

Parent-Child Assistance Program (PCAP)

UNIVERSITY OF WASHINGTON ADDICTIONS, DRUG & ALCOHOL INSTITUTE
SEATTLE, WASHINGTON (206) 543-7155
<http://pcap.psychiatry.uw.edu>

Quality Assurance (QA) Specialist Role at PCAP Sites

Background: Historically, data quality assurance has been the responsibility of the supervisor and/or the OA. The QA role will largely replace the responsibilities that have been used in accordance with DATSTAT. After hearing feedback from sites, we would also like to have regular statewide check-ins with the QA specialists regarding data quality to provide guidance and community problem-solving support to those with QA responsibilities. The UW evaluation team will provide training to QA specialists on March 2nd and ongoing guidance to the QA specialists on a monthly basis.

We have three goals with this role:

1. Have clarified responsibilities and processes required in REDCap needed for quality assurance (which will replace the prior processes use with DATSTAT)
2. Have a QA point person within each site that the evaluation team can support regarding REDCap questions and the site's own QA goals
3. Help their site with the transition to REDCap

By March 1st, each site should identify a point person on their team assigned to quality assurance specialist. This person's responsibilities will include the following:

- On REDCap:
 - Assist with site transition to REDCap throughout March
 - Assist with client data set up in REDCap
 - Perform data reviews* at your site and change status(?) from 'unverified' to 'complete'
 - Lock forms when they are deemed complete
 - Run a monthly report regarding overdue data for each case specialist
- At the site level:
 - Attend a weekly 1-hour virtual statewide meeting throughout March with the UW evaluation team to ensure transition to REDCap is going smoothly
 - Attend a monthly 1-hour virtual statewide meeting with the UW evaluation team and other site QA specialists to discuss data quality and problem-solve any issues.
 - Supervisors are encouraged, but not required to attend these meetings
 - Support their site in meeting data deadlines**

*Data reviews should be done as follows:

Dos:

- Review each form for completion; if the form has missing information, alert the CM.
 - Scan for blank fields (missing data).
 - If you are seeing the same issues repeatedly alert the Supervisor.
- Review identified data points (i.e., dates) where mistakes could easily occur.

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- Ensure CM IDs are correct.
- Provide CMs with information about their upcoming and overdue forms (similar to reports in DATSTAT), and cc supervisors on emails if repeated issues occur (if QA specialist is not the supervisor) so the supervisor is aware.

Don'ts:

- Review the content of the form. It is not the QA specialist's responsibility to ensure that the client has good goals. It is the QA specialist's responsibility to ensure that the client has a completed goals form.
- Support CMs in getting their data done (if not done by the supervisor). If the QA specialist is an office assistant, it is important that they view their role through a data quality lens, by providing CMs with information on the completeness of their forms. Their role should not be confused with that of a site supervisor.
- Put data or client information (such as a client's name or other personally identifying information) in an email (other than client ID)

**Data deadlines:

- PCAP will continue having semi-annual data deadlines. However, the QA specialist should aim to have data as complete and accurate as possible prior to the monthly QA meeting.