

# Creating Meaningful Data.

PDSA Facilitators Workshop

Thursday 17 February 2011

Presented by: Mandy Geary, Executive Officer

Project Work: Mel Hibbins, ICDM/SC Project  
Coordinator

# What is data?

**There is a profound  
difference between  
information and  
meaning.**

**Warren G. Bennis**



**Data is not information,  
information is not  
knowledge, knowledge  
is not understanding,  
understanding is not  
wisdom.**

**Clifford Stoll.**

# What is meaningful about it?

# Nothing intrinsically!

- It can be generated indefinitely
- It can be exchanged forever
- It can be stored, retrieved, filed & talked about *‘...to infinity & beyond...’*



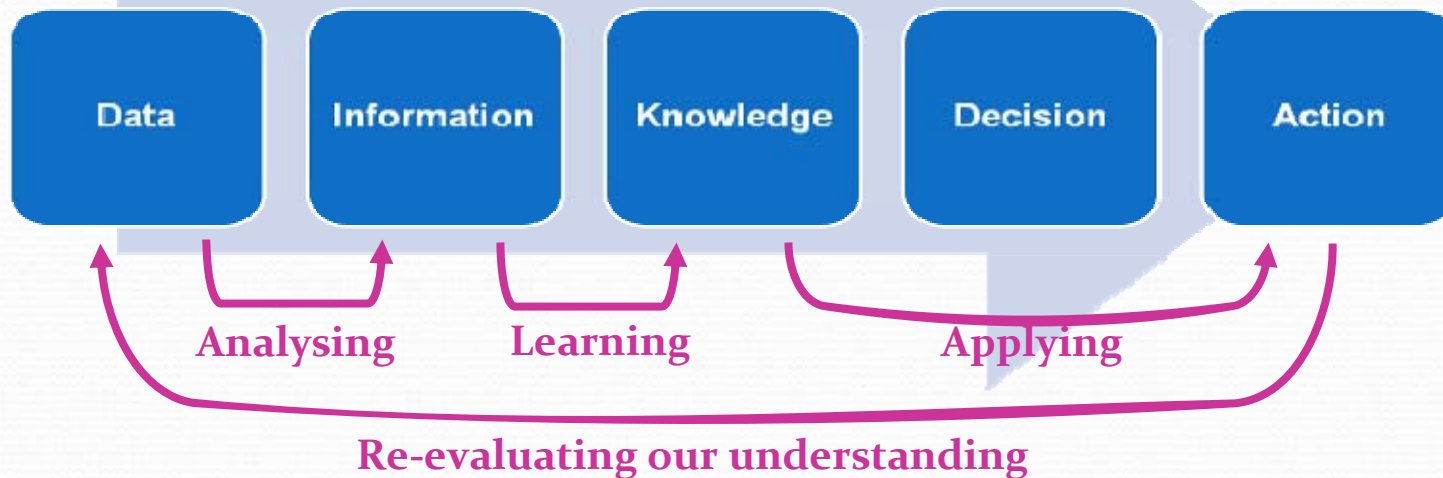
But it isn't meaningful unless turned into information &  
*‘...it's that information that changes us’* ‘Platform for Change’  
Stafford Beer

# How can we make it meaningful?

Getting it right at  
this point...

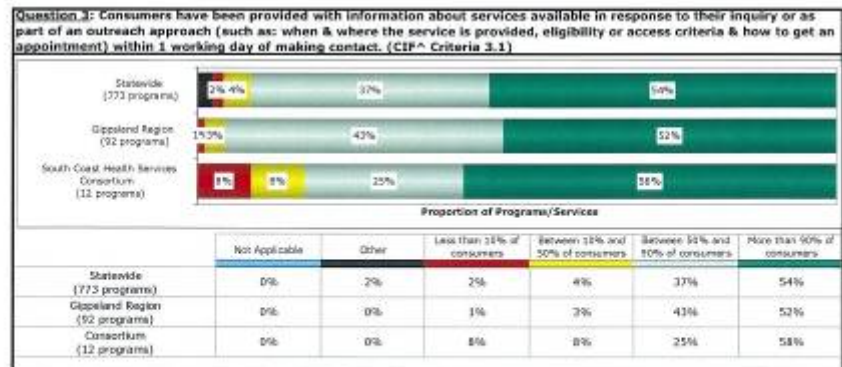
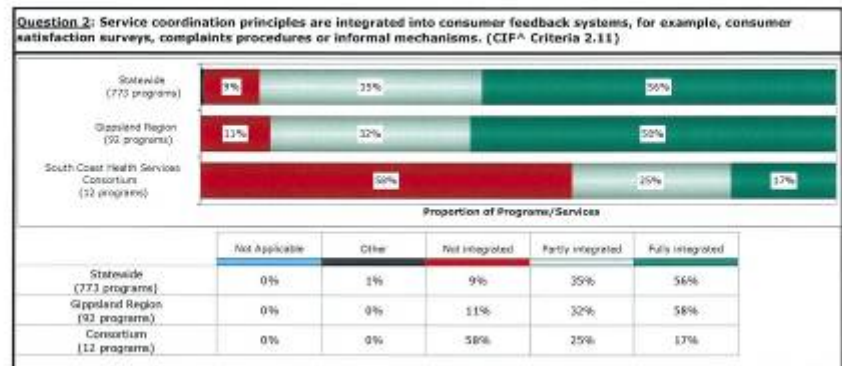
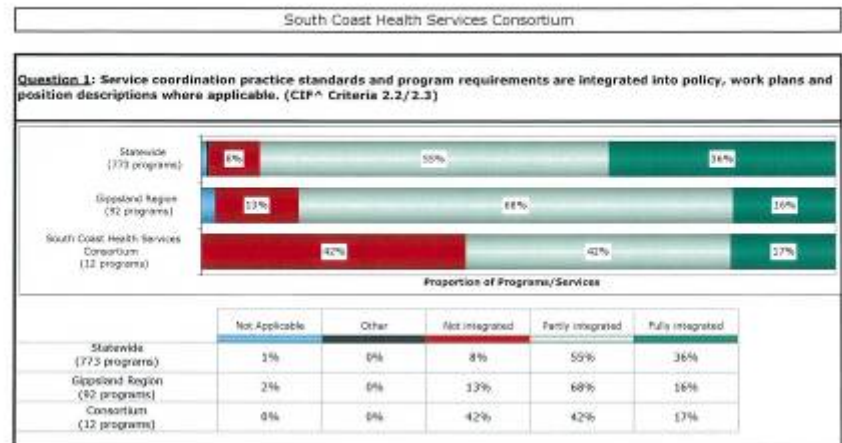
& all the points in  
between!

Getting to this  
point depends  
on...

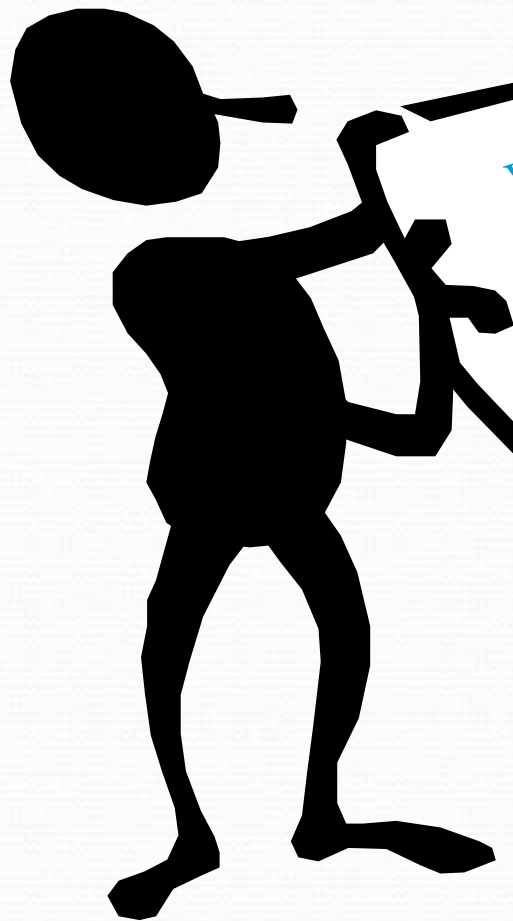


e.g.

# SC-ICDM survey data looks like this:



# Information coming from that data might look like this:



## What we did well:

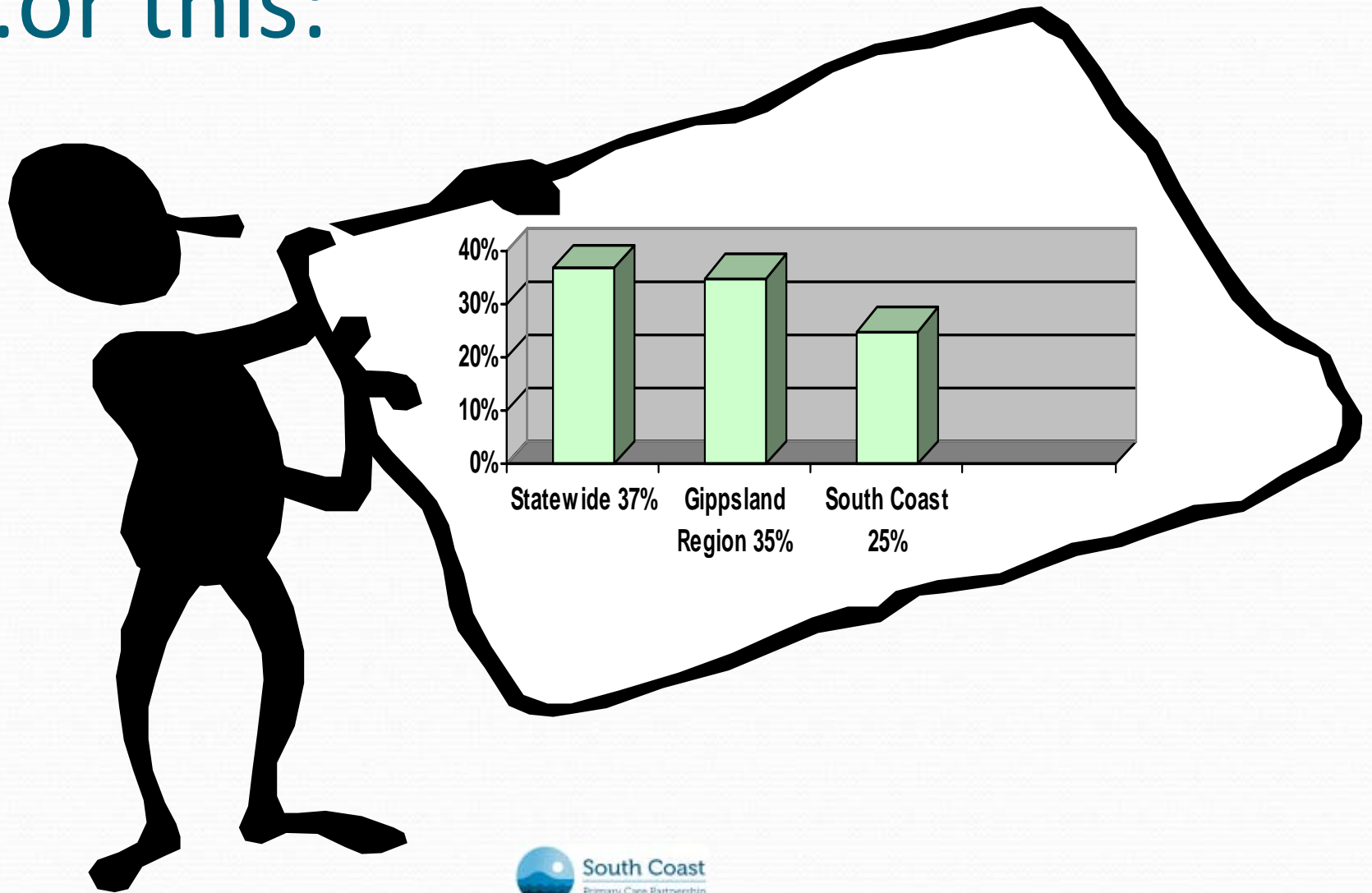
Obtaining consent for information disclosure

## What we could improve:

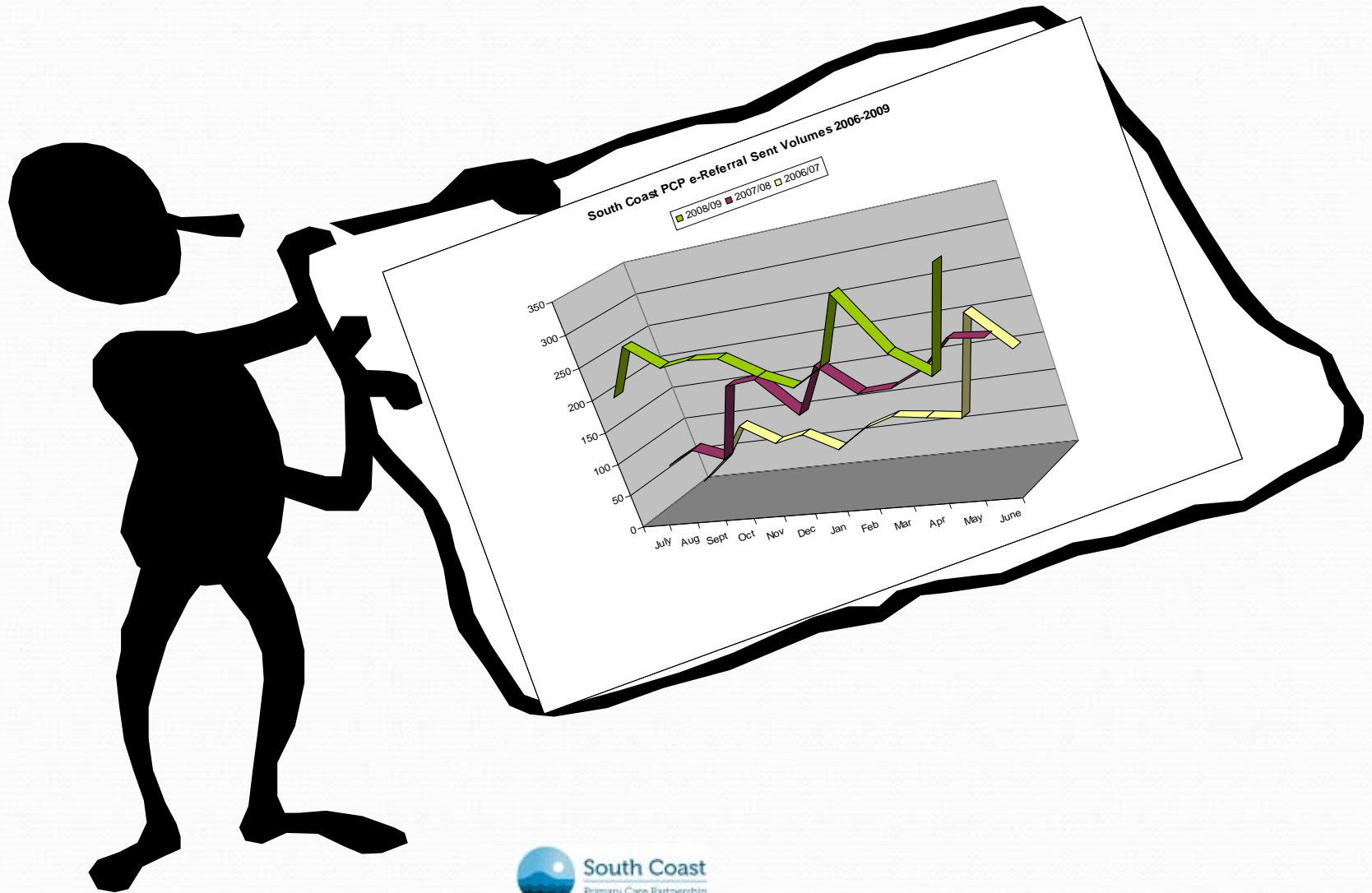
CCP are rarely used b/w care providers

Electronic referrals are rarely used except by one or two practitioners in an agency

...or this:



...or this:





# Knowledge coming from that information might be:

- Less than a 1/3 of people with complex, chronic needs receiving services from more than one agency have their needs documented in a Care Coordination Plan. There is therefore less likelihood of their needs being coordinated effectively b/w these providers.

Or:

- There is a need to improve uptake of electronic referral in agencies x, y & z to ensure timely, secure exchange of information to support integrated, coordinated care

# Decisions coming from that knowledge might be:

The PCP will:

- Identify the barriers to uptake of CCP
- Develop strategies to improve the uptake of CCP

or

- Identify the barriers to using electronic referrals in agencies( sectors/disciplines...) x, y & z
- Develop strategies to improve the uptake of e-referrals

# Actions coming from those decisions might be:

- Developing local agreements b/w agencies (sectors, practitioners...) x, y & z to use CCP

Or

- Gaining management commitment to improve access to PCs & scanners

# And the wisdom?

- Data, information, knowledge & understanding deal with what has been or what is known
- Wisdom deals with vision and design – creating the future
- Achieving wisdom requires you to move through the other stages (Russell Ackoff)

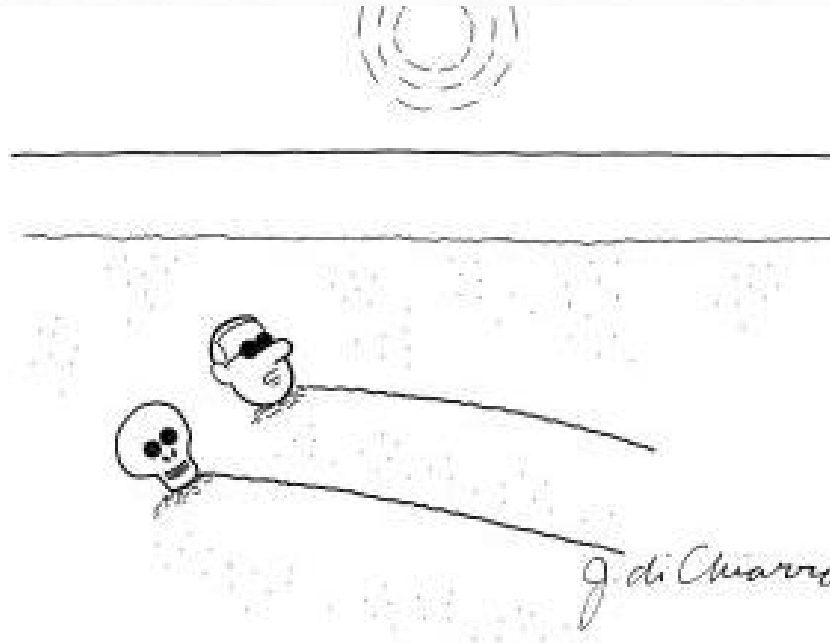


# Factors contributing to audit success:

- Appropriate topic selection
- Defining the purpose & getting “buy in”
- Good planning & preparation
- Using good audit techniques (absence of bias)
- Using valid, responsive, reliable audit tools
- Using appropriate sampling techniques
- Knowing what skills are needed and training auditors so they have them

# Practical issues to consider when auditing files

- Contact Health
- Confirm age
- Prepare hard
- Take 'Issues
- Allow enough
- Be consistent
- Don't accept
- Work with the
- Understand through their until INI
- You can only report that something was, was not documented as being done – not that it definitely was/was not done in practice (unless you are observing that practice)



**"I said, I'm a bit thirsty, how about you?"**

# Issues of privacy & confidentiality

- Personal/health information is not used or recorded (but it is seen)
- Agency responsible for ensuring consent re your access to the files (for QI purposes)
- You are responsible for keeping what you see/hear confidential
- Gain senior management authorisation to access site & records
- Ask to sign agency 'Confidentiality Agreement'
- Provide written assurance re use/disclosure of information collected
- Comply with these obligations

# Practical issues to consider when presenting the data

- **Key Messages** work best to drive decisions, and action.
- What is the data saying to you? What are the **Key Messages**?
- Before you write or speak, **Think**. What did you collect the information? Why was it important? Who is going to read/listen to it? What do you want them to do with it?
- These questions will allow you to focus on the **Key Messages**.
- These **Key Messages** may vary depending on who you're speaking to



# Beware!



and...



if you want to avoid...



# Summary

- Audits are only one method of getting data
- Successful audits need prepared auditors & good audit tools
- Understand the limitations of the survey method before interpreting the results
- Key messages! What are you trying to say, why & to whom?
- Data alone is not effective in getting action
- Turn data into information to get 'buy in'
- Apply that information to decisions & actions
- Re-evaluate to gain wisdom