

Building a Data Quality Culture



Extendicare's Experience



Our Mission & Vision Statement

Mission *“Helping people live better”*

Vision

- *We help our residents and clients live better by providing quality care*
- *We create remarkable moments through highly engaged and motivated team members*
- *Stakeholders know this because we continuously measure, improve and publicly share our performance*



In the beginning.....

- November 2010 - analysis of CIHI data
- The data didn't align with what we thought to be true in our homes.....*or did it?*

We asked the question - - Are we truly meeting our stated mission of “*helping people live better*”

.....and so, our journey began



- November 2011; the CIHI data did not reflect the improvement we had anticipated
- Efforts had concentrated on clinical practices
- Still more improvement to be made



Not a “quick-fix”.

**Was this a data accuracy problem or
a quality of care problem?**



First Step.....

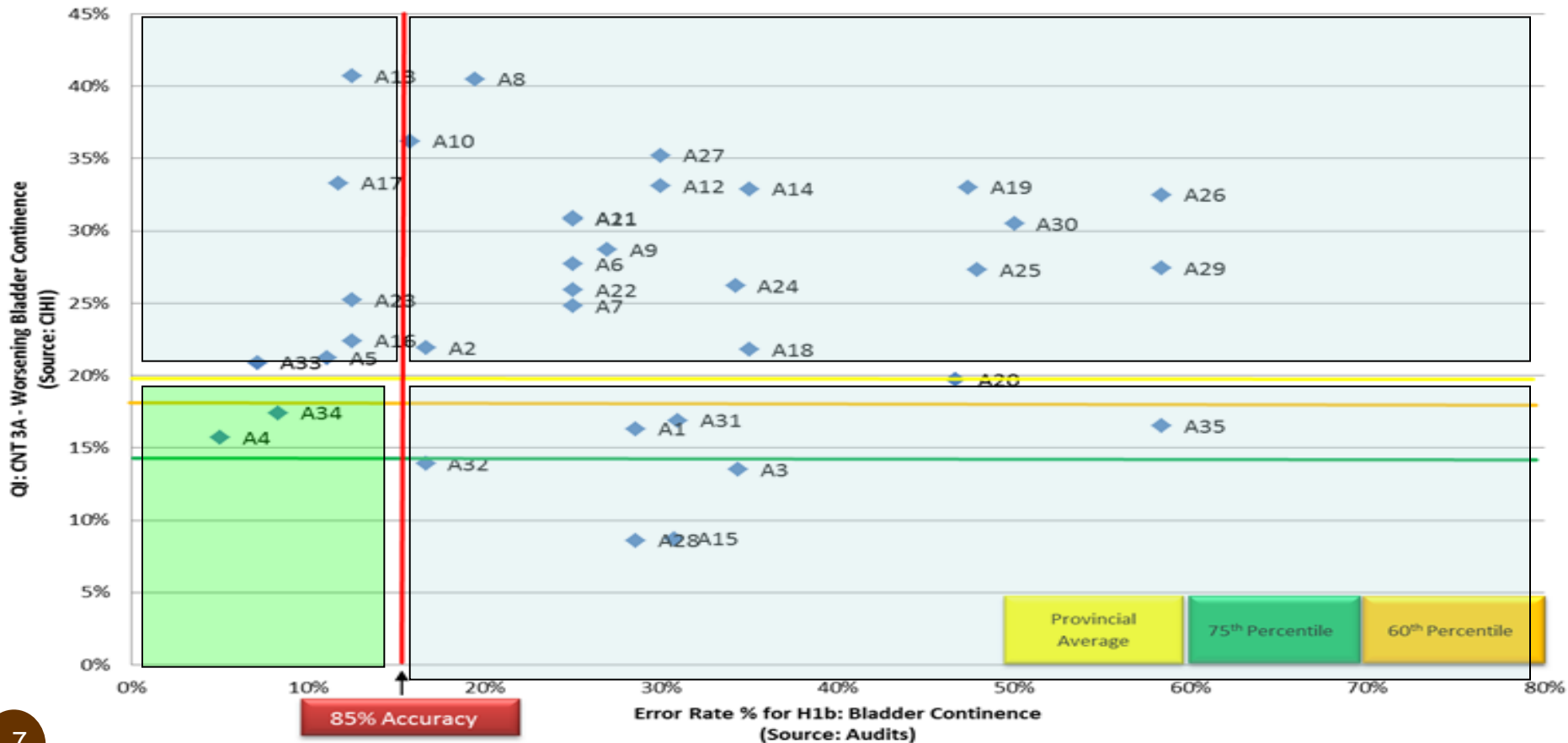
Data Problem or a Care Problem – Needed to know!

- Sought expertise and experience to help
 - LeaderStat
- Selected key clinical indicators – impact on resident care
- Picked data accuracy targets
- Chose a targeted sample size
- LeaderStat audited all homes in first audit
- Learned how to audit & verify data in a systematic way
- Focus – documentation to support coding and adherence to “rules”



First Audit Results

**Worsening Bladder Continenence
CIHI QI vs. Error Rate %**





What we discovered

- Technology
- Inconsistent application and misunderstanding of RAI MDS definitions
- Coding based on what staff “knew” about the resident
- Management tools lacking
- Inconsistent application of RAI MDS practices
 - Look back periods
- Confusion between clinical and coding definitions
- Coding practices
- RAI Coordinators “carrying a heavy load”



Took Action

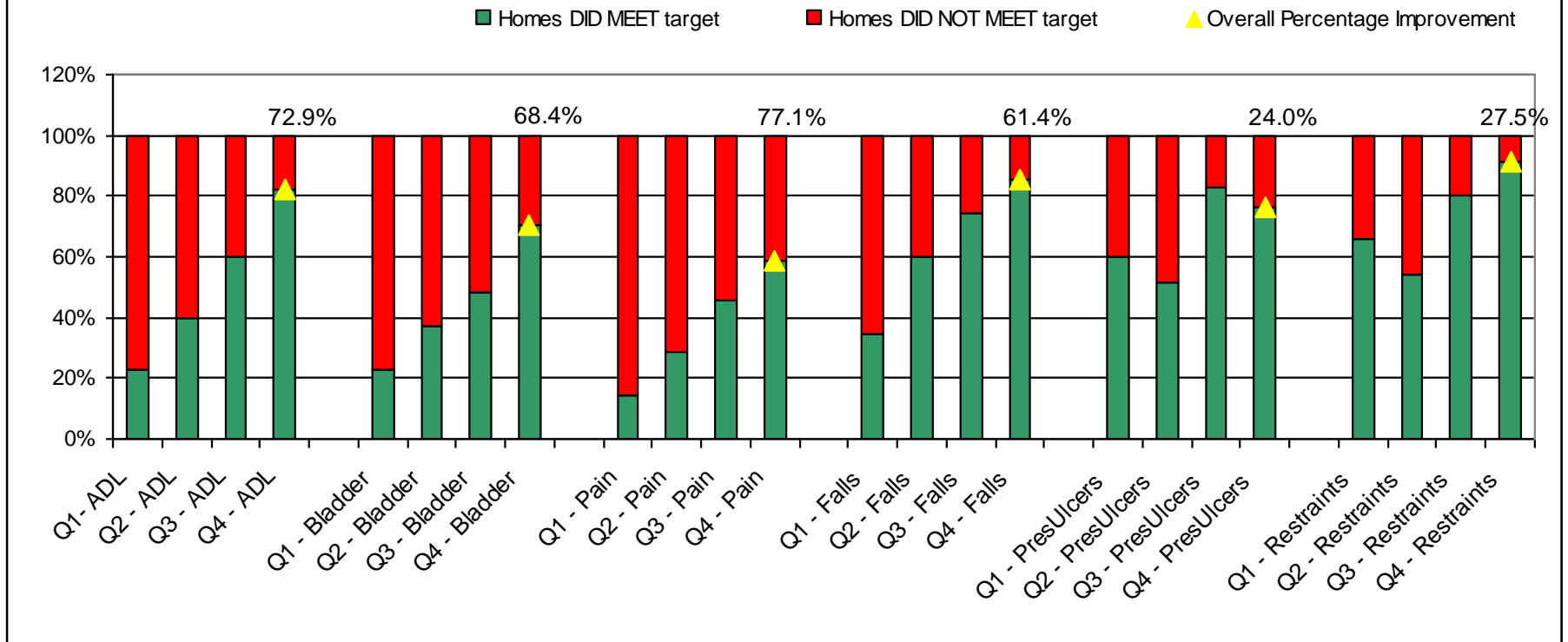
- Primary Care Model
- Quality Protocols
- Data Audit and Verification Tool
- Revised policies and procedures
- Enhanced training practices & processes
- RAI Coordinators and Registered Staff – completed AIS ('Mastering the RAI'),
- Creative learning opportunities
 - » Shared successes
 - » Leveraged best practices
- Collaborated to advanced software functionality – PCC
- Fine tuned Communication practices
- Morning Meetings - Interdisciplinary
- Enhanced internet connectivity infrastructure
- Management accountabilities clarified & communicated
- Corporate Management Reporting tool developed
- Focused & enhanced consultant support



So how have we done?

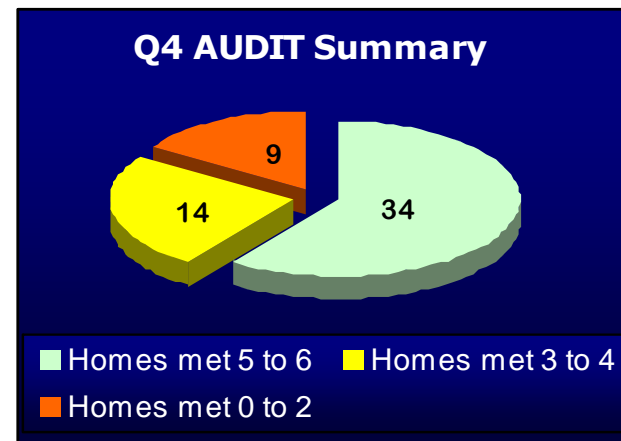
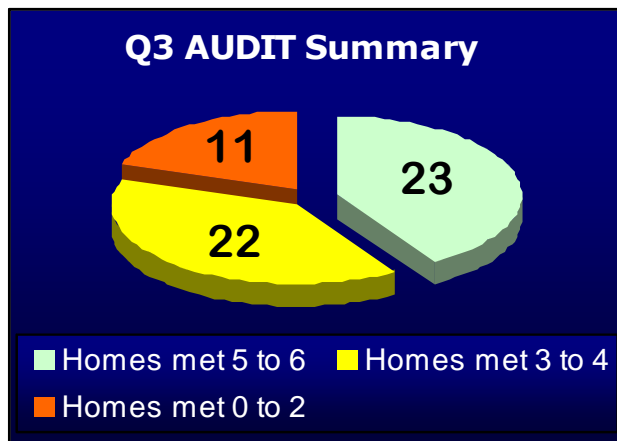
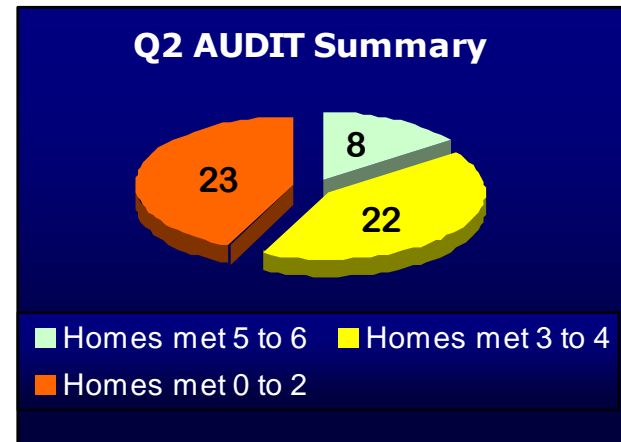
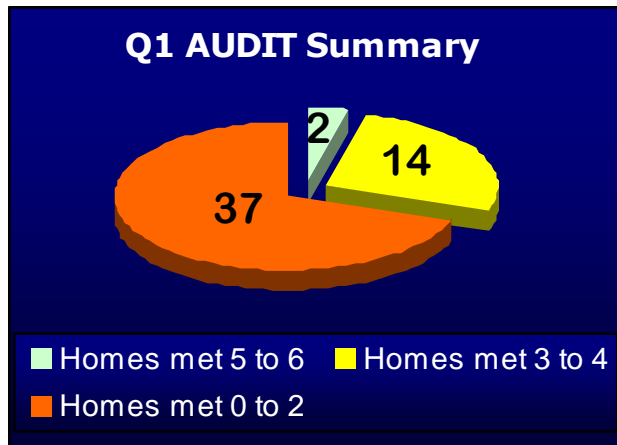


Quality Indicators: Data Accuracy - ECI Owned Homes Q1 to Q4 2012





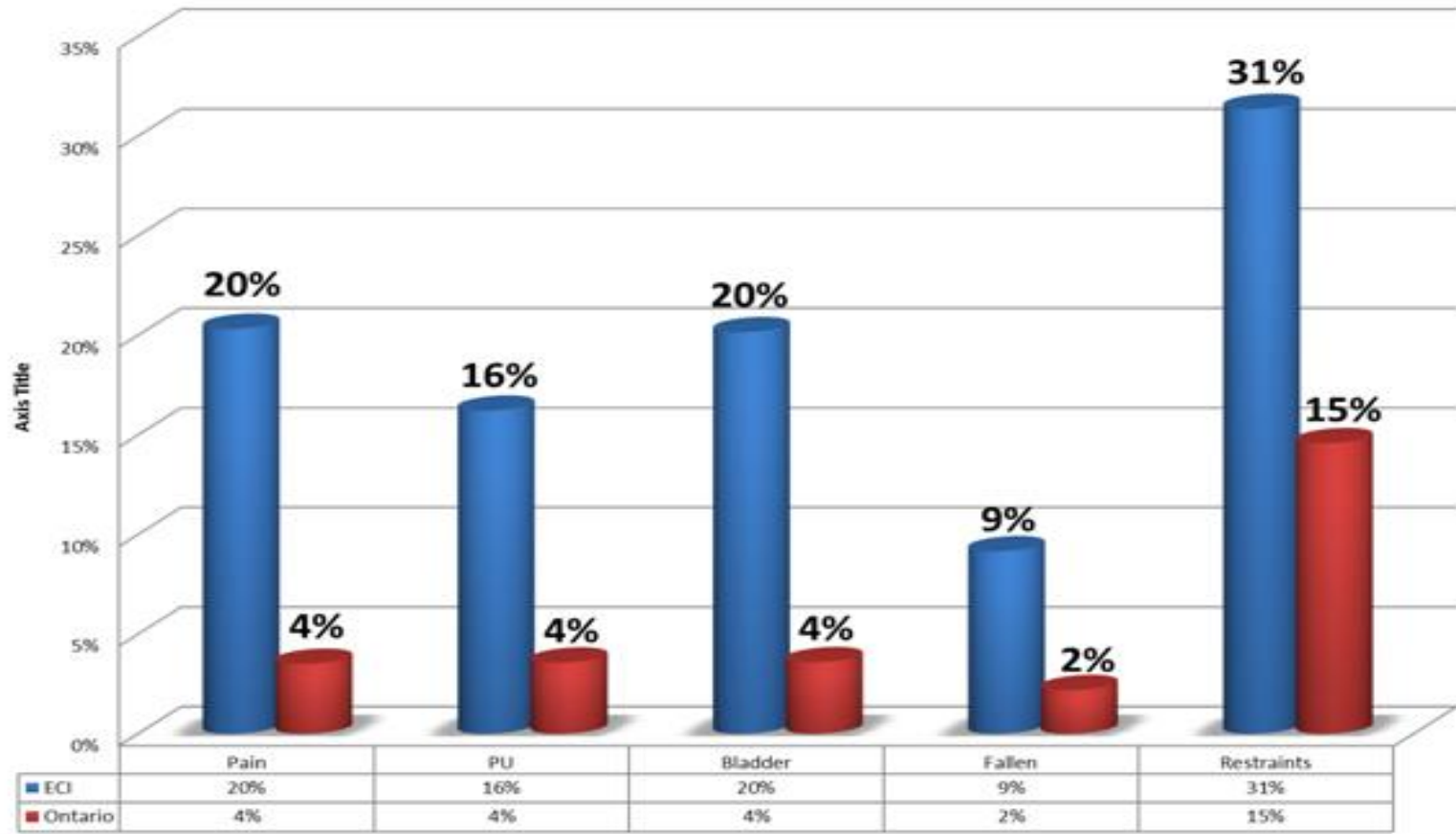
Data Accuracy Audits



EXTENDICARE



Improvement in 1 Year (as %) - ECI (Oved Avg) vs Ontario Avg





It's the right thing to do.....

Direct correlation between accurate data

&

Improved clinical outcomes for residents



Thank you for this opportunity to share our experience and I welcome any of your questions when you come to view our poster.