

Project Summary: Data Quality Improvement

Name	Description
What	<p><i>The Data Quality Improvement initiative is led by Pathways to Better Care, and directed by the Champlain LHIN. The objective is to establish a valid, sustainable and reliable performance monitoring system for the Champlain MHA sector, beginning with Ontario Healthcare Reporting Standards data for the community mental health and addiction services functional centers (CMHA-FCs), by:</i></p> <ul style="list-style-type: none"> <i>• Providing a bridge between provincial initiatives and local development</i> <i>• Building MHA health service providers' capacity in data collection, analysis and reporting.</i> <i>• Developing standardized tools and regular reporting mechanisms around system performance, impacts and client outcomes</i> <i>• Facilitating the use of the reports to drive system/program improvement opportunities</i> <i>• Contributing to improved provincial data systems</i> <p><i>The initiative will initially focus on validating current system capacity (i.e., service volumes and expenses) of community mental health and addiction services.</i></p> <p>Assumptions: <i>MHA service providers are able to make a commitment to this initiative: 2 hours per month.</i></p>
Why	<ul style="list-style-type: none"> <i>• Reliable and accurate data is required for system level planning toward an integrated system by 2019. By having a shared understanding of system performance, provider partners and the LHIN will be able to better anticipate needs and align resources to most effectively meet those needs.</i> <i>• This information will be essential to determine resource deployments and priority system improvements.</i>
How	<ul style="list-style-type: none"> <i>• The initiative provides a decision support resource to offer data quality improvement coaching.</i> <i>• Working collaboratively with the LHIN and MHA health service providers to improve on current performance monitoring, including the development of standardized tools and reports.</i> <i>• Developing the approach and tools with pilot sites, covering each service category of the total of 18 CMHA-FCs categories.</i> <i>• Regional implementation: 1-on-1 with each agency and/or in small groups.</i> <i>• Ongoing support: monthly group sessions.</i>
Who	<ul style="list-style-type: none"> <i>• MHA health service provider agencies: leadership / management, decision support specialists, finance specialists, clinicians / administrative staff</i> <i>• Champlain LHIN: accountability specialists, integration specialists</i>



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When	Phase One OHRS Community Services Capacity (volumes and expenses)	Completion Date
	<u>Scope Definition / Exploration</u> of OHRS data system and available documentation, preliminary data extractions and reporting, consideration of options for the approach with agencies	2016-09-30
	<u>Project Planning</u> via the development of the project charter	2016-10-28
	<u>Pilots Implementation & Evaluation</u> through initial work with 5-7 pilot agencies to develop common tools (such as data auditing templates and benchmark reporting) and collaborative approach for continued data quality improvement.	2017-03-17
	<u>Regional Implementation & Evaluation:</u> Regional roll-out to validate OHRS data items and build capacity for regular reporting (1-on-1 meeting with each agency and/or in small groups)	2017-10-01
	<u>Project Closure & Evaluation:</u> Determine what was most efficient, what could be changed, and document lessons-learned for continued data quality improvement with agencies and for the project's Phase Two (which will consider other OHRS functional centers (such as hospital MHA and primary care), and other data systems to expand on performance measurement and monitoring).	2017-12-01
Outcomes	System outcomes of the Phase One: <ul style="list-style-type: none"> Valid OHRS data, regularly audited to sustain quality over time: volumes and expenses by CMHA-FC. Summary report by CMHA-FC of pre-validated data. Summary report by CMHA-FC of validated data. 	
Budget	From Pathways funds: \$1,800 for meeting expenses, travel, translation of educational materials.	
Resources	August 1 st 2016 – December 1 st 2017, total effort 205 days provided by Pathways: decision support specialist and project manager.	
Alignment to IHSP	To contribute to the development of a Performance Monitoring System for mental health and addictions, as identified in the Champlain LHIN Integrated Health Service Plan 2016-19 ¹ .	

¹ URL: <http://www.champlainhln.on.ca/GoalsandAchievements/OurStratPlan.aspx>

