PUTTING THE "QUALITY" BACK IN DATA QUALITY

NESIIS Data Exchange Quality Review

Purpose

- Drive Successful Data Exchange Relationships
  - Improve data quality
  - Improve submission frequency
  - Improve outreach and communication

Approach

☐ Track and Analyze DX Activity

☐ Identify & Eliminate Roadblocks

☐ Follow-Up & Continued Communication

On-Boarding

☐ Work with File Creators, Copy the Decision Makers

☐ Hold Your Ground, This is Your IIS

☐ Make Testing Worth Your Time

☐ Be Prompt

Day to Day Approach

- ☐ Monitor Jobs
  - Organizations send files at least once a week; most continuously through each day
  - Identify immediately if DX drops off
- ☐ Monitor Records
  - Data quality
  - Identify problems with the HL7 format/structure
  - Identify problem with the organization's data
  - Help new organizations establish quality DX

Data Exchange Quality Overview

- Track Job Status and Volume
  - Completed
  - Failed (exception or error)
- Track Records
  - Volume
  - Status (processed or rejected)
  - Rejection reasons
- Identify Trends in Immunization Reporting
  - General
  - Organization-specific

Tracking Jobs

□ Simple Count

Copy weekly list of jobs from Job Monitor into a macro-enabled spreadsheet that tallies them by organization, parent, and vendor

No data/PHI from within the job is copied or pulled out of NESIIS

Tracking Records

- ☐ Various Scripts
  - ☐ Job numbers of rejected records
  - ☐ Immunization counts by organization
  - ☐ Email
- ☐ Review Rejected Records Individually
  - ☐ Depends on various red flags or indicators (listed later in the presentation)

Reporting Tool

□ Customized Spreadsheets

□ Local Database,

- ▫ Identify the organizations
- ▫ Tally a set of stats by org, parent organization, and vendor
- ▫ Compile the data in report format.

DX Quality Report Details

Name

Org ID Number

Parent Name

Vendor Name

No. of Immunizations

No. of Jobs

No. of Rejects

Percent Completed Jobs

Percent Rejected Records

Reject reasons

High Level Summary Table

	Jobs	Failed	Records	Rejected	Imms
⊞	223	0	80	0	80
⊞	4811	0	3660	9	3651
⊞	147	0	4664	15	4649
⊞	0		0		
⊞	950	0	2107	6	2101
⊞	1	0	0		
⊞	20	0	169	65	104
⊞	6	0	6	1	5
⊞	15826	0	3162	14	3148
⊟					
⊟					
	0		100		100
	0		262		262
	4237	0	798	798	
	0		56	10	46
	0		0		
	0		33		33
	0		0		
	0		9	0	9
⊞	140	0	220		220
⊞	492	0	426	0	426
⊞	0		0		
⊞	153	0	947	218	729
⊞	0		86	1	85
⊞	3	0	4		4
⊞	2	0	1		1
⊞	3	0	13		13
⊞	3	0	1881	17	1864
⊞	356	0	0		
⊞	1	0	1		1
⊞	0		0		
⊞	0		2		2
⊞	1	0	2		2
	27375	0	18689	1154	17535

Monthly Immunizations Report

Org ID	Name	Org Level	Last Live DX	HL7 Version	Transaction Type			December	January	February	M
24257		C/V	01/29/2013	2.4	Live, PHINMS				4009	310	
25280		C/P	07/08/2013	2.5.1	LIVE PHINMS						
19377		P	01/05/2012	HL7 2.4	Live, PHINMS			0	0	0	
19418		C/P	01/05/2012	HL7 2.4	Live, PHINMS			4	3	0	
19417		C/P	01/05/2012	HL7 2.4	Live, PHINMS			90	108	74	
20782		C/V	11/18/2011	HL7 2.4	Live, PHINMS			0	0	0	
20557		V		HLS 3.4	LIVE, PHINMS						
21037		C/V	11/18/2011	HL7 2.4	Live, PHINMS						
20779		C/V	11/18/2011	HL7 2.4	Live, PHINMS						
20397		C/V	11/18/2011	HL7 2.4	Live, PHINMS						
24258		V	01/29/2013	2.4	Live, PHINMS						
22917		C/S	04/18/2012	HL7 2.4	LIVE, PHINMS						
19397		C/P	01/05/2012	HL7 2.4	Live, PHINMS						
25282		C/P	07/08/2013	2.5.1	LIVE PHINMS						
17237		C/P	06/10/2013	2.5.1	Live PHINMS						
25283		C/V	07/08/2013	2.5.1	Live PHINMS						
16957		P	09/23/2011	HL7 2.4	Live, PHINMS						

Immunization counts

Monthly rates of change

Priority Indicators

- Failed Jobs
- High Number of Rejections
- New Organization Activity

Other Indicators

- Zero Jobs Submitted
- Higher Number of Rejections
- Percent Completed Jobs
- Percent Rejected Records
- Completed Jobs but No Imms
- Rejected Records, but No Jobs
- Previous Week's Performance

Indicators (cont.)

- Trend Deviation
- Rate of Change
- Sudden Drop Offs
- Zero Deltas

Action When Issues Are Found

- Reach out to the facility or vendor
- Work with the facility/vendor to fix issues
- If it's a vendor issue – make sure the facility is aware of what's going on
- Follow-up if you don't see results

Results Over Time

3,180 Jobs	**27,495 Jobs**
7,155 Records	**20,329 Records**
August 2012	**August 2013**

QUESTIONS???

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