DATA QUALITY

eQIPP-ING YOUR WORKFORCE PLANNING FOR THE FUTURE

NHS
The Information Centre
for health and social care

eWIN

NHS workforce information is amassed from a range of data sources and systems and is used at an organisational, local and national level to aid and inform workforce planning, therefore the higher the quality of data at the outset, the higher probability of accuracy in related work streams at a later date.

Poor quality data can result from poorly managed processes and systems and poor functionality of those systems.

Even small improvements in quality and productivity can have significant impact. eWIN's Benchmarking Service has been designed to help organisations plan workforce configurations & improve efficiency, productivity and use of resources.

Easy and constant access to the data, and the benchmarking and analysis around it, drives innovation and new ways of working – this is coupled with the rich qualitative data fed from eWIN's members available via the Knowledge Exchange.

The national Quality, Innovation, Productivity and Prevention (QIPP) agenda focuses on tackling health inequalities to drive down demand and release cost savings in the system through increased operating efficiencies – this is reflected in the QIPP Dashboards – whereby Data Quality is a key metric. This metric is

Why is Data Quality in ESR so important?

1. Operational managers, finance directors and others need to be able to rely on the accuracy of workforce information available in order to be able to provide timely and effective services directly to patients.
2. Reliable & good quality data on the current workforce, profiling its demographics, geographies, skills and capabilities, is a crucial component of workforce planning.
3. When employers can relate workforce information to the services currently provided, they have the basis for planning and commissioning education programmes to meet future demand.
4. The monitoring and reporting of NHS staff locally enables organisations to examine the make-up of their workforce, and can highlight differences between groups in terns of satisfaction and progression.
5. Data from the ESR Data Warehouse is used to drive the metrics in the eWIN Benchmarking Services - it is paramount for this data to be of good quality to support accurate and transparent comparisons.

currently based the McKesson Data Quality Reports which are available locally to Trusts and relate to the findings of specific ESR validation criteria & will be reviewed in light of the new WOVEN reports.

HOW IS ESR DATA QUALITY MONITORED? WOVEN (Workforce Verification Engine)

Previously there have been two separate processes in place for reporting ESR data quality queries to NHS Organisations, one managed by

the ESR Central Team at McKesson and the other by the NHS Information Centre (NHS IC). The ESR Central Team and the NHS IC have worked together to create a revised method of data validation reporting that combines the benefits of both current reporting mechanisms but will avoid any repetition from having two sets of similar reports available to organisations. Launched on the 5th August 2011, the advantages of the WOVEN2 approach are outlined below:

• One report is produced for each organisation;

• Organisations are contacted directly when the reports are available;

• Genuine anomalies can be removed from future reports. For example, if an employee is over 80 years old they will be included in the report because they have not passed one of the Date of Birth validation tests. If the organisation investigates the employee record and the Date of Birth is valid, the organisation can contact the NHS IC and the record will no longer be queried for that Date of Birth test in future reports;

• Specific validation tests can be used to filter the reports, allowing organisations to focus on key areas of cleansing such as equality and diversity;

• Progress and statistic reports will continue.

HOW CAN I USE THIS REPORT?

Across the North West, NHS organisations are being put under incredible strain with the movement of staff due to Transforming Community Services (TCS) and trusts are confirming that this is having a detrimental impact on their ability to prioritise data quality. TCS exacerbates issues concerning data quality when organisations have staff on their Virtual Private Database (VPD) who are no longer employed by themselves and therefore cannot complete data cleanses on this data.

You can use this report to highlight specific areas of low data quality – to be able to map out a strategy for data cleansing.

SUMMARY OF NORTH WEST FINDINGS

The move from the previous data quality reports to a single WOVEN report combined with a change of metrics has meant some trusts which were previously performing well on data quality are now performing poorly – which is why it is important to revisit your DQ reports as soon as possible.

HOW CAN I IMPROVE MY DATA QUALITY?

There are various ways in which you can improve your ESR data quality.

The metrics which are causing trusts across the North West major issues in terms of error count are the equality and diversity metrics. There are medium to long term solutions to improving this data such as completing a global data quality check on a two yearly basis and aligning information as trusts move to self service roll out. Some trusts have utilised McKesson's mass upload service to adjust null data returns to "Did not disclose", though these can continue to be updated at a later date with the use of such methods described above.

The data quality reports in ESR are good sources to begin identifying problematic data areas, however using these in conjunction with other reports to do a deep dive on records and validate data is an excellent way of cross checking data. Larger organisations might choose to run the NHS organisation profile report alongside the data quality report and focus on one problematic area each month or each quarter, especially for those organisations which have a large amount of error counts to contend with.

Getting the right processes in place

and having strong communication links between teams is essential to improving data quality. Understanding who is responsible for which area, ensuring close communication with payroll, maintaining close links with finance for good establishment control and work structures and regular communication with managers to check for errors with their staff all help improve data quality through streamlined processes and effective communication.

HOW CAN eWIN & NHS NORTH WEST PROVIDE SUPPORT?

NHS North West is supporting a number of initiatives to improve ESR data quality across the region. Our current areas of focus are listed below, in order of priority:

1. Leavers: Due to the business imperative of Transforming Community Services & the high error count in the North West. Analysis carried out in March 2011 shows that the Destination on Leaving field was only populated for 19% of leavers records (for the April 2010 to March 2011 time frame) which equates to over 17,000 FTE leaving with a blank 'Destination on Leaving' field.
2. Equality & Diversity: Cumulatively there is a high error count of these fields being left blank
3. Nursing and Midwifery: Cumulatively there is a high error count in the North West and a concern that many errors occur where these priority staff groups have incorrect banding (lower than Band 5)
4. Medical & Dental Staff: In the North West, the data quality issues

eWIN HOT TOPIC

NHS North West

associated with Medical and Dental staff fare unfavorably with other SHA regions nationally.

5. Area of Work: With the business imperative of Transforming Community Services, there is an increasingly need to deal with ad hoc requests requiring workforce analysis based on the area of work categorisation.

If you are an eWIN subscribing member you can login to the QIPP Dashboards to view the data quality errors per FTE, based on the McKesson Reports for your organisation & benchmark yourself against other organisations in your cluster http://qipp.ewin.northwest.nhs.uk/ We're currently working to revise this metric to complement the new WOVEN2 reports.
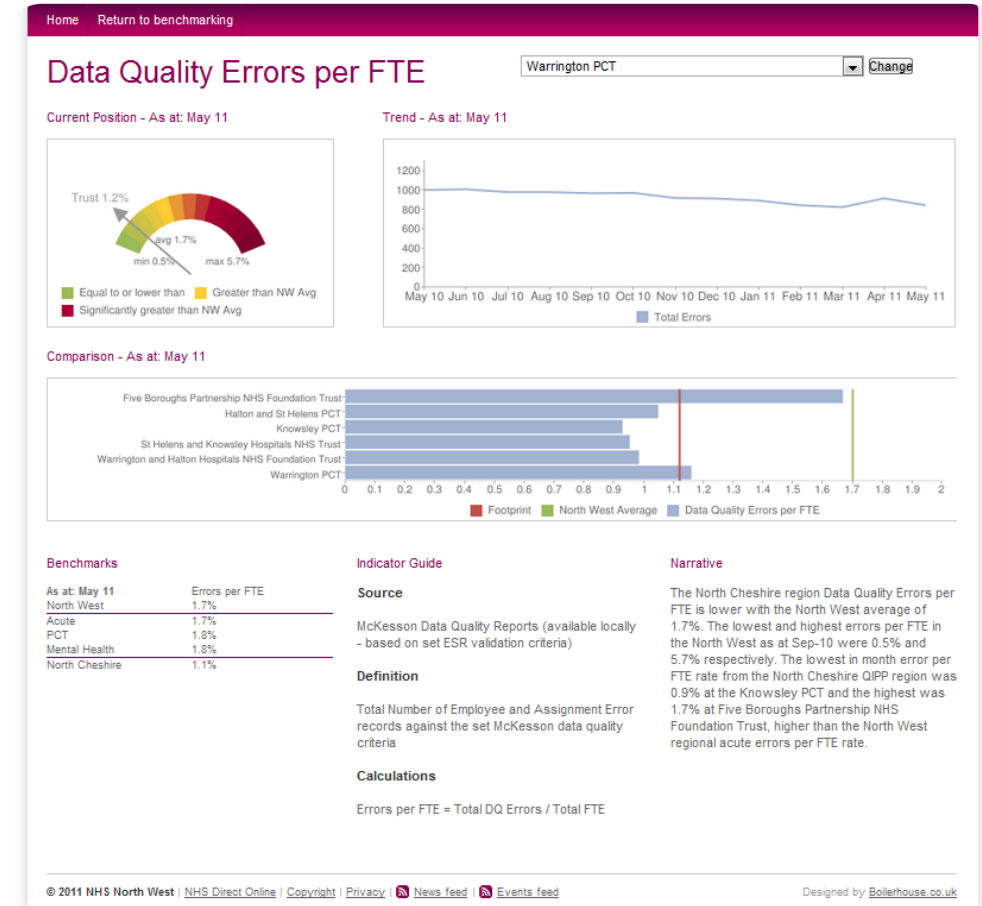
Attending the ESR Workforce & ESR Management Special Interest Groups (SIG's) to receive information and shared learning on how other Trusts are working to improve their scores.

Participating in discussions on the eWIN forum under the Data Quality Improvement Programme.

Also, there is the opportunity for you rot participate in the Data Quality Steering Group for the North West, this will involve quarterly meetings.

WHERE CAN I FIND OUT MORE INFORMATION ABOUT DATA QUALITY?

There are various sources of information to help you understand more about NHS Workforce Data Quality. NHS North West produces a regular Data Quality bulletin, the purpose of which is to keep you up to

Data Quality Errors per FTE

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Warrington PCT [▼] Change

Current Position - As at: May 11

Trust 1.2%
avg 1.7%
min 0.5% max 5.7%

■ Equal to or lower than ■ Greater than NW Avg
■ Significantly greater than NW Avg

Trend - As at: May 11

May 10 Jun 10 Jul 10 Aug 10 Sep 10 Oct 10 Nov 10 Dec 10 Jan 11 Feb 11 Mar 11 Apr 11 May 11
■ Total Errors

Comparison - As at: May 11

Five Boroughs Partnership NHS Foundation Trust
Halton and St Helens PCT
Knowsley PCT
St Helens and Knowsley Hospitals NHS Trust
Warrington and Halton Hospitals NHS Foundation Trust
Warrington PCT

0 0.1 0.2 0.3 0.4 0.5 0.6 0.7 0.8 0.9 1 1.1 1.2 1.3 1.4 1.5 1.6 1.7 1.8 1.9 2

■ Footprint ■ North West Average ■ Data Quality Errors per FTE

Benchmarks

As at: May 11	Errors per FTE
North West	1.7%
Acute	1.7%
PCT	1.8%
Mental Health	1.8%
North Cheshire	1.1%

Indicator Guide

Source

McKesson Data Quality Reports (available locally - based on set ESR validation criteria)

Definition

Total Number of Employee and Assignment Error records against the set McKesson data quality criteria

Calculations

Errors per FTE = Total DQ Errors / Total FTE

Narrative

The North Cheshire region Data Quality Errors per FTE is lower with the North West average of 1.7%. The lowest and highest errors per FTE in the North West as at Sep-10 were 0.5% and 5.7% respectively. The lowest in month error per FTE rate from the North Cheshire QIPP region was 0.9% at the Knowsley PCT and the highest was 1.7% at Five Boroughs Partnership NHS Foundation Trust, higher than the North West regional acute errors per FTE rate.

date about the latest news, issues and initiatives to support the data quality drive and the data arena as a whole. There are also various Hints & Tips and Questions & Answers included.

Data Integrity & Quality Bulletin - North West Region

- Issue 1
- Issue 2
- Issue 3
- Issue 4

If you your organisation has undertaken any work related to data quality that has resulted in a positive impact on business functions, we would welcome the opportunity to discuss your work and explore the possibility of sharing your experiences across the region.

Contact for Further Information

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