

# Data Capture Plan

The key to a successful approach to building a business case or proposal is to create a compelling story or proposition. To do that, a methodical and logical **collection, use and application of data is critical**. To do this, you will need to develop an approach to collecting and using data to guide your thinking.

A **Data Collection Plan** organises and documents the what, who and how around a team's activities, ensuring that accurate, reliable and complete data is captured.

A basic data collection plan may be used to capture data for the team's use early in a process ([see Worksheet 1](#), below). It may be necessary to refine or even redevelop this plan as you work through your data capture – and any difficulties associated with that.

- First identify what and why you are trying to change
  - What elements of your business relate to what you are seeking to change ?
- Ensure the evidence will help build your business case?
  - If, for example, the focus was on changing clinical pathways alone then financial data may not be relevant. However, if you are seeking to redesign your business, then finance along with outcomes will be critical.
  - It may take more than one attempt to gather correct data to a usable level of detail and quality
- Examine the outputs from your service (e.g. patient contacts, consultations, tests and diagnostics, etc.)
  - Are all current activities known and charged for ?
  - Are all patient contacts / clinical time being charged for ?
- Understand which other hospital services utilise / are reliant on metabolics:
  - Capture all service requests for metabolic services
- What specialties and HRGs is each activity associated with
  - What are the direct / attributable costs of staff time /resources and consumables?
  - Can any activity be charged for separately?
- Once you have determined the scope of the exercise, individual activities will need to be identified and defined in order to achieve consistency and reliability.
- Pay due regard to statistical relevance. Ensure your data pool is not over-sized or (worse) unreliable because of too few data entries.

[Worksheet 2](#) (excel spreadsheet) sets out a basic data collection template with example activity categories and definitions. NB: each service will need to review data collection methodologies and definitions tailored to that service.

- Add new data lines and data periods as required.

## Data Collection Plan Worksheet, Part 1

Identify each of the data collection methods you could use for your data collection and complete the matrix.

Department: \_\_\_\_\_ Project: \_\_\_\_\_

Subject Area	WHAT DATA COLLECTION METHOD?	WHEN WILL DATA BE COLLECTED?	WHO WILL COLLECT DATA?	HOW WILL THEY NEED TO DO?
-	<i>Identify which <u>data collection method</u> will be used (survey, interview, observation, record review)</i>	<i>Describe the timing and frequency of data collection, including when it will be complete</i>	<i>Identify who will be responsible for collecting the data</i>	<i>Describe the steps they will take to complete the data collection</i>
<b>Track Staff Daily Routine</b>	E.g. <u>Direct observation</u> . The Team will use the time and motion survey tool that Julie has been developing.	E.g. The plan is to begin collecting the data in mid-January and completing the data collection no later than March 31st.	E.g. Julie will shadow each team member will complete a daily tracker. This will add to staff duties but not be onerous.	E.g. Team members agree on the descriptions of activities with Julie and how to record the data, (i.e. time taken / number of activities).
<b>Patient Telephone Contacts</b>	E.g. <u>Survey</u> . The team will record all telephone contacts with patients recording length of phone call and outcome	E.g. This will be a two month sample survey from 1 May to 30 June	E.g. All team members. Each team member is responsible for collecting their own data.	E.g. A short proforma / aide memoir will be developed to capture call start and finish times,
<b>PBR Data</b>	E.g. <u>data / record review</u> A three-year data trawl from the hospital (not service) data to identify charged activity (i.e. inpatient / outpatient) numbers and values.	E.g. once. As soon as 15/16 data is complete (mid May)	E.g. Hospital data team	E.g. interrogation of all activity charged and paid for by commissioners

Data Collection Planning Worksheet, Page 2

<b>Subject Area</b>	<b>HOW WILL THEY BE TRAINED IN COLLECTING THE DATA?</b>	<b>HOW WILL DATA COLLECTED BE MONITORED?</b>	<b>WHO WILL MONITOR THE DATA COLLECTED?</b>	<b>HOW WILL YOU KNOW THE DATA SET IS COMPLETE AND CORRECT?</b>
-	<i>Describe the steps to prepare them for the data collection</i>	<i>Identify how the data collection process will be monitored for quality, consistency and completeness</i>	<i>Identify who will monitor the data collection for quality, consistency and completeness</i>	<i>Identify what measure(s) will indicate a correct and complete data set</i>
<b>Track Staff Daily Routine</b>	E.g. Julie will demonstrate the tool and tracker to each team member	E.g. Julie will complete trackers for each team member / day and every Friday at 4pm and enter onto database.	E.g. Julie.	E.g. every Tuesday, Julie will crosscheck with individuals diary and clinical roster, etc. to analyse for inconsistencies / errors.
<b>Patient Telephone Contacts</b>	E.g. Julie will develop the proforma and demonstrate to all team members. Suggest 2 days testing before going live.	E.g. Julie will collect trackers every Friday at 4pm and enter onto database.	E.g. Julie.	E.g. Julie to cross check with individuals diary and clinical roster, etc, to analyse for inconsistencies / errors.
<b>PBR Data</b>	E.g. not applicable	E.g. not applicable	E.g. not applicable	E.g. not applicable

## Data Collection Methods

**Direct observation:** Physical/visual examination and recording of defined events, features, etc.

Pros: Often the most reliable method – accurate, complete, consistent

Cons: Time consuming

**Record / data review:** Physical/visual review of records and extraction of defined data

Pros: Fairly reliable method – similar accuracy and consistency to direct observation

Cons: Can be time consuming to find records. Missing records limit completeness

**Interview:** Verbal questioning of subject matter expert (or other) to gather defined information

Pros: Can provide more complete context and descriptions

Cons: Time consuming to complete one-to-one interviews. Provides a limited perspective

**Survey:** Provide a defined and structured query/form to be completed by subject matter expert (or other)

Pros: Can be completed with minimal effort and turnaround

Cons: Reliant on schedule of person responding. Prone to introducing incorrect, incomplete and/or inconsistent information

## ***Enhancing Data Collection Through Surveys***

### Accuracy

- Understandable documentation of definitions and instruction on data reporting process
- Yes / No responses
- Pre-defined pick-list of responses with no/limited open responses
- No open entry fields; limited comment or notes fields
- Field cross-tabulations (e.g., attribute = no, quantity > 0)

### Completeness

- Understandable documentation of definitions and instruction on data reporting process
- Response required to save / close / move to next page
- Shade or x-out cells with no data reported
- Establish required response date; follow-up promptly after missed date to establish new committed date
- Sort data on fields to identify missing values

### Consistency

- Understandable documentation of definitions and instruction on data reporting process
- Yes / No responses
- Pre-defined pick-list of responses with no/limited open responses
- Formatted response fields
- Field cross-tabulations (e.g., attribute = yes, no quantity entered)

### Cautions:

- Inconsistency may be an indication of limitations in the data reporting process or definitions documentation
- Default value (pre-filled) fields can lead to inaccuracy if there is no response
- Required response fields can lead to no survey complete.