

2007 ICAP Annual Meeting

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# Issues in Data Quality and the Domino Effect

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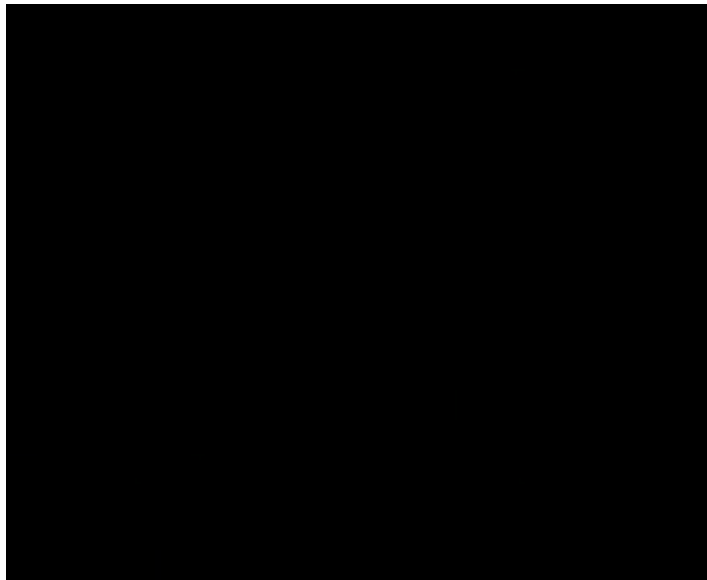
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# What did we just see?

- A chain of events each occurring as the result of the **ACTION** or **LACK OF ACTION** of a previous event

- When events such as this happens, it is called “The Domino Effect”

# Definition of Domino Effect

- A cumulative effect produced when one event sets off a chain of similar events
- the effect which a situation or event has on a series of other situations or events

# Domino Effect

- At its best; a carefully orchestrated set of actions that lead to a desired goal.
- At its worst; a series of unexpected, undesired actions that prevent the attainment of a desired goal.

What does the domino effect have to do with data?

# Why is quality data collection important?

- When mistakes are made:
  - Both
- Program statistics and their effect on program life and funding are affected
  - and
- Clinical care and outcome are affected

# Effects of Incomplete and Inaccurate Data

- Inappropriate or untimely patient care
- Wastes time for patients and staff
  - looking for information
  - duplication of services
  - unnecessary repeat patient visits
- Loss of patient confidence
- Poor patient care
- Provides inaccurate program statistics, making it difficult to plan for program needs

# What problems can happen with data?

- Be recorded incorrectly (cd4 250 recorded as 25)
- Be recorded in different places differently (patient chart and log)
- Not be recorded
- Not be recorded consistently for all patients

# Other Uses of data collection on MDT Clinical Activities

- MDT uses the chart for documenting information as a tool for ensuring no gaps in care
- MDT uses documentation to guide the actions of the individuals in the team
- MDT uses data to determine how well the team is operating to meet its goals, constantly assessing and reassessing outcome
- MDT uses the chart as a mode of written communication with one another rather relying on verbal communication alone. Let's see if verbal communication is an effective way of communicating with one another.....

Let's Play a Game

# Yetunde

Yetunde is 38 years old and lives in Livingstone township. She first tested HIV- 4 years ago. She is now 24 weeks pregnant and is being referred for PMTCT. She had her CD4 done on the first visit and her CD4 count is 175. She is leaving the village next week to visit her sister. When she returns she will bring her 3 children to be tested. Her husband's HIV status is unknown.



# How well did we do?

Should we rely on verbal communication?

What would be the domino effect in this situation?

# Yetunde's visit

The same information that was provided in the game was presented to the provider:

Yetunde is 38 years old and lives in Livingstone township. She first tested HIV- 4 years ago. She is now 24 weeks pregnant and is being referred for PMTCT. She had her CD4 done on the first visit and her CD4 count is 175. She is leaving the village next week to visit her sister. When she returns she will bring her 3 children to be tested. Her husband's HIV status is unknown.

# Yetunde's Visit

- CD4 lab results placed in her file
- Provider was very busy and called the next patient.
- Provider knew Yetunde from her previous pregnancy would remember the details for the next visit.

# What is wrong with what happened with Yetunde?

Data was not recorded about:

- Need to start ART

- When ART would be started

- Next visit date

- Yetunde had children who needed testing

- If her partner's HIV status was known and did he need testing

On the next visit, lack of documentation will require that the provider remember what patient needs

If, patient sees a different provider, they will have to reassess patient's needs (wasted time)

If patient fails to return, outreach staff will not know that she has missed appointment since none was recorded

Children and husband may not receive testing and HIV care if needed

# Summary

Be sure to:

- Take time to write down information
- Make sure the information is legible
- Make sure information is accurate
- Make sure all key information is recorded
- Review what you have written

# Good Data Collection can have a positive domino affect on:

- Program funding – justifies funding
- Program Expansion - demonstrates need to expand services at current site and add additional sites
- Program Life – demonstrates why program should be continued
- Program Statistics - accuracy and the work being done both success and challenges
- Clinical Care and Outcome – demonstrates successful care and treatment services

# What does this mean?

- The domino effect is at work in all that we do.
- Careful attention must be paid to the quality of the data we collect.
- The domino effect does not have to be a negative effect.
- The domino effect can be useful in affecting program statistics, life, funding and most importantly, patient care.

**Asante Sana**