ACL
Administration for Community Living

2021 SMP/SHIP National Conference
Virtual Meeting • Part Two–August 10-12, 2021

Topic-Based Discussion: Data & Quality Assurance

Thursday, August 12, 2021

What is Quality Assurance?

Quality Assurance (QA) is:

- A way of preventing mistakes and avoiding problems when delivering products or services to customers;

- Providing confidence that quality requirements will be fulfilled internally to management and externally to customers.

Importance of Data Accuracy

- Data accuracy is vital to the success of an organization's data management efforts.

- Poor and incomplete data collection, as well as a lack of quality data, can cause an inability to accurately assess performance, leading to wasted dollars and poor decision making.

- Accurate and complete data helps to make better decisions, produce better outputs, and increase efficiencies, as well as lower risks in outcomes.
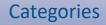
Categories

STARS and SIRS Reports and Searches

Challenges

Processes

Training

Reports and Searches

- What STARS/SIRS reports/searches do you find most helpful?

- What tools or resources do you think could assist you?

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Challenges

- How do you address these sentiments?
  - I am too busy to enter data
  - I want to help people, not enter data
  - This is the "way we've always done it."
- What intimidates you and/or are your biggest barriers around data reporting and data accuracy?
- What tools or resources do you think could assist you?

Categories

Processes

- Do you and/or your team members regularly look for data inaccuracies in STARS/SIRS? If so, what is your process?

- What tools or resources do you think could assist you?

- Which TA Center tools and materials do you use?

Training

- What standards have you set for when a contact should also be sent to the SMP and/or MIPPA?
  - Every contact, no matter what
  - Just mentioning the SMP/SHIP/MIPPA partner agency name
  - Providing partner materials (brochures, flyers, etc.)

- How do you train team members to collect demographic information like race, gender, and income?

- How do you ensure team members report their time on the activity form?

- What materials do you use to train staff?

- What tools or resources do you think could assist you?

Categories

SIRS Resources

Curricula are available in TRAX: Training Tracker

- SIRS Training – Basic Data Entry
    - Entering and Editing Your Own Data

- SIRS Training Series
    - Entering and Editing Your Own Data
    - Entering and Editing Team Members
    - Entering and Editing Data for Others
    - Reviewing Data

- OIG Report Training – 2020 Data
    - Definitions and Guidance
    - Data Accuracy Checklist Resources
    - Webinar and Tutorials

STARS Resources

Resources are available in the SHIP Resource Library:

- STARS Manual

- STARS Resources Kit - compiles all essential STARS training, such as:
  - Recorded data entry webinars
  - Reports training (SHIP)
  - Reports training (MIPPA)
  - STARS Searches job aid and webinar recording
  - STARS User Roles Overview *(Updated January 2020)*
  - And more

Thank you