?

Questions

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Thank you

Tools to identify bad data

- Examples of Tools to help you identify bad data
  - Data Viewing Tools
    - Max and Min vitals to identify outliers
  - Query tool to ask questions about your data
    - What patients are missing critical data
    - What data may be incorrect