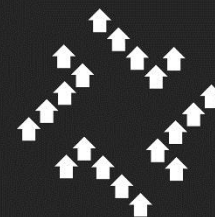


MOVING BEYOND NULLS:

THE QUEST TO DEVELOP A ROBUST DATA QUALITY PLAN

An account of Calgary's daring journey navigated valiantly by data entry staff, managers and system administrators alike.

Presented by: Lisa Burke, HMIS Technical Operations Analyst
May 7, 2015



Calgary
Homeless
Foundation

What will be covered:



1. What is data quality?
2. Why is high data quality important?
3. What are the stages in developing a robust data quality plan?
4. Potential challenges & how to rise above!
5. Discussion!

What is Data Quality?



Data quality encompasses 4 main components:

1. Timeliness
2. Completion
3. Accuracy
4. Consistency

If you have high performance in each of these areas individually, you will have great data quality overall!

Why is High Data Quality Important?



High data quality leads to:

- Efficient and effective service provision and client care
- Consistent communication between staff members
AND between programs/agencies
- Valid reporting that can be trusted and used for
system planning and program design

Data is the voice of our clients! It is imperative that we are speaking intentionally and with truth.

Developing a Robust Data Quality Plan



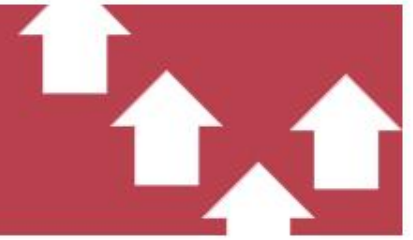
Stage One:
Research &
Planning

Stage Two:
Implementation

Stage Three:
Maintenance

Stage 4: Ongoing
Learning &
Improvements

Stage One: Research & Planning



Questions to ask yourself during the planning stage:

1. What is everyone else doing?

Resources:

HUD DQ Monitoring Toolkit

- <https://www.hudexchange.info/resource/1216/hmis-data-quality-monitoring-tool/>

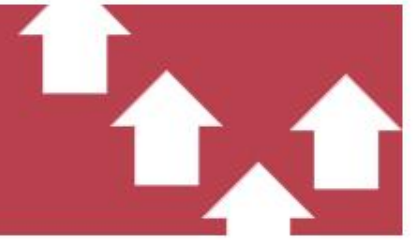
HUD Garbage In, Garbage Out: Strategies to Ensure HMIS Data Quality

- <https://www.hudexchange.info/resource/1535/garbage-in-garbage-out-strategies-to-ensure-hmis-data-quality/>

Calgary's HMIS User Resources & Tools

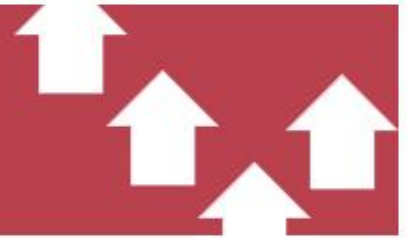
- <http://calgaryhomeless.com/what-we-do/oversee-hmis/user-information-tools/>

Stage One: Research & Planning



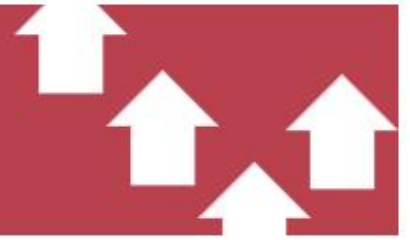
2. How do you plan to increase quality in each of the 4 areas of data quality?
 - Training & development
 - Additional user resources
 - Ongoing monitoring & support
 - Knowledge dissemination & communication
 - Develop & maintain relationships

Stage One: Research & Planning



3. What standards or benchmarks are appropriate?
4. Will you have different standards based on program type?

Stage One: Research & Planning



5. What will your implementation look like?
 - Who will be involved?
 - Do you require a change management plan?
 - What is your communication plan?
 - When will implementation occur?
 - Will you take a phase in approach?
 - Do any sub-projects need to be completed before implementation can begin?

Stage Two: Implementation



Time to put all your planning into play!

- Communicate with all partners as planned
- Disseminate knowledge & information
- Implement monitoring & support processes

Stage Three: Maintenance



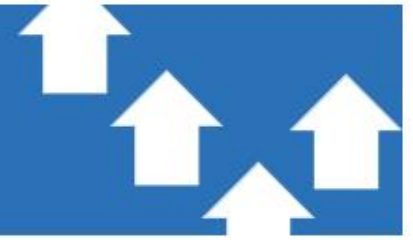
The maintenance stage includes:

- Ongoing monitoring
- Ongoing training & support
- Ongoing communication

Monitoring – Report Examples



Stage Four: Ongoing Learning & Improvements



This stage will vary for each community and data quality plan.

- Consider patterns in the data quality and what they are telling you
- Accept feedback from your community partners
- Be sure to ask for feedback from all levels of staff that are involved
- Consider the effects of any changes you want to make and ensure those changes are managed effectively!

Potential Challenges & How to Rise Above!



Strengths

Weaknesses

Opportunities

Threats

Discussion!

Now welcoming any questions,
comments, critiques... thoughts &
dreams...



Calgary
Homeless
Foundation