

MIS Standards

Stakeholder Consultation

March 2013

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Newfoundland and Labrador Centre for Health Information

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Introduction

The Standards for Management Information Systems in Canadian Health Service Organizations (MIS Standards) is the foundation for financial and statistical data reporting in the publicly funded health system in Canada. It is the standard upon which hospital, community health and continuing care accountability reporting is based.

In the fall of 2012, the MIS Standards team of the Newfoundland and Labrador Centre for Health Information (the Centre) consulted with stakeholders across the province. The purpose of the consultation was to identify current issues regarding MIS data collection, reporting, and use, as well as determine the nature of MIS Standards support required from the Centre's MIS Standards team by the regional health authorities (RHAs) and the Department of Health and Community Services (DHCS) at this point in time. The results will inform development of an MIS Standards strategic plan. A summary of the results are presented in this report.

2.0 Methodology

2.1 Stakeholder Feedback

Through a series of provincial MIS committee discussions, email correspondence, and various formal and informal meetings, input was provided from stakeholders as to the value of MIS data and their support needs related to implementation and use of MIS data within the province.

A survey was developed in conjunction with the Research and Evaluation and Communications departments at the Centre. The survey consisted of 17 questions and was conducted over a four week period online in October and November of 2012. It invited provincial stakeholders to provide their input as to the current state of MIS data collection, reporting and use by their organizations and their vision for the future.

The survey was developed to solicit feedback from a broad range of stakeholders. Respondents included representation from all levels of health care such as; front line health care providers, clinical managers, managers – other and senior management (VP and Director).

This compiled information provided a comprehensive view of the issues and challenges with MIS data collection and reporting in Newfoundland and Labrador and the necessary information upon which the MIS strategic plan will be developed. The strategic plan will guide the MIS Standards team in providing the most appropriate services to all provincial stakeholders in keeping with its role as a leader in this area on the national landscape.

2.2 Survey Results

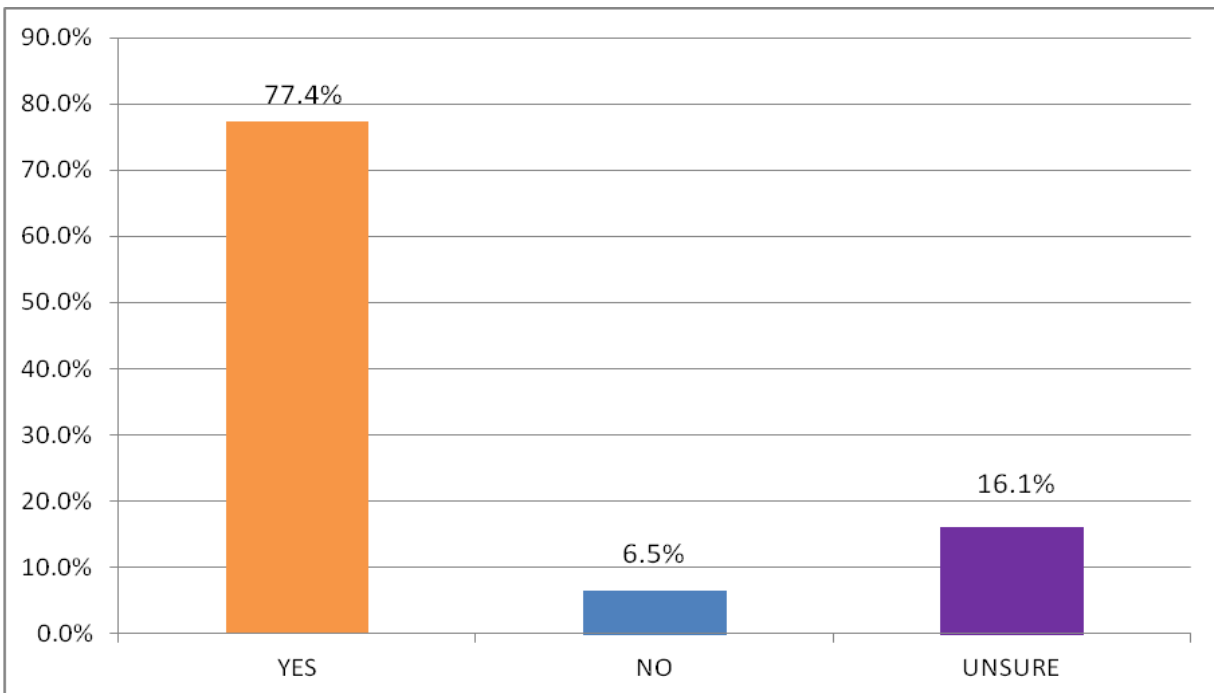
A total of 63 people responded to the survey. Upon determination that all quantitative and qualitative feedback had been received, data was collated to facilitate further analysis. Qualitative input was compiled to indicate common themes rather than each comment received. Quantitative analysis and presentation of finding are provided where possible.

The following pages present the survey results expressed in graphical form where possible. Text answers were grouped by theme with related percentages noted to aid in interpretation of the results. Comments, of low frequency are not displayed for this purpose but will be considered in the development of the MIS 2013 strategic plan.

Question #1

Is your department(s) / program(s) identified by the correct primary (functional centre) account(s)?

*62 Respondents



Question #2

What is the biggest challenge you encounter in collecting MIS statistical data? E.g. Workload or visit statistics

*57 Respondents

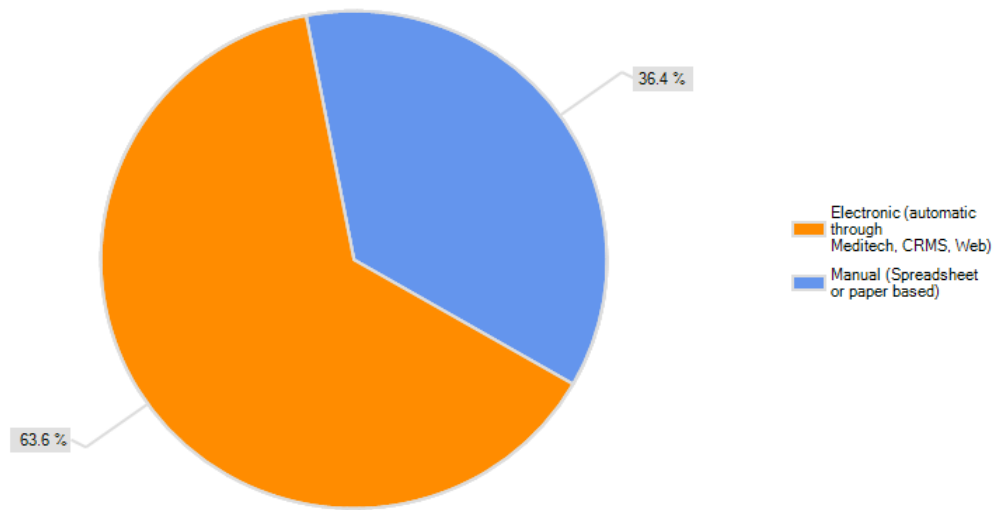
Collective Comment Themes

56.1%	Manual collection, time and resources for the collection of workload
22.8%	lack of compliance by colleagues in recording workload data and inconsistencies which contributes to inaccurate reporting and unreliability of the data
8.8%	No reports or feedback on the data submitted
12.3%	Other – electronic collection or workload not collected

Question #3

What process are you using for data collection?

*55 Respondents



***Note:** Overall 20% or 1/3 of respondents in the “electronic” category indicated that they manually enter data through web based spreadsheets and consider it to be electronic collection; therefore over 50% of data collection is actually still manual.

Question #4

What is the biggest challenge you encounter in reporting MIS data to your supervisor or finance department?

*44 Respondents

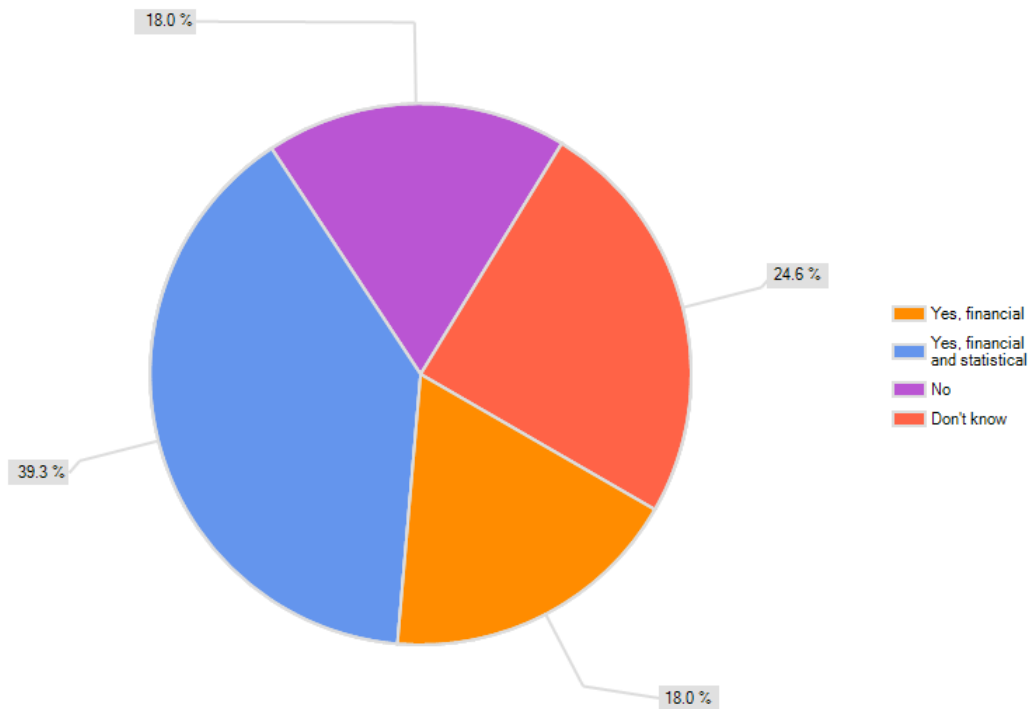
Collective Comment Themes

36.4%	Timeliness – staff find it very time consuming
27.3%	Ensuring compliance and accuracy
20.4%	Other miscellaneous (lack of understanding, feedback and use)
15.9%	No challenges

Question #5

Do you, or your manager, receive monthly management reports based on MIS financial and/or statistical data?

*61 Respondents



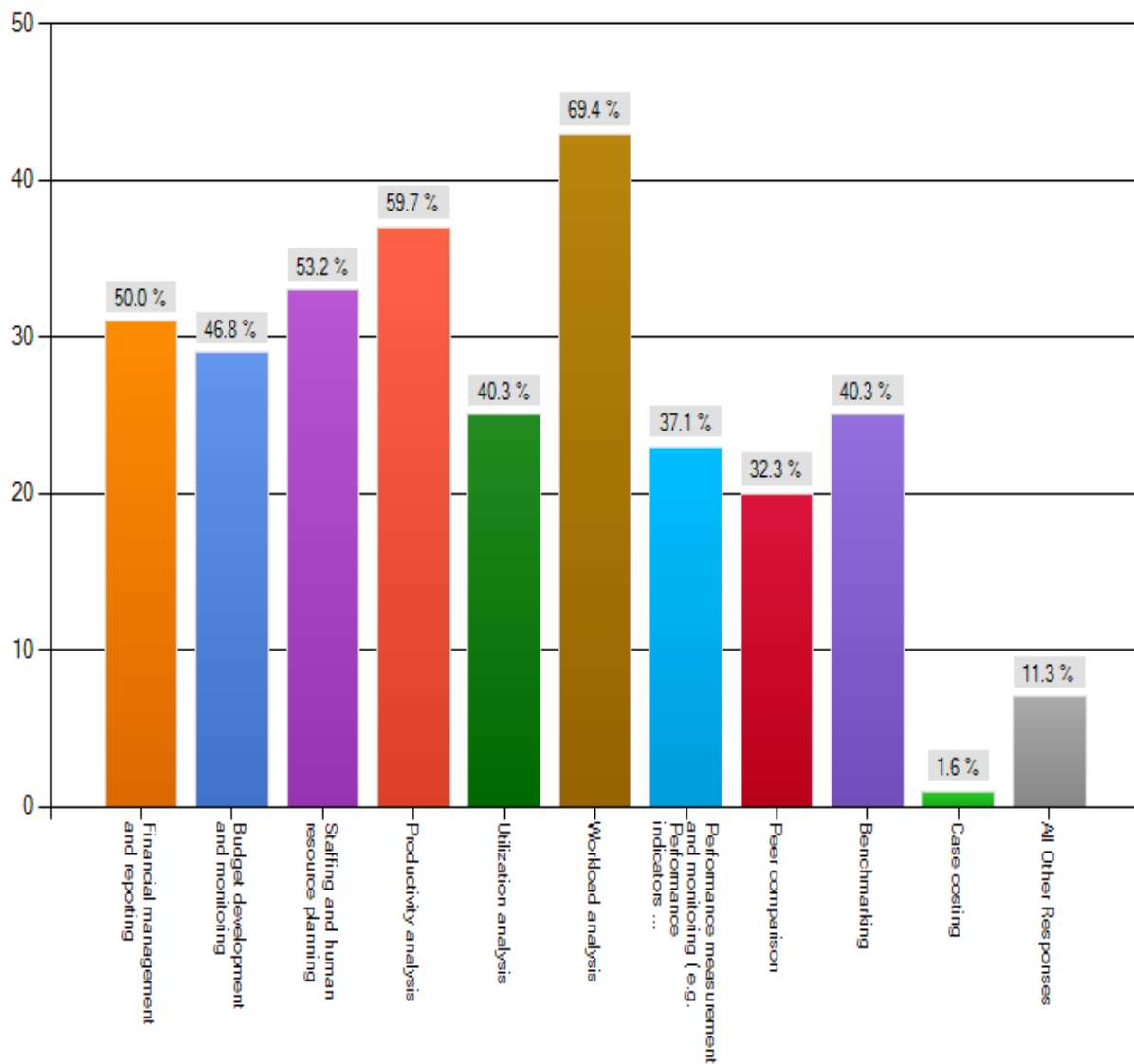
Collective Comment Themes

57.4% Yes, financial or financial and statistical
42.6% No or don't know

Question #6

Do you, or your manager, use MIS data for one or more of the following purposes?
(Check all that apply)

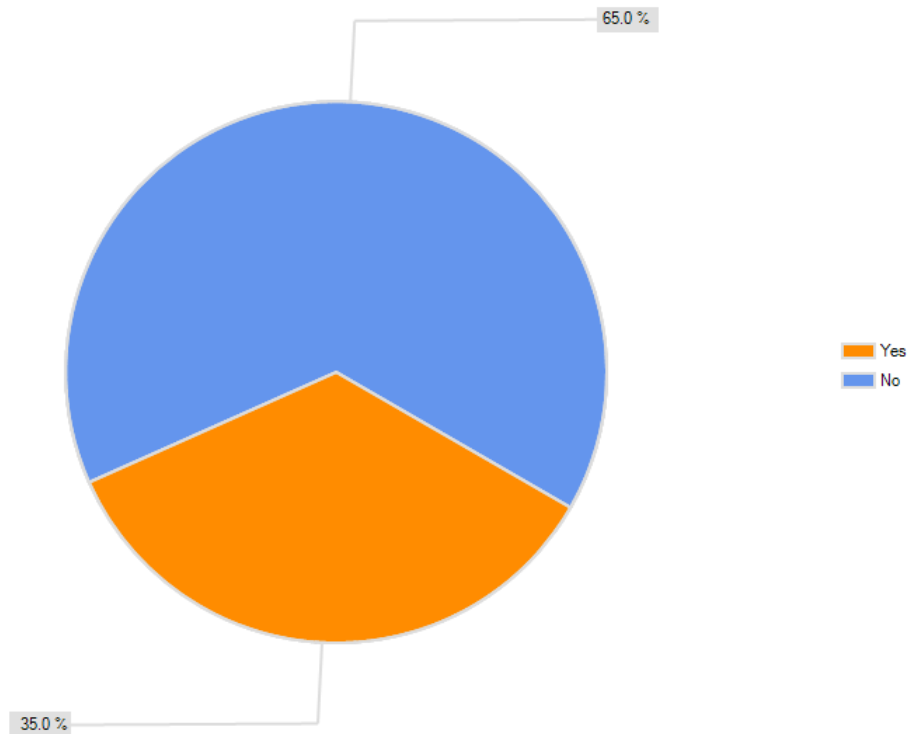
*62 Respondents



Question #7

Do you feel MIS data is used effectively in your organization?

*62 Respondents



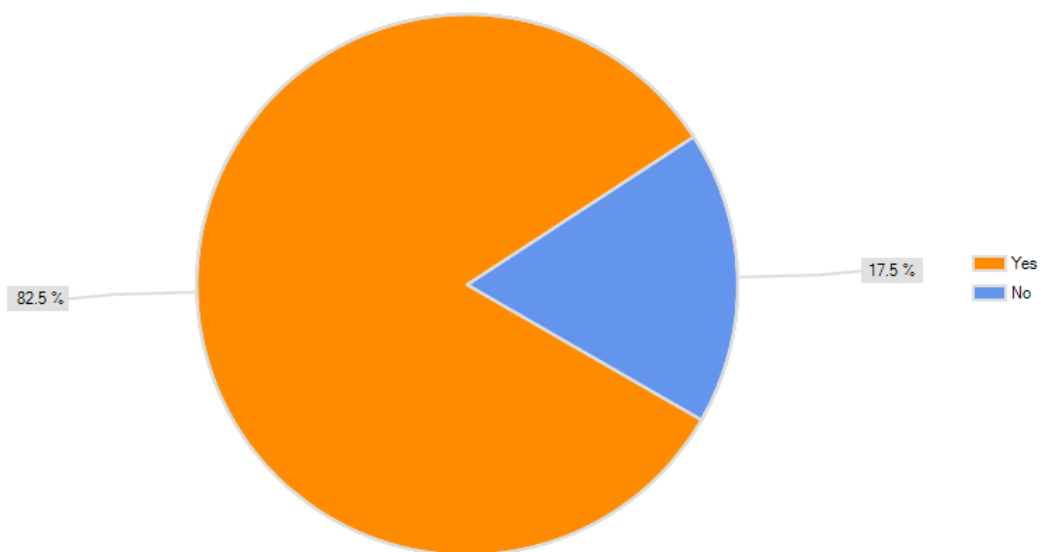
Collective Comment Themes

27.6%	Data is not accurate (collection), therefore not effective
48.2%	There are still many areas for development and improvement
13.8%	The information is under-utilized
6.8%	We do not get any feedback on the stats submitted, not sure

Question #8

Do you feel you, or your organization, is benefitting from adoption of standardized financial and statistical reporting?

*57 Respondents



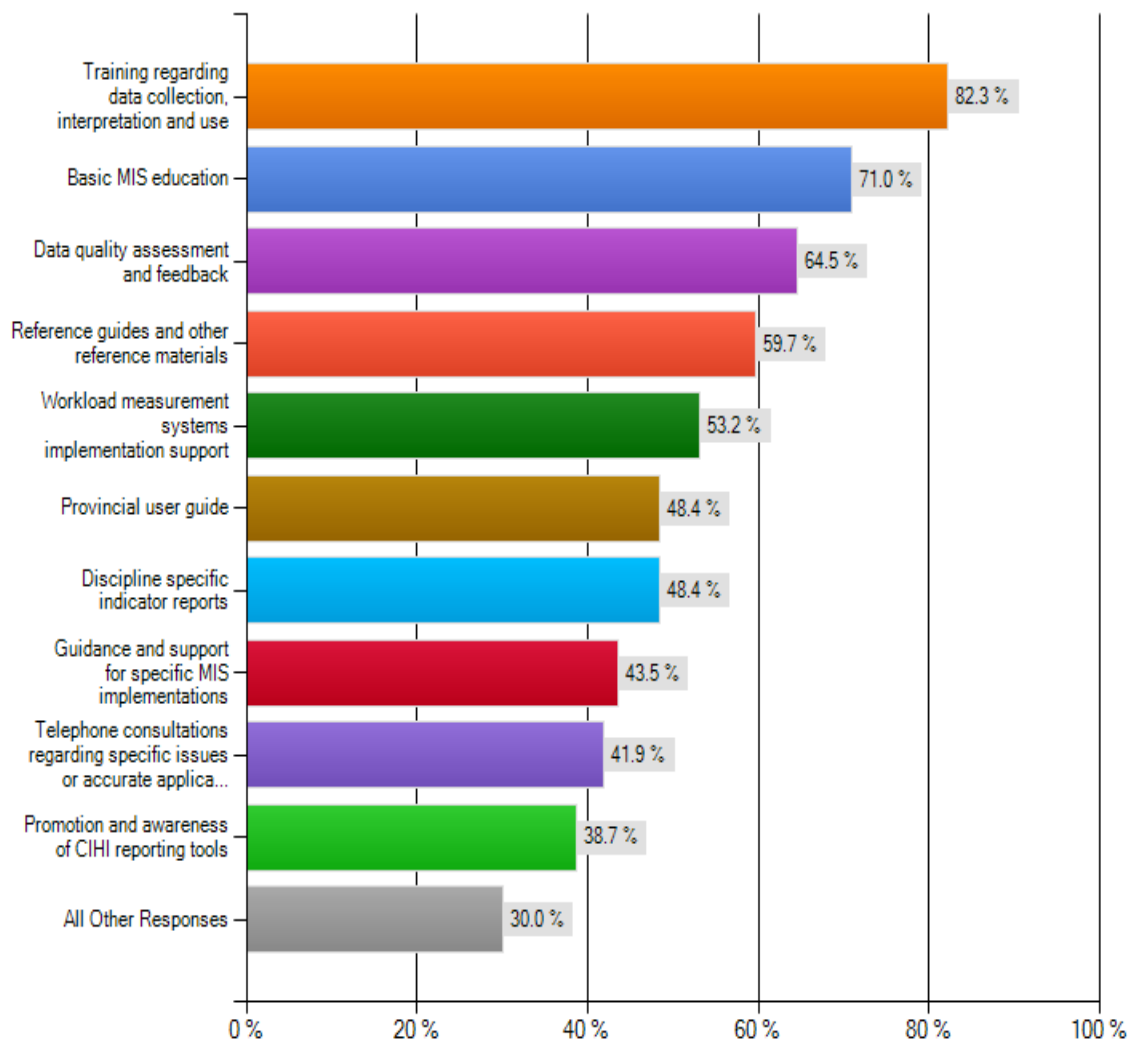
Collective Comment Themes

12.2%	Yes, but the importance of MIS needs to be stressed across the whole organization. Then we should see significant changes/benefits
14%	This has helped to improve both operational efficiency and financial cost effectiveness
5.2%	Errors need to be addressed so that there is truly standardized reporting

Question #9

What type of support from the MIS team of the Centre would most assist you and your organization to benefit more fully from MIS data collection and reporting? (Check all that apply)

*62 Respondents



Question #10

If you could do one thing over the next three years to improve the quality of your MIS data, what would it be?

*45 Respondents

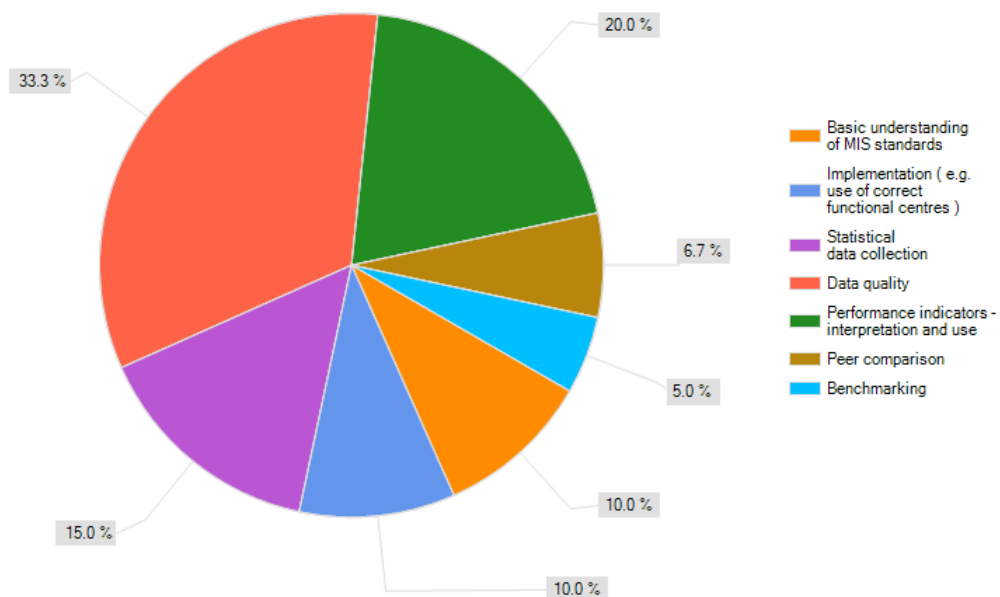
Collective Comment Themes

26.7%	Improve accuracy and timeliness of data submission
15.6%	provide more education, both from the Centre and internally as well
15.6%	increase benchmarking and use of data as well as provide feedback to collectors of the data
13.3%	Simplify collection processes
11.1%	Improve consistency and quality of the data provincially

Question #11

Where do you think your MIS focus is today? (Please choose one)

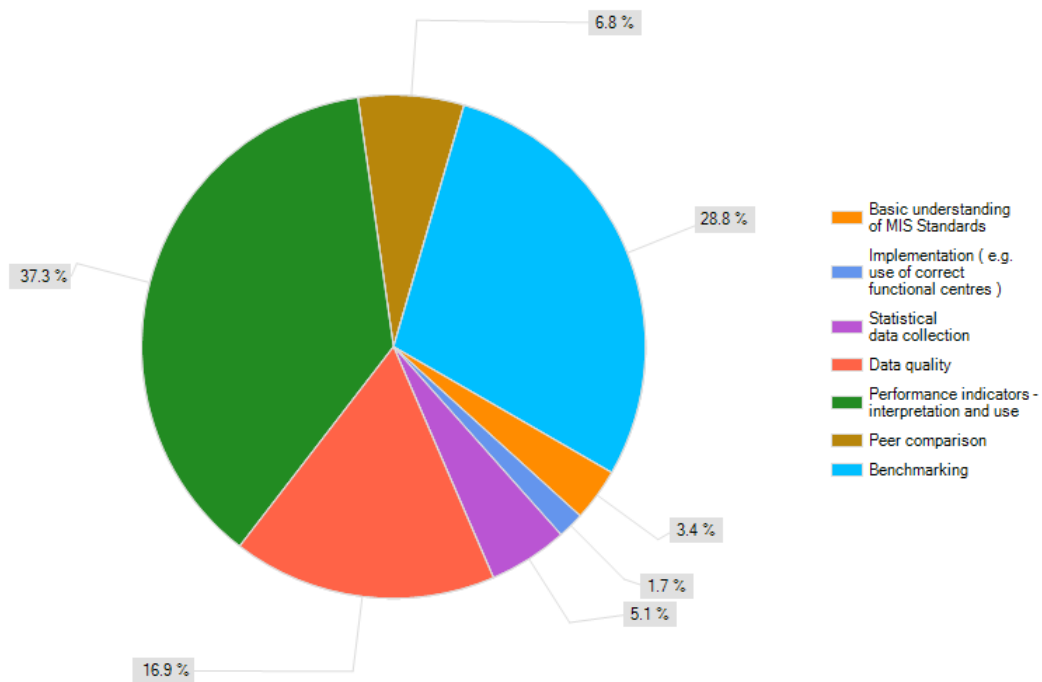
*60 Respondents



Question #12

Where do you think your MIS focus will be in 3 years? (Please choose one)

*59 Respondents



Question #13

Do you have any major initiatives planned that will include issues related to the collection and / or use of MIS data? If yes, please specify

*35 Respondents

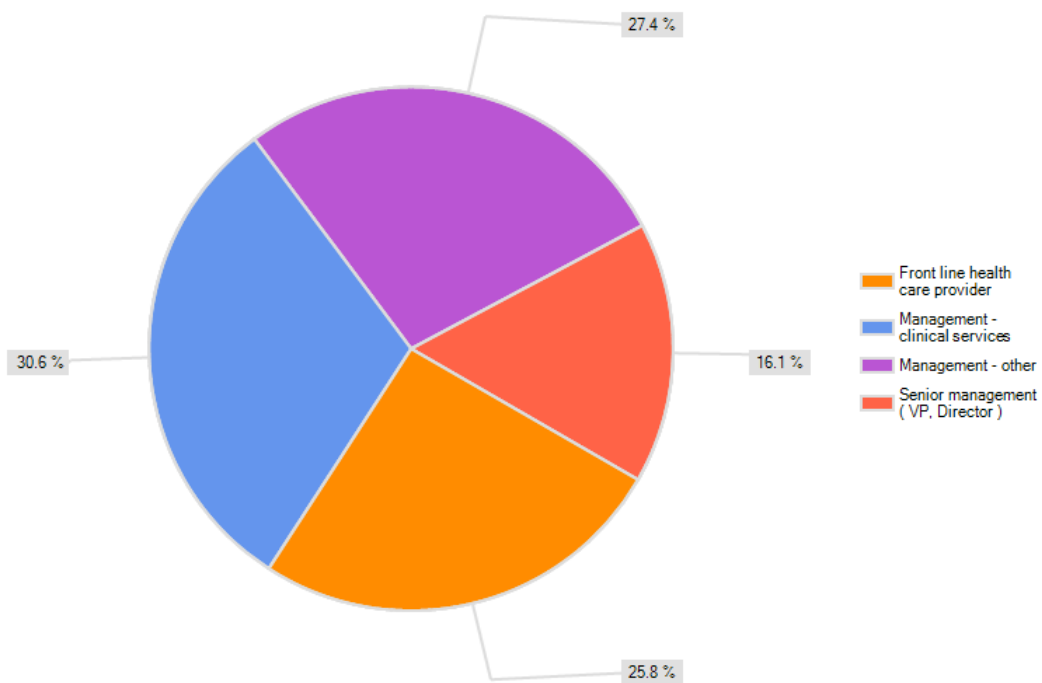
Collective Comment Themes

- Meditech consolidation
- Creation of in house (regional MIS committees)
- Review MIS standards, continue striving to achieve better data quality
- Implementation of better electronic data collection and reporting
- Internal Multi-disciplinary education sessions targeted at improving consistency and accuracy
- Continuation / expansion of benchmarking

Question #14

Please identify how your current position would be best categorized.

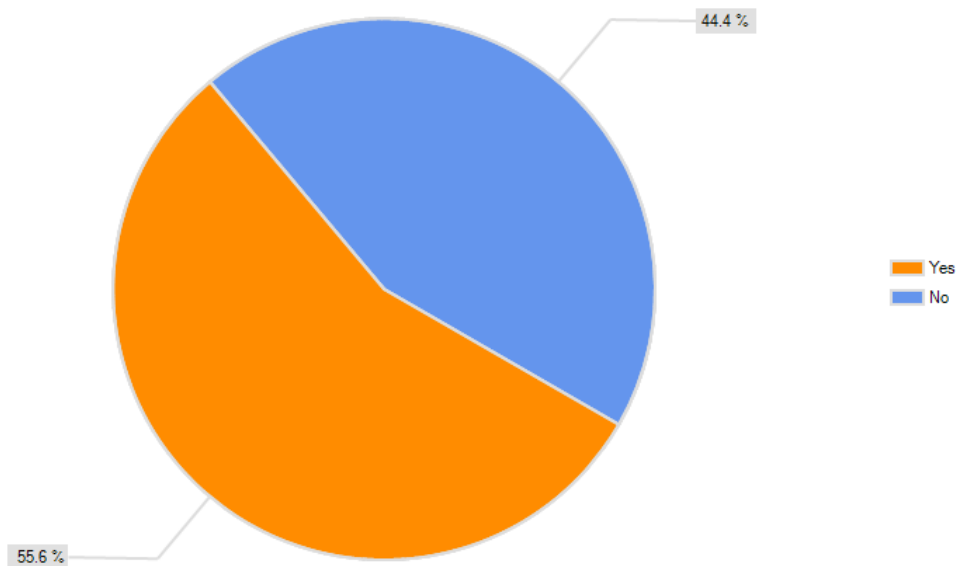
*62 Respondents



Question #15

Are you aware of the resources available on the MIS Standards page on the Newfoundland and Labrador Centre for Health Information website?

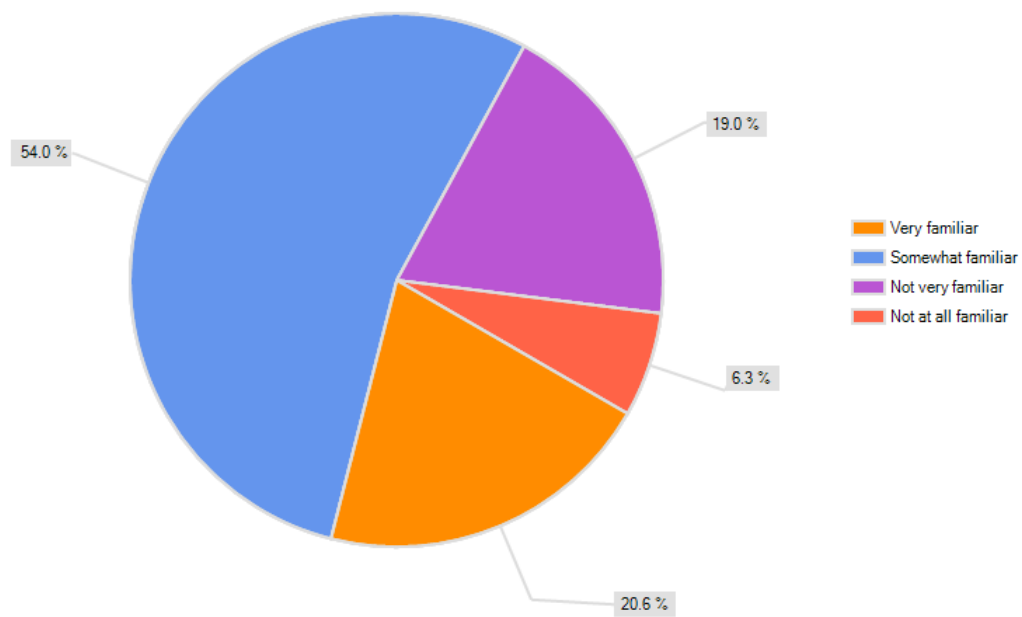
*62 Respondents



Question #16

How familiar are you with the activities and initiative of the Centre?

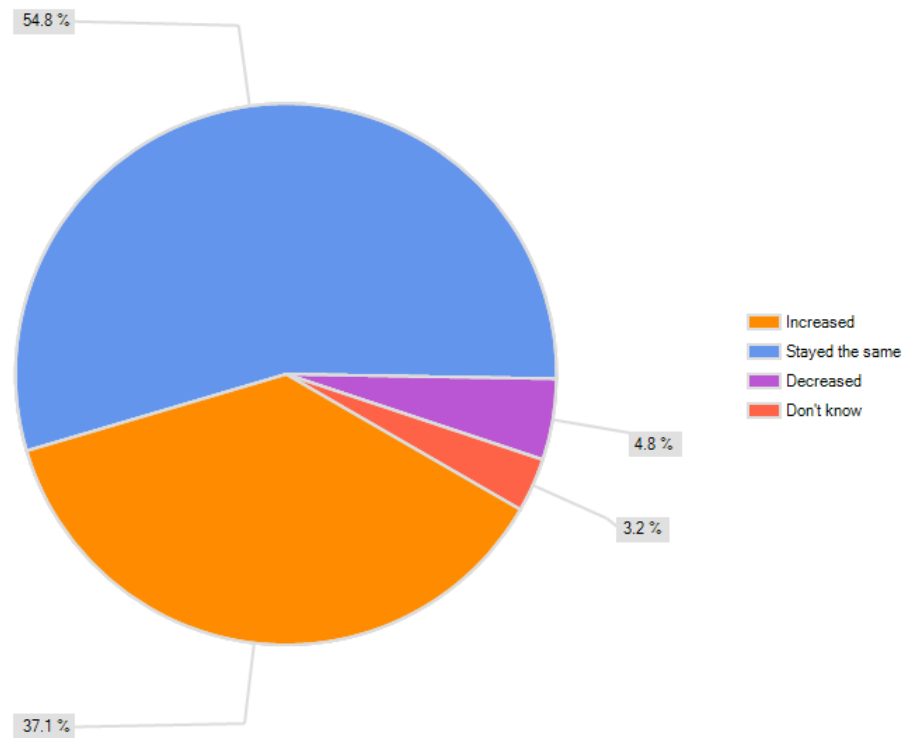
*63 Respondents



Question #17

Over the last 12 months would you say your awareness of the Center's activities and initiatives has:

*61 Respondents



3.0 Summary of Findings

The information gathered through the survey reinforced the feedback received through other opportunities for consultation with provincial and regional stakeholders. The Newfoundland and Labrador (NL) health care system has benefited from adoption of the MIS Standards over the past two decades. Despite strong agreement on the need for standardized financial and statistical data by the health system and the benefits achieved to date, there is recognition that the full benefits of adoption of the MIS Standards have yet to be realized.

Stakeholders are using MIS data for a variety of management purposes ranging from financial reporting, workload measurement, productivity and utilization analysis, performance measurement and benchmarking. Unfortunately, the degree of data collection, reporting and use varies among the RHAs.

The primary area of focus of MIS related activities identified by survey respondents was data quality. Interestingly expectations for their focus in three years time show a shift towards greater use of the data for performance measurement and benchmarking. This likely reflects the assumption that today's efforts will ensure MIS data will be of sufficient quality and quantity by then for stakeholders to have confidence in its accuracy, comparability and reliability for greater use.

Feedback indicates there is a desire to use the data more fully for the benefit of their organizations but stakeholders are facing many challenges in attaining their vision including the following:

- Inadequate resources (people, expertise and tools) to support data collection, reporting and optimal data use at the RHA level including
 - dedicated human resources and technology to support implementation, education, training, reporting and analysis
 - lack of knowledge of the MIS Standards at all levels of the RHAs and DHCS, including how to collect, interpret and use the data
 - time and tools required by clinicians to capture workload and other statistics
 - lack of automated tools to support data collection and reporting (37% of respondents manually record workload data; of the other 63%, 20% overall or 1/3 of those respondents enter data into Excel spreadsheets)
 - lack of awareness of MIS Standards resources available through the Centre's website
- Ability to attain and maintain acceptable data quality in the financial and statistical data collected
 - Dedicated resources at the RHA level to fully support MIS quality management.
 - Inconsistent application of the MIS Standards and variable compliance with MIS reporting within and among the RHAs which negatively impacts completeness, accuracy and comparability of MIS data
 - Capacity to adapt to periodic revisions to the MIS Standards

- Lack of availability and understanding of monthly and other management reports
- Lack of feedback to data collectors, contributing to data quality issues and under-utilization of MIS data.
- Ability to participate on provincial MIS committees given travel restrictions and competing priorities; ability of members to effect changes within their organizations to address MIS issues

Implementation of the MIS Standards in NL is supported by the MIS Standards team of the Centre. Through the consultation process the following support needs were identified as being of greatest value at this time:

- training in MIS data collection, interpretation and use
- basic MIS Standards education
- assessment of data quality and feedback to data collectors and users
- reference guides and other materials to support data collection, interpretation and use
- assistance with implementation of workload measurement systems
- publication of discipline-specific performance indicator reports
- guidance and support for specific MIS initiatives
- consultation regarding specific issues, interpretation and application of the MIS Standards
- promotion and awareness of CIHI reporting tools

4.0 Conclusion and Next Steps

Stakeholder feedback received through the consultation process was diverse yet many common themes emerged from the analysis. It is evident the level of maturity and automation of MIS data collection, reporting and use varies among the regional health authorities and the Dept of Health and Community Services. While great progress has been made since the introduction of the MIS Standards in Newfoundland and Labrador over twenty years ago, opportunities exist to increase knowledge of the MIS Standards, enhance data quality, strengthen data collection and reporting processes, and optimize use of MIS data within the NL health care system and beyond.

The results of the survey and other input received through the consultation process will shape the development of a three year strategic plan for the MIS Standards team of the Centre. The plan will identify areas of priority for stakeholder support and data quality initiatives to focus efforts and resources to achieve results where they are most needed over the coming years.

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