	PROCEDURE: *Quality of Displayed Data*	PROCEDURE NUMBER: *SVMS-PRO-016.001*
SACVALLEY MEDSHARE	Author: Dr. Kevin Dorsey-Tyler	Origination Date: 01/02/2017
	Revised By:	Revised Date:

Purpose:

The purpose of the Quality of Displayed Data Procedure is to ensure that all Participants of SacValley MedShare (SVMS) adequately and reasonably monitor the quality of data uploaded into the Health Information Exchange from their facility or facilities, and that they take necessary steps to maintain the long-term quality of the data.

Scope and Accountability:

This procedure applies to all data-contributing participants of SVMS.

Definitions:

1. ADT means Admit/Discharge/Transfer record(s).
2. CCD meand standard Coordination of Care Document.
3. Displayed Data means clinical data as it is displayed to end-users on the SVMS CareAlign portal. This procedure does not address data content or formatting within XML documents, including CCD.
4. EHR means Electronic Health Record.
5. HIE means Health Information Exchange.
6. PHI means Protected Health Information.
7. PII means Personally Identifiable Information.
8. UAT means User Acceptance Testing area.

Procedure for Quality of Displayed Data:

There are seven (7) main components to this procedure:

I. Initial connection and transmission into the SVMS UAT environment,
II. Data quality review within the UAT environment and correction of deficiencies by the participant and/or vendor(s),
III. Sign-off by SVMS technical and management staff prior to connection into SVMS Production environment,
IV. Initial data quality review within the Production environment, and correction of deficiencies by the participant and/or vendor(s),
V. Ongoing monitoring of data quality,
VI. Suspension of incoming data feed(s) by the participant if data quality is not maintained, and,
VII. Restoration of incoming data feeds from the participant after data quality issues have been corrected.

I. *Initial Connection*

a. Participants shall work together with their EHR vendor and/or SVMS's HIE vendor, Informatics Corporation of America (ICA) to ensure that data is submitted into SVMS-UAT environment in a format that is consistent with published specifications provided by ICA.

b. For participants submitting HL7 laboratory data feeds, data that will be displayed as discrete results should be identified as such within the HL7 message and categorization information should be provided to ICA in their spreadsheet. Fine-tuning of categorization is available via the SVMS CareAlign portal administrative screens.

    c. For participants submitting HL7 laboratory data feeds, data that is to be displayed in text format should be identified as such within the HL7 message.

    d. Participants providing ADT feeds should ensure that admission and discharge dates and statuses are being recorded correctly, if applicable.

    e. Participants providing HL7 text report feeds should use standard flags within the appropriate fields to identify the report type on the CareAlign longitudinal patient record.

II. *Data Quality Review in UAT*

    a. It is the responsibility of the participant to ensure that data presentation is optimal in the SVMS UAT CareAlign Portal before any request is made to connect to the Production environment. Within the longitudinal patient record display:

        i. Text reports should be identified by report type.

        ii. Discrete lab results should be displayed with all individual test results present and with abnormal results flagged.

        iii. If ADT visit timing is sent, it should be checked to ensure that patient status on CareAlign is appropriately changed to reflect changes in admission status.

        iv. Categorization of laboratory tests should be reasonably complete.

        v. Provider information can be corrected in CareAlign administrative screens if needed.

III. *Sign-off by SVMS technical/management staff*

    a. When the Participant and ICA are agreed that data transmission and presentation in the UAT environment is fully functional, request should be made to SVMS for approval to begin transmission into the Production environment.

    b. Until that permission is granted, no clinical data should be transmitted by the Participant into the Production environment.

    c. When that request is received, SVMS shall process that request promptly, and after confirming that data quality is adequate in CareAlign UAT portal, permission shall be given to the Participant and to ICA to proceed with connection to Production.

    d. When connection to Production is established, it is highly recommended that the Participant requests ICA to delete all test data from their UAT vault, especially if live data containing PHI and/or PII has been used for validation purposes.

IV. *Initial Data Review in Production*

    a. It is the responsibility of the Participant to review and validate that the quality of data presentation in the Production environment is consistent with that seen in UAT prior to sign-off.

    b. It may be necessary to make minor corrections to provider or categorization mapping using the CareAlign administrative screens on the Production portal.

V. *Ongoing monitoring of data in the CareAlign Production portal:*

    a. It is the responsibility of the Participant to periodically monitor a sample of the transmitted data as displayed on the CareAlign portal to ensure that data display quality is maintained. This should be performed at minimum:

        i. After each EHR upgrade by the EHR vendor.

        ii. After each Interface Engine upgrade or each significant change in the routes/channels used for transmission.

   iii. At least once a month

 b. SVMS does not routinely access clinical data from Participants unless there is a technical reason making it necessary, ie: validating a report from a Participant that data quality from another participant is not correct/good and in turn validating the correction of the issues reported.

 c. If another end-user identifies and reports a problem with data quality from a particular Participant, they should inform SVMS by submitting the Data Quality Problem Submission Form (SVMS-FORM-063, a 1 page Microsoft ® Word ® document; Attachment A) to SVMS via postal mail or electronic mail to info@sacvalleyms.org.

 d. SVMS shall pass on that information to the Participant, to enable them to correct any underlying cause by sendint the participant a completed Data Quality Problem Inform Participant Notice (SVMS-FORM-064, a 1 page Microsoft® Word® document; Attachment B) to the address of the participant on file.

 e. SVMS shall log the informaiton on the Data QA Problem Log (SVMS-FORM-065, a Microsoft® Excel® spreadheet; Attachment C) for tracking and final outcome purposes.

 f. Participant should then confirm to SVMS that remediation is complete.

VI. *Suspension of Transmission if Data Quality is Inaccurate:*

 a. If at any time a Participant identifies a significant deficiency in the quality of data presentation arising from their data transmissions, they should promptly take all appropriate steps to correct any problems causing the deficiency.

 b. The Participant may voluntarily suspend one or more data feeds during that process. If this is anticipated to last more than one day, SVMS should be informed, and they should be informed on resumption of the feed(s).

 c. If there are persistent uncorrected problems with data quality arising from a Participant, SVMS shall:

   i. Inform the Participant in writing or via email of such problems,

   ii. Request a plan of correction and anticipated date for completion,

   iii. Request voluntary suspension of affected data feeds until correction is completed,

   iv. Inform Participant that if voluntary suspension of data feeds is not performed, that Production data feeds may be blocked by ICA, and,

   v. Ensure that opportunity for testing and correction will still be available in UAT.

VII. *Resumption of Data Feeds into Production after Issues are Addressed:*

 a. Should Production data feeds have been suspended after prolonged problems with data quality, Participant may request SVMS for permission to resume data transmission into Production when the underlying problems have been corrected.

 b. After validation that issues have been resolved, SVMS shall promptly respond to that request and authorize resumption of data feed(s) into the HIE.

Attachments:
Attachment A: SVMS-FORM-063 Data Quality Problem Submission Form
Attachment B: SVMS-FORM-064 Data Quality Problem Inform Participant Notice
Attachment C: SVMS-FORM-065 Data QA Problem Log

Authorization	Name	Signature	Date
Board Chair	Myron E. Machula	*Myon E Machula*	2/2/2017
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Version	Date	Author	Comment
.001	02·02·2017	Dr. Kevin Dorsey-Tyler/ E. Steffen/ M. Eliason	Initial release.