OCASE Data Quality Toolkit

Best Practices and Checklists

- For OCASE-designated person
- For all agency staff
- For EDs and managers

Last updated: April 2016; July 2020

Email questions to: ocase@ohtn.on.ca

OCASE training materials: http://www.ohtn.on.ca/ebpu-training-modules/

General EBPU Services: http://www.ohtn.on.ca/evidence-based-practice-unit/

Best practices for supporting new staff

STEP 1 — Set up OCASE login profile — By week 2

STEP 2 — Provide OCASE training (cross-training by internal agency staff) — By week 4

STEP 3 — Ensure worker enters their activities — Within 24 to 72

STEP 4 — Ensure worker reviews their work — Weekly

STEP 5 — Review work entered with staff person — Bi-weekly or monthly

STEP 6 — Continue with *Best Practices for all staff*

FOR OCASE-DESIGNATED PERSON

Best practices for supporting new staff

STEP 1	*Within 2 weeks*	**Set up the new employee's OCASE login profile** • Make sure to include the new person's full name, email address, telephone & extension and worker position
STEP 2a	*Within the first month*	Provide the staff person with the links to the online OCASE training materials and resources • Refer to: http://www.ohtn.on.ca/ebpu-training-modules/ • Refer to: http://www.ohtn.on.ca/evidence-based-practice-unit/
STEP 2b		**Provide the staff person with internal training about how to categorize and record their activities, using the available choices, in OCASE (according to agency protocols)** • This should be agency and role-specific ○ e.g., 'when you deliver a general support service session and talk about the client's physical health this is how you record it in OCASE' • Use the HIV Support Service in Ontario: Resource Guide (available at: http://www.ohtn.on.ca/ebpu-training-modules/)
STEP 2c		Provide the staff person with the name and contact information for the internal agency OCASE 'designated' person. This should be the first person they go to with questions about: • how to use OCASE or record their activities in the system • any computer, password, connection or access issues *Note: someone should always be assigned the role of the OCASE 'designated' person*
STEP 3	*Within 24 – 72 hours*	**Follow-up with the staff person** to ensure they are recording their activities into OCASE on a regular basis that meets agency protocols
STEP 4	*Weekly*	Institute a **weekly review of data entered** and address any errors or issues, as needed. • Staff should review and proof the information entered
STEP 5	*Bi-weekly / monthly*	**Review their OCASE documents to ensure activities are recorded correctly** • The same activity should be recorded the same way by all staff persons • Meet with staff person to correct any data entry errors and provide additional training re: best practices in data entry
STEP 6		**Continue with "Best Practices for All Staff" workflow**

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Best practices for supporting new staff — checklist

Ideally, the best practice is to 'always' complete these tasks with new OCASE users/new staff

- ☐ Did you set up a new login profile in OCASE for new staff person?
- ☐ Did you provide the new staff person with the links to the online OCASE training materials?
- ☐ Did you provide the new staff person with the OCASE web address and their user name and password?
- ☐ Did you provide internal training about how to navigate within OCASE?
- ☐ Did you provide internal training about how agency services are categorized and recorded in OCASE?
- ☐ Did you share the name of the OCASE designate within your agency (i.e., the 1st person to go to with OCASE issues)?
- ☐ Did you follow-up to confirm that activities are being recorded in OCASE within 24 – 72 hours?
- ☐ Did you ensure activities are being recorded correctly?
- ☐ Did you ensure that all errors are fixed and that in-agency refresher training occurred as needed?

FOR OCASE-DESIGNATED PERSON

Best practices when staff leave the agency

STEP 1 — De-activate OCASE login profile — ASAP

STEP 2 — De-activate access to the agency's computer network — ASAP

STEP 3 — Change all passwords that were previously shared among staff — ASAP

STEP 4 — Reassign access to clients' files to another worker — Within 2 weeks

STEP 5 — Continue with *Best Practices for all staff*

Best practices when staff leave the agency

STEP 1	As soon as possible	**De-activate the staff member's OCASE login profile** • If needed, contact EBPU to request OCASE assistance on how to disconnect worker profiles
STEP 2		De-activate departing staff member's access to the agency's computer network
STEP 3		Change all passwords that may have been known by the departing staff person or shared amongst staff
STEP 4	*Within 2 weeks of staff person leaving the agency*	**Reassign access to clients' files to other workers.** • Ensure someone is trained in how to perform any other tasks and their documentation, that were completed by that departing worker • Contact EBPU for support with reassigning more than 25 Service Files
STEP 5		**Continue with "Best Practices for All Staff" workflow**

Other actions:

- Confirm the integrity of the departing staff person's data
  - Are all activities recorded for the reporting period? (e.g., there is nothing outstanding to enter)
  - Are all activities recorded correctly?
- If there are activities that are not usually recorded in OCASE, ensure someone knows where and how to find them

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Best practices when staff leave the agency — checklist

Ideally, the best practice is to 'always' complete these tasks when a staff person leaves the agency

- ☐ Did you de-activate the staff person's OCASE login profile?
- ☐ Did you de-activate access to the agency's computer network?
- ☐ Did you change all passwords that may have been shared with the staff person that left the agency?
- ☐ Did you reassign the primary worker on their client files to other workers?
- ☐ Ideally, if possible, before the staff person left, did you ensure that they recorded all activities delivered in OCASE?
- ☐ At minimum, before the staff person left, did you identify activities that were delivered but not yet recorded in OCASE
- ☐ After the staff person left, did you ensure that another worker recorded outstanding activities into OCASE?
- ☐ Did you ensure that all activities delivered by the staff person who left were recorded correctly?

Best practices for all staff

STEP 1	Ensure you enter your activities	Within 24 to 72 hours
STEP 2	Verify that all delivered services have been recorded	Daily
STEP 3	Ensure you review / proof your own work	Weekly
STEP 4	Review OCASE reports (e.g. Agency Support Exception Report)	Weekly
STEP 5	Correct all errors (as needed)	Weekly
STEP 6	Continue with *Best Practices for EDs and managers*	

FOR ALL AGENCY STAFF

Best practices for all staff

STEP 1

Within 24 to 72 hours

Ensure you record your activities in OCASE on a regular basis to meet agency protocols

- Double-check your entries before finishing the document
- Ensure you have monthly check-ins with your manager

STEP 2

Daily

Verify that you have recorded all the activities you delivered

- Make sure that you are recording similar activities in the same way as your colleagues
- This should be consistent across the agency
- ALL clients should have a completed INTAKE document that has all demographic data
- Refer to HIV Support Services in Ontario: Resource Guide (see OCASE online training materials)
- The following fields should be filled in:
  - — *Client group – previously known as population group*
  - — *Sex/gender*
  - — *Sexual orientation*
  - — *Date of birth*
  - — *Ethnicity*
  - — *HIV status (verified)*
  - — *Priority population – NEW on revised intake documents*
  - — *Presenting issues – at intake*
  - — *Living with HIV (connection to care) – at intake*
  - — *Year of diagnosis (PHA clients only)*
- Use the 'update document' after intake to record changes

STEP 3

Weekly

Use these OCASE standard reports to review / proof your work and help you support your clients

- **Available in each client's Service Files**
  - — Service File Client Activity Report
  - — Service File Consent Report
- **Available in your 'My Reports' area**
  - — My Created Client Activity Report
  - — My Primary Worker Client Activity Report
- Refer to the OCASE Reports Summary (see OCASE online training materials) for more details

STEP 4 + 5

Weekly (e.g. every Monday)

Use the "Agency Support Exception Report" to identify and correct errors in the '2-Service Record' documents

- Each agency should have a process where all activities entered into OCASE are reviewed and any Exceptions (i.e. missing/incomplete data) are fixed for the previous week

— For example, support documents must have at least one service selected

STEP 6

Continue with "Best Practices for EDs and Managers" workflow

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Best practices for all staff — checklist

Ideally, the best practice is to 'always' complete these tasks

- [ ] Have you recorded all your activities within 24 - 72 hours?
- [ ] Did you double-check your information entered before finishing the document?
- [ ] Are you recording the same activities the same way into OCASE each time?
- [ ] Are you and your coworkers recording the same activities the same way into OCASE each time?
- [ ] Did you review the Agency Support Exception Report to identify errors in agency documents?
- [ ] Did you use the OCASE standard reports to review your work and help you support your clients?
    - Service File Client Activity Report
    - Service File Consent Report
    - My Created Client Activity Report
    - My Primary Worker Client Activity Report
- [ ] Has a manager/director reviewed all the information entered into OCASE for the past month?
- [ ] Have you ensured all active clients (i.e., over the past month) have a completed Intake Form/Baseline Information document?
- [ ] Are the following fields filled in:
    - Priority population
    - Client group
    - HIV status
    - Ethnicity
    - Date of birth
    - Sex/gender
    - Living with HIV (connection to care)
    - Sexual orientation
    - Year of diagnosis (PHA clients)
- [ ] Have you recorded all of the presenting issues at Intake?
- [ ] Did you use the Demographic & Presented Issues Updates document to record changes for active clients as they occur?

Best practices for EDs and managers

STEP 1 Reinforce the importance of following OCASE best practices at staff meetings — Monthly

STEP 2 Ensure all workers enter and verify their activities — Weekly

STEP 3 Review OCASE reports (e.g., Agency Support Exception Report & Agency Support Document Utilization Report) — Biweekly

STEP 4 Follow-up with staff to respond to errors from reports — Biweekly

STEP 5 Follow-up with staff to verify that actual activities match data entered — Monthly

STEP 6 Produce a monthly internal agency report (items set by agency) — 1 week after month end

FOR EDS AND MANAGERS

Best practices for EDs and managers

STEP 1	*Monthly*	**Create an OCASE standing agenda item for staff meetings** • Prepare your OCASE questions for your monthly staff meetings • Discuss frequency and accuracy of data entry • This can be an open forum discussion with questions, issues that have arisen, reminder of best practices for data entry, agency protocols, etc. • Consider presenting monthly activity (status) reports to staff • Encourage staff to collaborate with each other – the entire agency benefits from the involvement of all staff

STEP 2	*Weekly*	Ensure that all workers enter and verify all of their service activities
		• Develop and implement a strategy:
		    o to provide staff with ample time for entering data
		    o for staff to review their own work or assign a single person or team member to review and arrange for fixing errors
		• These strategies will help develop a greater level of consistency across the agency and improve data integrity

STEP 3	*Biweekly*	Use these OCASE standard 'Service Reports' to assist with weekly reviews and quality checks
		Available in the 'View All Reports' area
		• Agency Support Document Utilization Report
		    — Use this to ensure that all staff are entering data each day or regularly, as required
		• Agency Support Exception Report
		    — Use this to identify errors (missing data or incomplete docs) daily/at least weekly
		    — Use this to ensure that errors from the previous day/previous week have been corrected
		• Agency Client Activity Report
		    — Use this to review services delivered to agency clients

STEP 4		Follow up with staff to ensure that all errors and missing data have been corrected
STEP 5	*Monthly*	Follow up with staff to ensure that the activities they delivered match the data entered
STEP 6	*Monthly*	Conduct a 'monthly-close-off of data' review to produce a verified monthly activity report for staff and management (e.g., all activities are recorded correctly). Contact OCASE for support if needed, ocase@ohtn.on.ca

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Best practices for EDs and managers — checklist

Ideally, the best practice is to 'always' complete these tasks

- ☐ Have you set a standing agenda item to discuss OCASE at your staff meetings?
- ☐ Do you reinforce your agency's recommended best practices for data entry and verification at staff meetings?
- ☐ Have you implemented an agency process for having staff (or designates) review the data entered and fix errors?
- ☐ Have you used the OCASE reports *(Agency Support Document Utilization Report, Agency Support Exception Report)* to assist with weekly reviews of data and quality checks
- ☐ Do you follow-up with staff to address errors from the reports?
- ☐ Do you follow-up with staff to verify that all services delivered are recorded in OCASE?
- ☐ Do you conduct a *'monthly close-off of data'* that produces a verified monthly activity report?

  (e.g., all activities are recorded correctly for that month)
- ☐ Do you share monthly (or bimonthly or quarterly) activity reports with staff?

Best practices for the organization

STEP 1 — Produce a monthly internal agency report (items set by agency) — Monthly

STEP 2 — Compile quarterly internal agency reports — Every 3 months

STEP 3 — Confirm all staff activity is reflected in the quarterly internal reports — Every 3 months

STEP 4 — Request data to be prepared for funder reports (e.g., OCHART) — 1 week after period end

STEP 5 — Confirm accuracy of prepared data before submitting funder report — Within 1 week

FOR EDS AND MANAGERS

Best practices for the organization

STEP 1	*Monthly*	Produce a monthly internal agency report • Select the items that you would like to see
STEP 2	*Every 3 months*	Compile quarterly internal agency reports
STEP 3		Confirm that all staff activity is reflected in the internal reports – each quarter
STEP 4	*Submit request 1 week after period end*	Submit timely data requests to the EBPU when needed • You must have verified all information and it is below the error threshold (10%) before you submit a request — This means that all staff members have recorded all their activities correctly • For example, OCHART report request requires a 2 week lead time
STEP 5	*Within 1 week after report is received*	Confirm that the reports received from the EBPU are accurate

Other Actions:

- Notify EBPU about agency location address changes
- Notify EBPU about agency name changes
- Notify EBPU about IP address changes (www.whatismyip.host)
  - — this can often happen if you are changing you Internet Service Provider (ISP)
- Notify EBPU about agency email address changes

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Best practices for the organization — checklist

Ideally, the best practice is to 'always' complete these tasks

- ☐ Have you produced your verified monthly internal agency reports?
- ☐ Have you compiled quarterly verified internal agency reports?
- ☐ Have you confirmed that all support services delivered by the agency are reflected in the quarterly reports?
- ☐ Have you submitted a request for your agency's OCASE data to be prepared for OCHART (twice annually)?

  (min. 2 weeks lead time)
- ☐ Have you confirmed that the report you received from OCASE with your OCHART data is correct? (within 1 week)
- ☐ Have you set up agency alerts to perform data quality assessments?
- ☐ When applicable, have you notified OCASE when your agency (ocase@ohtn.on.ca):
  - ☐ Location changed
  - ☐ Name changed
  - ☐ IP address changed
  - ☐ Email address changed