Improving A&E Data Quality

Siobhan McKay, Administration Manager, Urgent Care Peggy Wilcox, Training Team Manager

Tameside & Glossop ICO ED

Tameside Emergency Dept

- 86,098 attendances a year
- About 235.88 day
- 25636 (30%) by ambulance (70.24 per day on average)
- Submitting TIIG data for 4 years +



Results

Tameside completion rates (2018/19)														
		Jan-18	Feb- 18	Mar- 18	Apr- 18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
	No. assault attendances	64	40	48	70	80	88	70	66	82	68	56	73	57
CEM recommended questions	Assault date (Date of assault)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Assault time (Time of assault)	50%	60%	63%	57%	66%	58%	71%	61%	65%	69%	66%	77%	63%
	Assault location	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Other location details (Other details) *	8%	30%	50%	36%	61%	53%	59%	64%	67%	74%	73%	68%	65%
	Weapon (Assault Type)	8%	33%	50%	61%	68%	57%	64%	70%	77%	79%	82%	75%	72%
	Assault weapon details	8%	33%	50%	61%	68%	57%	64%	70%	77%	79%	82%	75%	72%
TIIG recommended questions	Alcohol consumed in the last 12 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Assailant relationship**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Improving Data Quality



- Regular meetings and feedback from TIIG HQ
- Identify TIIG data improvement areas
- Making the data meaningful to staff
- Understanding who are the best people to capture data
- Deliver the right training to staff





Data Capture Control Centre

Making Data Meaningful



Identify

hotspots for

licensing

interventions

Public Safety i.e. assault hotspots

Question - What is TIIG data used for?



Delivering the Right Training



- Working in partnership with the training team to deliver training
- An understanding of the A&E reception role
- Trainer in department after training
- Updating training scripts to include TIIG information for new staff training
- On the job assessments for existing staff

Competitive Edge



Feedback to staff on improvement



Comparison with other Trusts



Share success

