

Data Quality in TC LHIN: Challenges, Opportunities, & Why it Matters

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2 years of data collection: Demographic data from ~130,000 patients

Spoken Language

What language would you feel most comfortable speaking in with your health-care provider?

Born in Canada

Were you born in Canada? If NO, what year did you arrive in Canada?

Race/Ethnicity

Which of the following best describes your racial or ethnic group?

Disability

Do you have any of the following? [disability list]

Gender

What is your gender?

Sexual Orientation

What is your sexual orientation?

Income

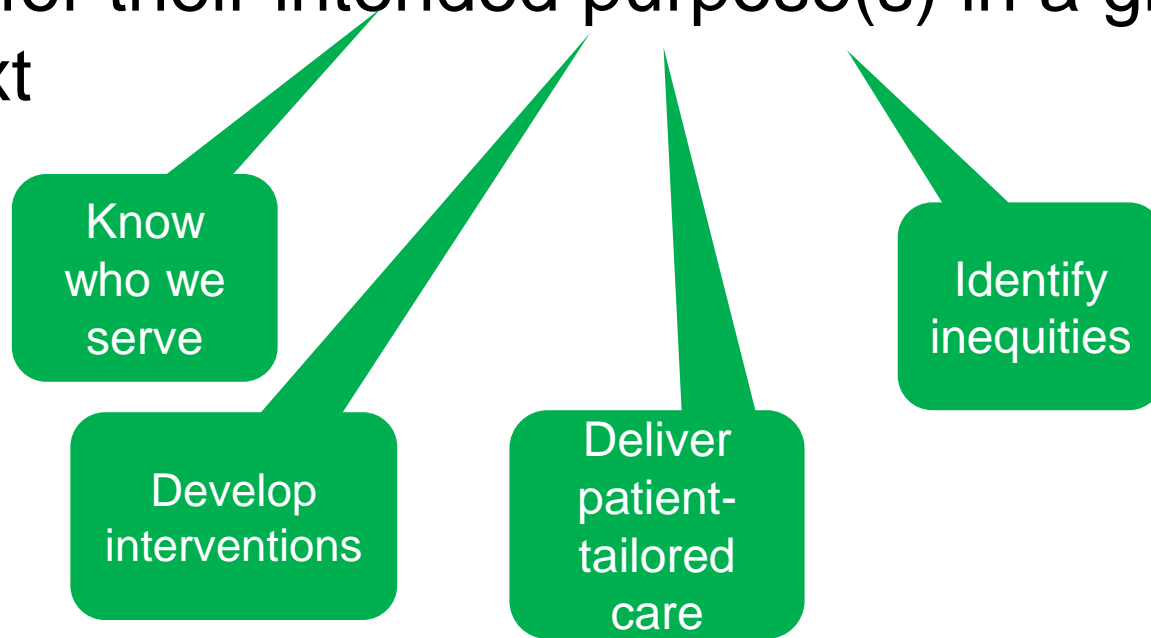
What is your total family income before taxes last year?

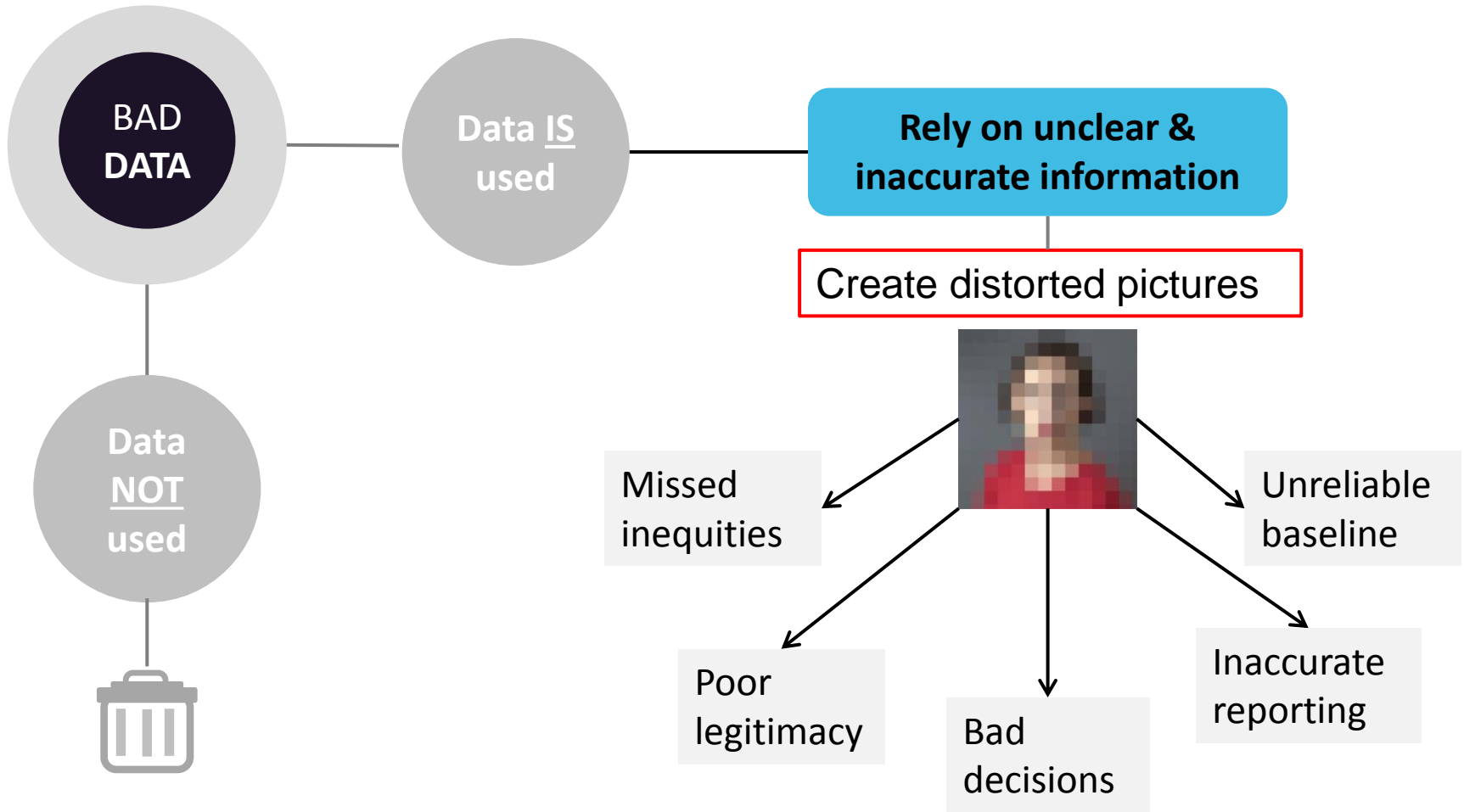
#PPL income supports

How many people does this income support (including yourself)?

The First Next Step: Data Quality

- Data is generally considered high **quality** if: "they are fit for their intended purpose(s) in a given context"







INEQUITIES PERSIST



Cost of ‘data acquisition’

“There are multiple reasons why data quality problems are not addressed. These range from low awareness of the cost of data quality, tolerance for errors, to skepticism over the ability to improve things and see returns”*

	Time for training data collectors, collecting data, data entry, meetings
	Cost of materials, system upgrades, allocated hours for related activities



POOR DATA QUALITY = Added cost of quality improvement efforts

Achieving High Quality Data

Where to start

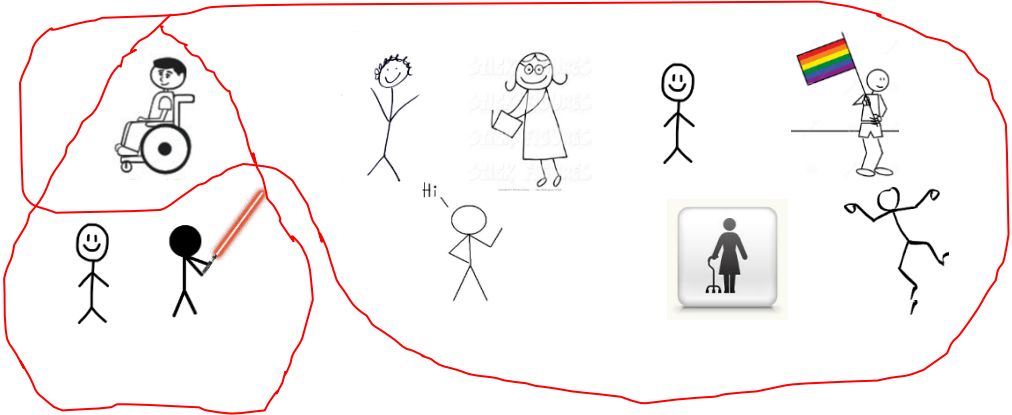
Quick wins for assessing data quality

How to plan

Strategies and practices for improving data quality

Participation Rates: A Quick Win

Participation Rates

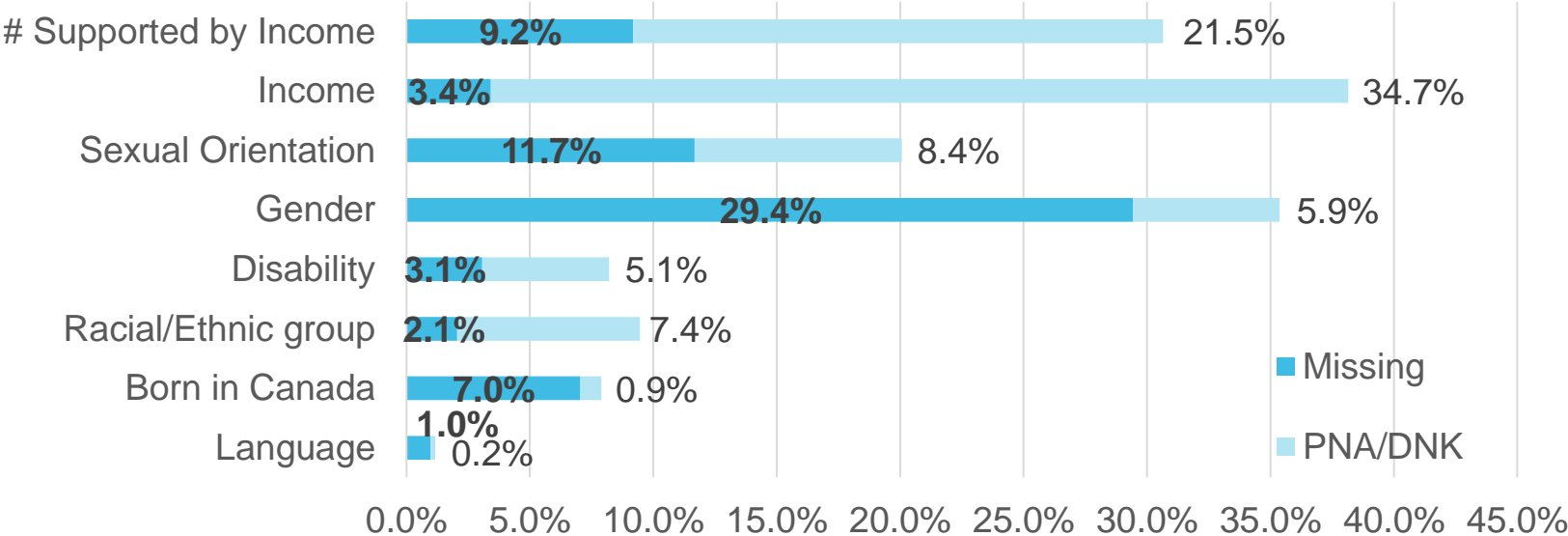


TC LHIN Hospital Participation Rates

>80% participation	7 hospitals
50%-80% participation	2 hospitals
20%-50% participation	3 hospitals
<20% participation	1 hospital

Missing Data Rates: A Quick Win

TC LHIN Hospital Missing Data Rates



Getting Feedback: A Quick Win

Feedback (qualitative)

- **Data collectors**
- **Other staff**
- **Patients**



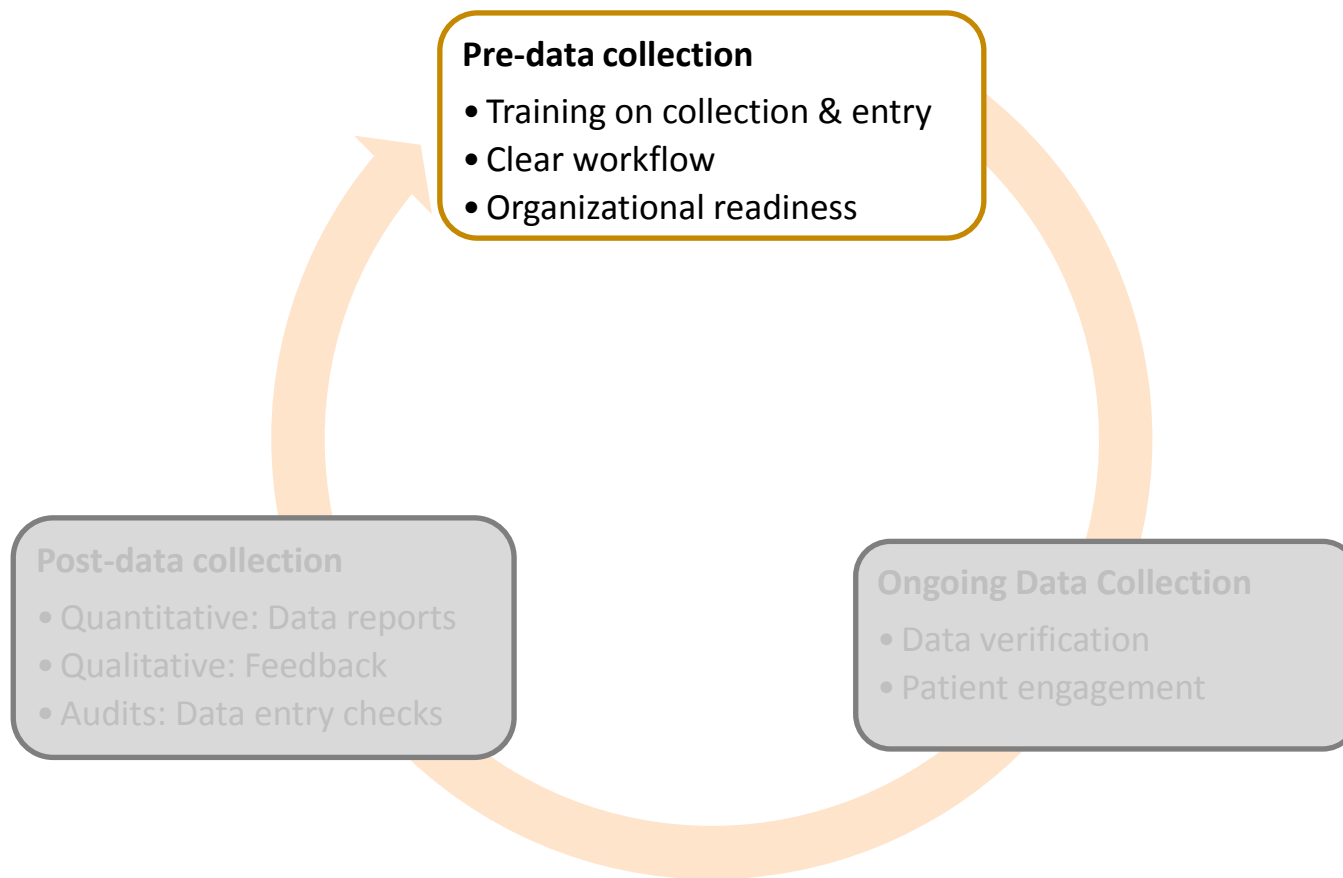
“Data collectors: What will you use the data for?”

“Patients: Why do you want to know this information?”

“Patient: I don’t know, do I have a disability?”

“Data collectors: Patients very open to responding”

Improving Data Quality



Pre-data collection: TC LHIN

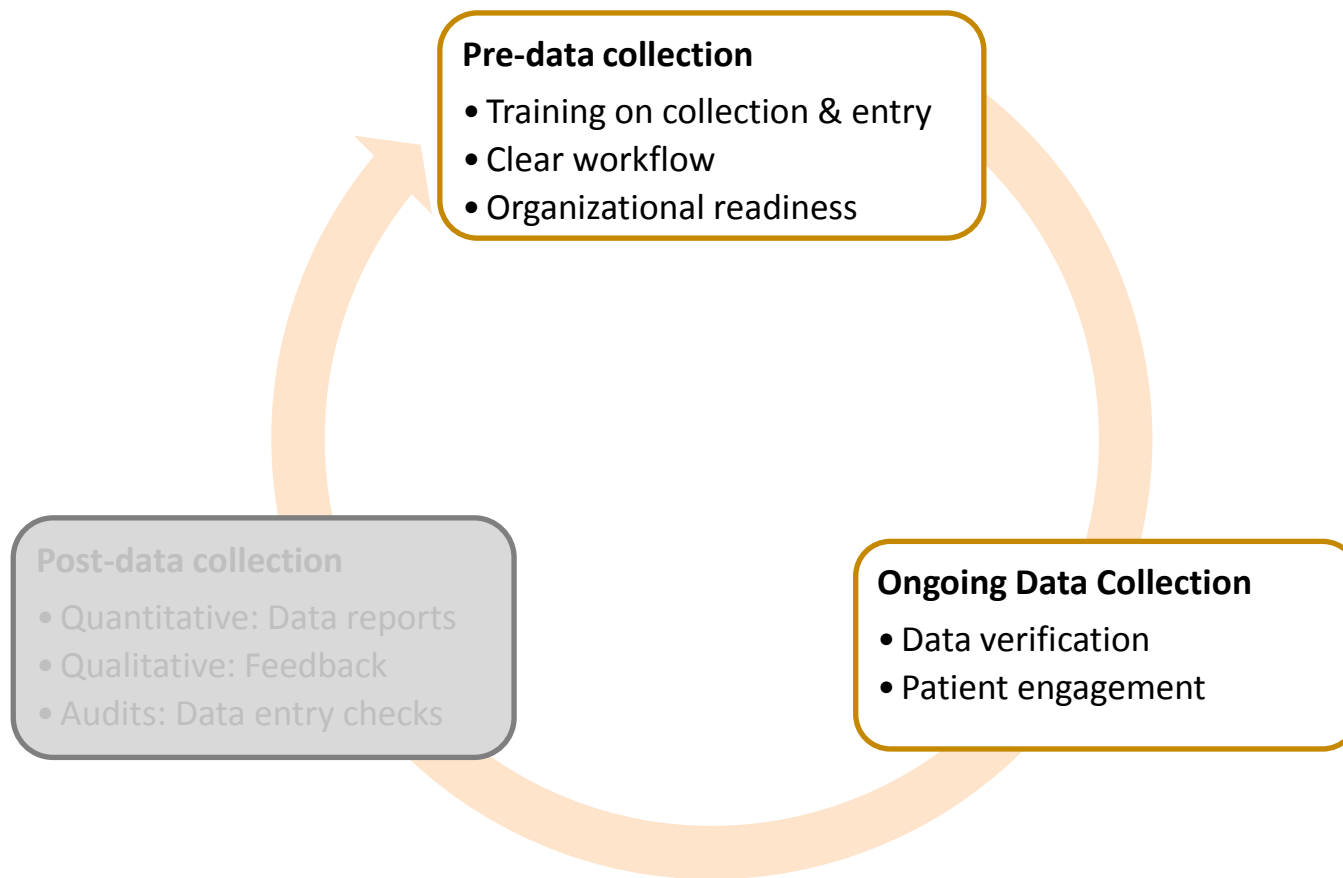
Successes

- UHN Communication Plan
- Over 90% reported that all staff received training on data collection

Next Priorities

- Formalize data collection workflow
- Introduce clear data entry guidelines
- Ensure systems differentiate between 'never asked' and 'declined to participate'
- *Support respectful and accessible environments*

Improving Data Quality



Ongoing Data Collection: TC LHIN

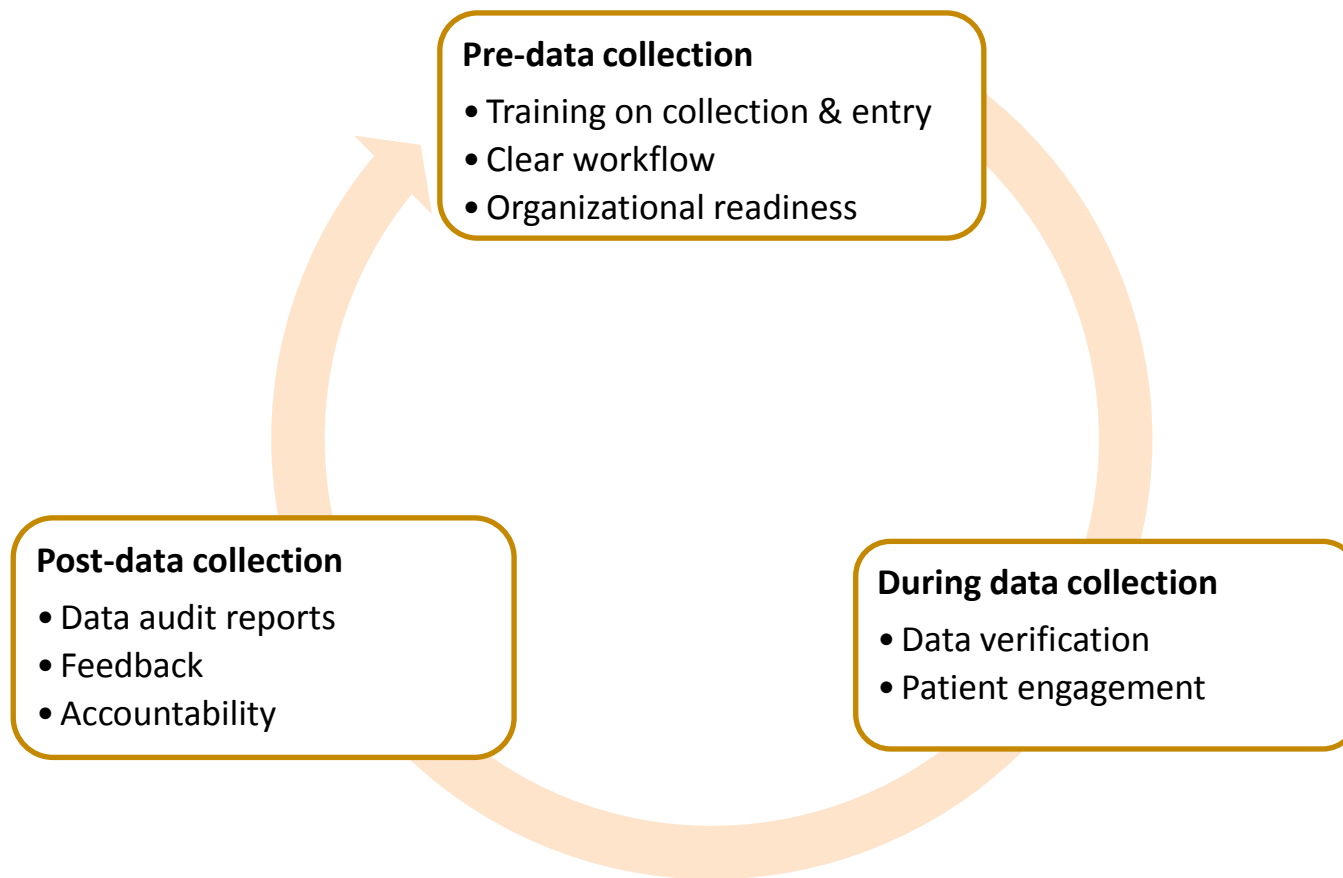
Successes

- Over 85% of hospitals include one-on-one interaction with patients during data collection

Next Priorities

- Refresher training (e.g. one hour e-learning)
- Address staff anxiety with responding to patient questions
- *Support respectful and accessible environments*

Improving Data Quality



Post-data Collection: TC LHIN

Successes

- All hospitals have a demographic data summary dashboard

Next Priorities

- Address IT issues with pulling data reports
- Incorporate staff feedback into data collection processes
- *Support respectful and accessible environments*

The Thorn in our Side: IT Systems

Common issues emerging:

- IT build that doesn't differentiate between 'sex' and 'gender'

Assigned at birth, refers to biology
(organs, hormones)

Person's sense of self and
can be male, female, trans,
two-spirit, gender queer, ...

- Sample sizes that differ between questions
- Data summaries significantly smaller than expected
- Difficulty differentiating between 'missing', 'declined', and 'was not asked'

BEFORE ADDRESSING IT ISSUES- ASK:

- Do you have any existing issues with data collection?
- Are you sure it's an IT problem and not data collection issue?

Moving Forward: Measuring Health Equity in TC LHIN

Assess Performance

SCORE CARD

Completion Rate:

75% of all patients (TC LHIN target)

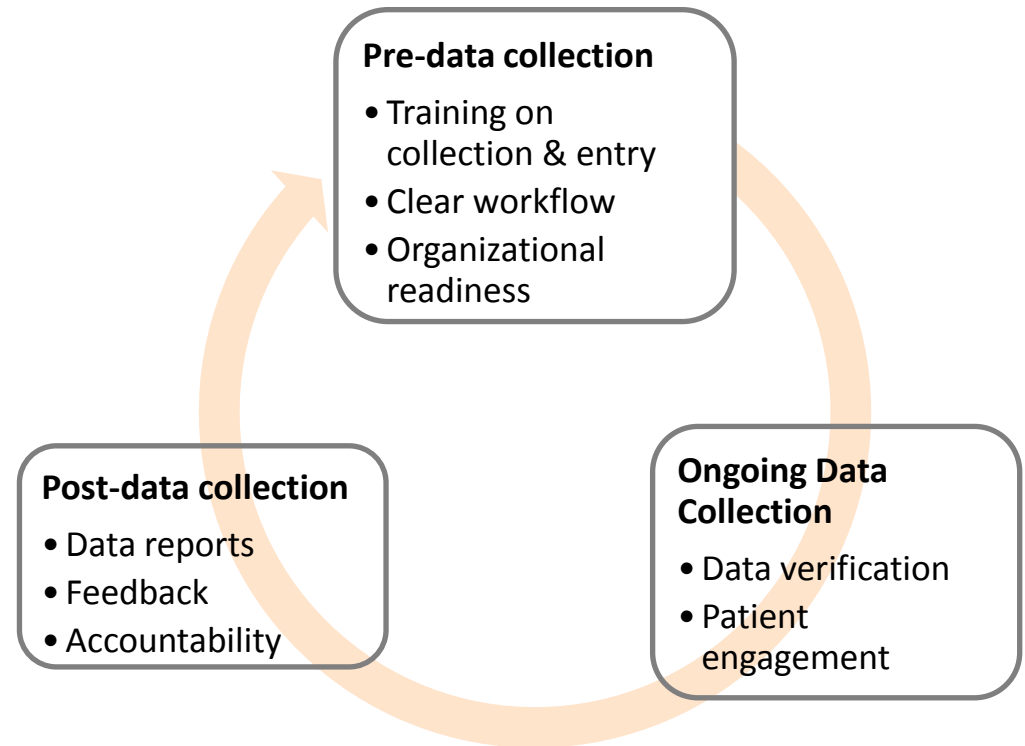
Participation Rate:

>80% of patients agreed to participate

Missing Data Rate:

<10% missing data

Focus on Best Practices



What's the major cause of government data problems?*



Thank You!