

GUIDELINES, TRAINING AND BROADER EDUCATION

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LONG TERM GOAL

‘To identify consistent, meaningful and useful demographic and socio-economic data that can be feasibly collected across the gamut of information systems that are relevant to health’

- ‘Start the ball rolling’ :**
 - NCIS as a case study**
 - Other patient care settings**
 - Other information systems**
- NCIS, DoHC, CSO and INIsPHO**
- Health Information and Quality Authority (HIQA)**



DATA COLLECTION ISSUES

- ❑ Proposed standards will ensure we get consistent, meaningful and useful data
- ❑ Need to address the practical challenges of collecting the necessary information from patients
- ❑ Need a systematic and rigorous approach to these
- ❑ Piloting in three modules of NCIS:
 - ❑ General practice (HEARTWATCH)
 - ❑ Acute care (CHAIR)
 - ❑ Rehabilitation (CRIS)
- ❑ Maximise the relevance and transferability of this work to other clinical settings and information systems



CHALLENGES

- ❑ **General challenges**
- ❑ **Challenges in particular patient care settings**
- ❑ **Challenges associated with particular variables**
- ❑ **Need to systematically and rigorously develop and test solutions**



CHALLENGES - GENERAL

- ❑ Relatively low awareness of:
 - ❑ the importance of this type of information
 - ❑ the relevance of each variable
 - ❑ potential benefits to patients and clinic
- ❑ Reluctant staff, patients, etc
- ❑ Competing priorities - time and funding constraints
- ❑ Different ICT systems
- ❑ Sensitive questions about personal life
- ❑ Who should the questions refer to?



CHALLENGES - PARTICULAR PATIENT CARE SETTINGS

- Medical emergencies**
- Incapacitated patients, death of the patient**
- Busy settings (general practice, hospitals, etc)**
- These are challenges not just for demographic and socio-economic variables**



CHALLENGES - PARTICULAR VARIABLES

- Meaning of education, etc for older patients, women, children, etc**
- Sensitivity of asking about religion, income, etc**
- Asking about occupation-based variables**



PROPOSED APPROACH

- ❑ **No two settings are the same!**
- ❑ **We propose:**
 - ❑ **Guidelines for ‘interviewers’, clinical and administrative staff;**
 - ❑ **Training for them**
 - ❑ **Feedback to staff**
 - ❑ **Broader education and awareness raising for patients, staff and management**
- ❑ **NAPS Health Services Working Group**



CONCLUSIONS

- ❑ **As well as having appropriate data standards, it must be feasible to collect the necessary information in the different settings**

- ❑ **We suggest that:**
 - ❑ **guidelines for ‘interviewers’ and other staff; and**
 - ❑ **training and broader education****are needed.**

- ❑ **Workshop focuses on NCIS. What about other clinical settings and other information systems?**

