Data Cleansing
Activities

Quality improvement

To ensure high quality data, it is essential to maintain your patient database. Data cleansing and data quality improvement practises will keep patient records accurate and current.

Practice staff can do this by:

- Archiving inactive or deceased patients.
- Removing sample patients.
- Merging or removing duplicate patients.
- Confirming patient identifiers such as correct name, address and date of birth every time a patient visits.
- Conducting Online Patient Verification (OPV) checks through Medicare Australia and Online Veterans' Verification (OVV) through the Department of Veterans' Affairs.

Medical staff can do this by:

- Confirming patient identifiers such as correct name, address and date of birth every time a patient visits.
- Maintaining recall lists.
- Updating medications.
- Actioning and clearing outstanding áctions' or 'requests' in your practice software.

Active patients

The Royal Australian College of General Practitioners (RACGP) defines an active patient as one who has visited a practice a minimum of three times in the past two years.

Once inactive patients have been excluded, further examination of patient demographics can identify incomplete or incorrect patient identifiers.

For example, in Medical Director, a search of all patients can generate a report to identify if a patient does not have an address, date of birth, telephone or Medicare number recorded.

Using a tool, such as the PEN Clinical Audit Tool (CAT) or the Canning Data Extraction Tool, staff can also identify patients with chronic disease, run preventative health care activities, streamline practice systems and identify income potential.

Resources

PEN Clinical Audit Tool

WAPHA provides free licences for the CATPlus suite of applications by PENCS in exchange for sharing their de-identified practice data.

Telephone: 08 6272 4960

Email: emma.costello@wapha.org.au

Website: http://www.wapha.org.au/health-professionals/digitalhealth/data-extraction-and-analysis/

The Canning Data Extraction Tool

The Canning Tool is owned by Arche Health Limited and licensed by the Improvement Foundation.

Arche Health Limited

Telephone: 08 9458 0505

Email: admin@archehealth.com.au

Website: http://canningtool.com.au/

Available free to download now.

References

Royal Australian College of General Practitioners

Standards for general practices: 4th edition

https://www.racgp.org.au/your-practice/standards/standards4thedition/