

Data Quality Improvement (DQI)

Phase One: OHRS Community Services Capacity

April 4th 2017

Greetings Champlain Mental Health and Addictions Service Providers,

By now you may be familiar with our [Data Quality Improvement](#) initiative; led by Pathways to Better Care; and directed by the Champlain LHIN. The objective of this initiative is to establish a valid, sustainable and reliable performance monitoring system for the Champlain Mental Health and Addictions sector. The initiative will initially focus on validating current system capacity (i.e., service volumes and expenses) of community mental health and addictions (CMHA) services as reported via the Ontario Healthcare Reporting Standards (OHRS).

This initiative

- builds upon recent provincial initiatives as driven by the Drug Treatment Funding Program (The [Costing Project](#) in particular), that seek to further support providers in OHRS / MIS data quality, reporting and performance reporting; and,
- seeks to facilitate each Champlain LHIN agency's obligation to report OHRS/MIS Trial Balance Submissions to the Ministry.

Project Update

Last Fall, we started working with a small number of agencies to pilot our data improvement approach and tools. To date, we have been working closely with CMHA-Champlain East, The Royal, Carlington and Pinecrest-Queensway Community Health Centres.

Examples of some of the improvements identified and implemented during our pilot include:

- Data fields with missing information are identified and solutions found to amend the situation for future data submissions.
- Differing interpretations of definitions have been identified, such as the start/end of wait times. These interpretations will be tallied in order to derive a consistent and harmonized approach to wait time data collection.
- Increased agency-level knowledge of existing data quality resources, and interest of performance data.
- Increased LHIN-level knowledge of CMHA service information and performance.

Regional Implementation

Our approach to implementation is informed and guided by *Implementation Science*,



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which is a research-based approach to implementing new practices. It considers all of the factors that need to be in place to optimize positive outcomes.

The ‘intervention’ being implemented is the DQI checklist – a data validation tool developed for this initiative. The DQI checklist is being implemented to verify / validate the main statistics of OHRS, as submitted by each agency quarterly to the Ministry. The validation exercise targets each community mental health and addictions (CMHA) functional centre, to ensure the data reported is accurate and complete. As part of the intervention, CMHA agencies will be supported by Pathways through tailored training and coaching.

With support from Mitsi Cardinal, Pathways Decision Support Specialist (DSS), each agency is expected to review the information provided in the checklist and respond to key considerations. Areas identified for improvement will be addressed by the agency and monitored for completion by Pathways. Monitoring will include tracking of data issues using a log to ensure successful resolution. As part of the continuous improvement cycle, Pathways will provide the DQI checklist anew to each agency, with the following fiscal year end data (2017-18) for review and action.

Next Steps

For our regional implementation, we have grouped agencies by service type and / or geography and will be scheduling initial 2 hour training sessions. These sessions will be split between late Spring (2 groups in June) and the Fall (6 groups in September). Stay tuned for your agencies invite. In the meantime, if you are able to host a session, please contact [Melanie Caulfield](#). For further details regarding implementation, please review the [draft regional implementation plan](#), which includes the list of agencies by group (Appendix B).

We appreciate your continued support and interest in this exciting initiative.

Kind Regards,

Mitsi Cardinal & Melanie Caulfield
Champlain Pathways to Better Care



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