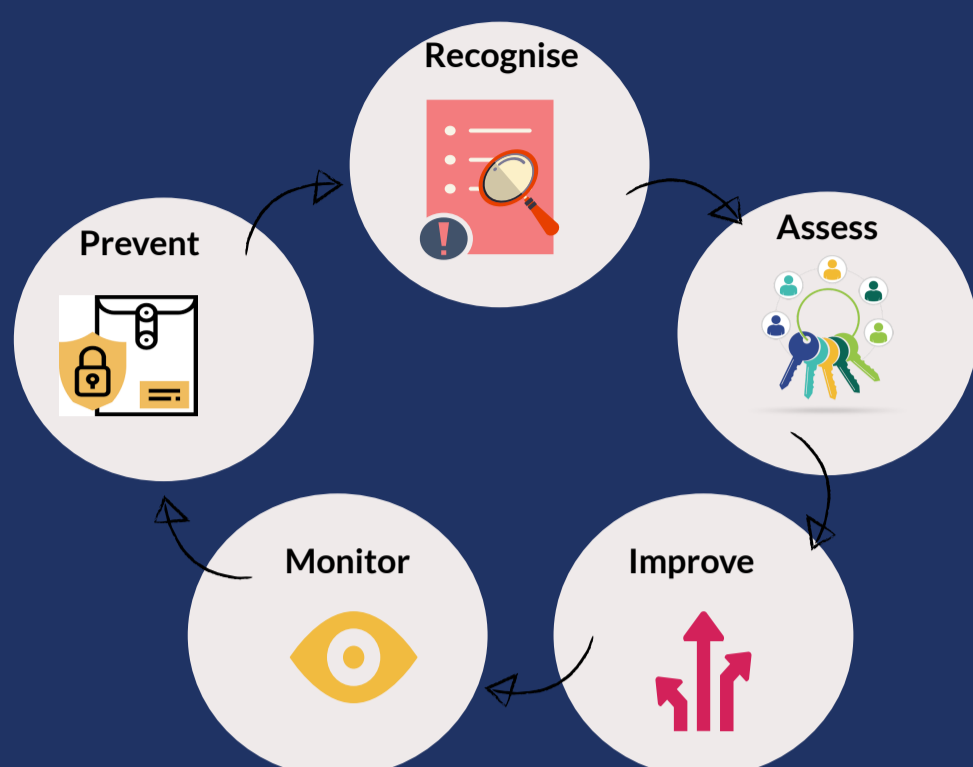


DATA QUALITY IMPROVEMENT CYCLE

A data quality improvement cycle is the continuous approach an organisation takes to improve the quality of its data. It consists of a number of stages of analysing and assessing data from the point of collection to dissemination and use. Figure 4 illustrates the steps the National Care Experience Programme takes to continually improve the quality of its data.



The National Care Experience Programme conducts audits of the data it processes to ensure that it meets the needs of stakeholders. The results of audits are used to inform quality improvements in the processing of data. Sections 1 and 2 outline the data quality improvement cycle for the National Care Experience Programme administrative data and survey responses, respectively.

Section 1: Auditing the administrative data

Recognise:



The National Care Experience Programme formalises audits of the administrative data it processes to ensure that it is accurate and reliable. An example of administrative data is the names and addresses of eligible survey participants, which is processed to distribute surveys. Audits are organised at key points in the lifecycle of the administrative data and pre-agreed between the data controller (HIQA), the data processor and service providers that submit the data, such as hospitals.

Access:



A process guide is developed for service providers that submit the administrative data of people using health and social care services to the data processor. The process guide outlines the steps to take to identify and submit the correct data. Data extracts submitted by the service provider are audited at a national level prior to submission to the data processor. Once received by the data processor, the data is continuously audited and duplicates, opt outs and the details of deceased people are removed.

Improve:



An iterative process of identifying data-quality issues exists, whereby processes that worked are standardised in future iterations of surveys. A review of processes is carried out after each iteration of each survey, soliciting feedback from stakeholders to see which processes worked well and which can be improved.

Monitor:



The data processor continuously monitors and reports on the quality of the data submitted by service providers.

Prevent:



The data processor identifies data-quality issues, for example through audits of the administrative data, and follows up with service providers. The process guide is consequently updated for future iterations of the survey to address data-quality issues.

Section 2: Auditing the survey data

Recognise:



The National Care Experience Programme formalises audits of the survey response data it processes to ensure that data is accurate and reliable. Audits are organised at key points in the lifecycle of the survey response data and pre-agreed between the data controller and the data processor. Training is provided for the data processor on how to process survey responses.

Access:



Hard copy survey responses are uploaded to an online reporting platform by the data processor, where they are anonymised and coded. The original hard-copy survey responses to qualitative survey questions are audited against their online version to ensure their accuracy.

Improve:



Errors and discrepancies are recorded, referred to the data processor and subsequently rectified.

Monitor:



The team continuously follows up where any issues of data quality arise in the online, anonymised versions of the qualitative responses.

Prevent:



The data processor formally acknowledges receipt of data-quality issues and follows up with their staff to ensure that any data-quality issues identified are addressed.

Review



The National Care Experience Programme Data Quality Improvement Cycle is an iterative process and will be periodically reviewed and updated in line with changes in data quality policies and processes.