



Policy

Data Quality Policy

Policy Statement

Data will be collected, stored and used in a manner that ensures it is relevant, timely, accurate, coherent, transparent and accessible.

Data will be assessed and managed in accordance with the ACT Health Data Quality Framework to ensure that it is of a quality that is fit for purpose.

Correction of data will be done in or as close as possible to the Primary Source System.

Purpose

The primary purpose of this policy is to ensure that high quality data are available to support clinical and business decisions within ACT Health.

The Health Directorate Corporate Plan 2012-2017 identifies strengthening decision support as a key strategy aiding the improvement of health services delivery. High quality data underpins decision support for both clinical and business decisions.

Scope

The policy applies to all ACT Health employees, contracted medical officers, contractors, and students on work placement who create, modify, store, use and interpret data.

Agencies and other directorates with responsibilities for ACT Health data are expected to collect, store and use it appropriately.

All data collected, used and reported by ACT Health including patient, clinical, administrative, financial and human resource data are within scope of this policy.

Aboriginal and Torres Strait Islander identification in key administrative data collections is essential to enable accurate assessment of health outcomes of, and service use by, Aboriginal and Torres Strait Islander people. Aboriginal and Torres Strait Islander data including identification is within scope of this policy.

Roles & Responsibilities

It is the responsibility of all staff to ensure that data are:

- collected and recorded promptly and accurately at the time of collection;
- collected in accordance with standards and documented procedures;

<i>Doc Number</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
DGD14-006	Dec 2013	Dec 2015	P&I	1 of 4

- appropriately updated as required to reflect changes in accordance with standards and documented procedures; and
- corrected in a timely manner based on documented evidence in accordance with standards and documented procedures.

All staff members have obligations to maintain data quality:

- legally (Privacy Act (1988), Territory Records Act 2002, Health Records (Privacy and Access) Act 1997, Public Service Management Act 1994);
- contractually (contract of employment, service contract); and
- ethically (professional codes of practice).

More specific roles and responsibilities are outlined below. It is important to note that a staff member may have more than one role at a time and that their roles may change for different data.

Executives – All Senior Executives and Executive Directors are expected to:

- lead and promote the development of a data quality culture throughout the Directorate.

Managers – Staff with a supervisory role should:

- ensure that business units adhere to the data quality framework and policies;
- provide the necessary resources to manage data quality;
- encourage a data quality component at the start of initiatives and projects from their commencement;
- provide direction and prioritise quality improvement of data assets; and
- ensure staff members are appropriately trained to fulfil their data quality responsibilities.

ICT Personnel – Staff members providing ICT support will:

- address system related Data Quality Issues with the appropriate stakeholders as they are identified;
- address system issues in a timely manner and ensure that stakeholders are identified of issues that may impact data quality; and
- identify ways to improve data source information systems using the data quality improvement cycle.

System Administrators - Staff members with a system administration role will:

- address Data Quality Issues with the appropriate stakeholders as they are identified;
- ensure system documentation and metadata meet the data quality framework and data governance framework criteria; and
- work with the appropriate business units to ensure metadata correctly reflects system fields and data elements.

System Trainers – Staff members that train others in the use of a system, including Shared Services and ACT Health staff will:

- promote data quality and embed best practice into training; and
- include training materials that support best practice data quality.

<i>Doc Number</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
DGD14-006	Dec 2013	Dec 2015	P&I	2 of 4

Data Managers and Analysts – Staff members that manage or analyse data will:

- address Data Quality Issues with the appropriate stakeholders as they are identified;
- promote data quality and embed best practice into work practices;
- ensure that relevant data standards are applied;
- ensure that data are appropriately sourced and documented;
- provide guidance on Data Quality Issues and problem resolution;
- review and report on data quality including completion and use of data quality statements;
- conduct root cause analysis of data issues; and
- identify ways to improve data collections and data assets proactively.

Data Quality Officers – Staff members who have designated data quality functions as part of their role will be considered to be Data Quality Officers and will:

- assess and provide reports on compliance with the data quality framework;
- assist in data quality studies or ad hoc data quality reporting or initiatives;
- assist in development of data quality infrastructure, strategy, and policy;
- provide feedback to System Trainers to help develop best practice; and
- assist in root cause analysis of data issues.

Clinical and Administrative staff – Staff members that capture or enter data on a form, in a medical record, or in a system must:

- ensure data are captured and validated at the point of client contact;
- respond to any Data Quality Issues raised by the client;
- ensure data are correct, current and complete;
- ensure data are entered as close to real-time as possible;
- report Data Quality Issues as they are identified to the appropriate manager;
- escalate Data Quality Issues that impact on patient safety to the manager as a priority;
- participated in data quality education activities; and
- address feedback regarding data quality from management and participate in the resolution of issues as appropriate.

Further responsibilities for data quality reside with Data Custodians and Data Stewards and are outlined in the Data Custodian and Data Steward Policy.

Evaluation

Outcome Measures

- The number of business units that have implemented the Data Quality Framework.
- Data Quality Statements and indicator scores being used to:
 - a. benchmark data quality; and
 - b. monitor improvements in data quality.

Method

- The Data Governance and Standards unit will survey all business units within ACT Health and report on the progress of implementation and the use of Data Quality Statements and indicator scores. The report will be submitted to the Portfolio ICT Committee on an annual basis.

<i>Doc Number</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
DGD14-006	Dec 2013	Dec 2015	P&I	3 of 4

Related Legislation, Policies and Standards

Legislation

Privacy Act (1988)
Territory Records Act 2002
Health Records (Privacy and Access) Act 1997
Public Service Management Act 1994

Standards

National Safety and Quality in Health Service Standard 1: Governance for Safety and Quality in Health Service Organisations

Policies

Data Release Policy
Acceptable Access and Use of Information Technology (IT) Policy
Data Custodian and Data Steward Policy

Definition of Terms

Data - Distinct pieces of information, usually formatted in a special way. Data can exist in a variety of forms - as numbers or text on pieces of paper, as bits and bytes stored in electronic memory, or as facts stored in a person's mind.

Data Quality Issues – refers to potential problems with the data collected. These problems can include missing data, incorrect data, incomplete or truncated data and out of date data.

Primary Source system – the information system used and identified as the primary source of the data being captured / reported. It is usually the first system that the data is captured in before it flows to other downstream systems or is re-entered in other secondary systems. For example more than one information system can have patient details such as name and address entered and stored. In ACT Health ACTPAS is currently the primary source system for patient demographic information.

References

Health Directorate Corporate Plan 2012-2017

Attachments

ACT Health Data Quality Framework

Disclaimer: *This document has been developed by ACT Health, Performance and Innovation Branch, Data Governance and Standards Unit specifically for its own use. Use of this document and any reliance on the information contained therein by any third party is at his or her own risk and Health Directorate assumes no responsibility whatsoever.*

<i>Doc Number</i>	<i>Issued</i>	<i>Review Date</i>	<i>Area Responsible</i>	<i>Page</i>
DGD14-006	Dec 2013	Dec 2015	P&I	4 of 4