

Striving for Quality & Accurate Data Collection

Educating staff on the reporting of individuals' data

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HEALTHCARE STUDIES

INTRODUCTION

- Work Community Independence (WCI) is a private 501(c)3 non-profit agency providing services to people with intellectual disabilities, autism, acquired brain injury, and physical, sensory, and medical needs. The organization operates in the municipalities of Waltham, Watertown, Belmont, Newton, and Maynard. (WCI, n.d.).
- “WCI’s goal for four decades has been to foster the greatest possible degree of independence and competence for individuals to live, work and be a part of the community. WCI provides flexible options to people it supports, as each individual’s needs are different.” (WCI, n.d., para. 5).
- Therap <https://www.therapservices.net/> provides web-based documentation and communication software solutions such as incident reports, medication error reports, behavior tracking, and emergency individual data needs of agencies providing support to people with developmental disabilities.

INTERNSHIP PROJECT OBJECTIVE

- To educate staff and improve daily staff collection of individuals' data.

RELATED LITERATURE

- “Perhaps the most significant role of data collection in healthcare is that it can lead to better patient outcomes. When insurers, clinicians, and support staff can safely and efficiently exchange information, these entities can work together toward a common goal of providing patients with more effective treatment” (Parker, 2022, para. 14).
- “Achieving accreditation requires a service provider to commit to quality improvement, focus on the unique needs of each person the provider serves, and monitor the results of services” (Carf International, n.d., para. 4).

MATERIALS AND METHODS

- Meet with the site supervisor to discuss observed problems regarding staff data collection
- Create assessment data to track staff progress in data collection
- Attend meetings and communicate on improving ISP data on Individual
- Monitor staff's data entry in Therap.



A photo at an Individual Support Plan (ISP) meeting with the clinical team

- At this meeting, we discuss individual’s behavior plans
- Methods how to help individuals improve, strengthen and shape their behavior

CHALLENGES

- WCI is interested in knowing what are the obstacles/ issues that get in the way of staff reporting data. The staff has reported:
 - Too much data to collect.
 - Repetitive data and data that does not correspond to individuals' support plan
 - Expired passwords; staff forgets or chooses not to collect data
- WCI is interested in seeing improvement in staff reporting of individual data including incident reports and the tracking of individuals' behaviors

DATA COLLECTION (TOPICS TAUGHT)

| Weeks | Acknowledge ISP | Complete/ Address Questions | Progress Notes | Daily Log |
|-----------------------|-----------------|-----------------------------|----------------|-----------|
| Week 1 7/13 - 7/14 | X | X | X | X |
| Week 2 7/20 – 7/21 | X | X | X | X |
| Week 3 7/27 – 7/28 | X | X | X | X |
| Week 4 8/3 – 8/4 | X | X | X | X |

| Staff result | Acknowledge ISP | Complete/Address Questions | Progress Notes | Daily Log |
|---------------------------|-----------------|----------------------------|----------------|-----------|
| Staff Week 1 7/13-7/14 | - | - | - | - |
| Staff Week 2 7/20-7/21 | X | - | X | - |
| Staff Week 3 7/27-7/28 | X | X | X | X |
| Staff Week 4 8/3-8/4 | X | X | X | X |

CONCLUSION

- The staff did not collect data during the first week- the emphasis was on learning how to collect data
- By week two, there was some improvement in data collection, though staff still faced some challenges because they did not understand the data
- By week three, staff could properly enter individuals' data into Therap without reminders.
- Staff followed instructions and asked questions when they did not understand the individual data log
- By week four, Staff is working on their own and continued to complete data in Therap at the end of every shift
- Throughout my experience as a clinical intern, I learned that it is important to always stay positive and be patient when solving a problem
- It has also helped my growth as a professional to be an advocate and a problem solver. As soon as I was presented with a problem, I chose to go back to the source which was the staff to find out what their challenges were.

REFERENCES

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