



# Albury Wodonga Aboriginal Health Service

## IMPROVING DATA QUALITY AND USE

**“It’s good to understand a local context [for] the information that we’ve got. It gives us information around who’s coming here, what the health issues are for those people and it informs us from a quality improvement point of view where we want to go.” David Noonan, Chief Executive Officer**

Albury Wodonga Aboriginal Health Service (AWAHS) has been open since 2005 and has grown rapidly since then. Using data gathered over the past few years, AWAHS has decided to undertake a quality improvement project focusing on improving data quality, and on increasing the analysis of their data to tell them more about patient and program trends, with the overall aim of improving planning of services.

AWAHS staff participated in PenCAT (Clinical Audit Tool) training facilitated by the AH&MRC CQI team. The AWAHS Chief Executive Officer has established a Data Quality Team with key staff from across the organisation. This approach was used to ensure that the perspectives of various staff were included in considering how AWAHS data could be used to improve the quality of their services. The project also involves AWAHS sharing their learning’s with other services within the Murray River region.

**“For me as a regional officer I want to make sure that each of the sites uses the same templates and the same consistency in data so that when we do a report we can report as a region not as individual sites only” Rowan Simmons, Regional IT Officer**

Improving data quality can improve the quality of services

Using a team approach strengthens the system

Local data can help with local planning of services





The first goal of the AWAHS Data Quality Team was to improve the quality of their data by “tidying up” the patient records. This task involved making sure that there were no duplicate records, and ensuring that records were complete.

*“I needed to be sure that we had all the right things...in our patient management system and that they had things like the date of birth entered or whether they’re Aboriginal or Torres Strait Islander or other.”*  
Sharryn Ward, Administration Manager

The team’s next area of focus will be to analyse AWAHS data, and use these analyses to prioritise and plan programs and services. Improving data quality and analysing local data means AWAHS has one more tool at their disposal to help them remain responsive to community needs, and to make it easier to evaluate and report on their programs as well as to develop funding submissions.

*“being able to look at our own trends makes delivering health promotion that whole lot better, and the quality has improved; we can see it already.”* Bobby Whybrow, Sexual Health Worker

