

Data Quality Review (DQR) Data Verification and System Assessment Workshop

Session I I

Conducting Data Verification & System Assessment (DV/SA)



World Health
Organization



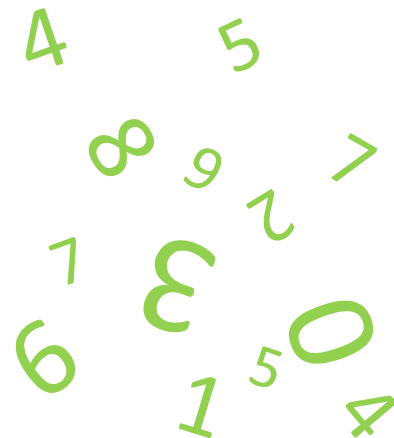
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MEASURE
Evaluation



The Global Fund



Learning Objectives

Familiarize the participants with the roles and responsibilities of the different cadres involved in implementing the DV/SA, and learn techniques for assuring good quality data collection.

Specifically, by the end of the session you will:

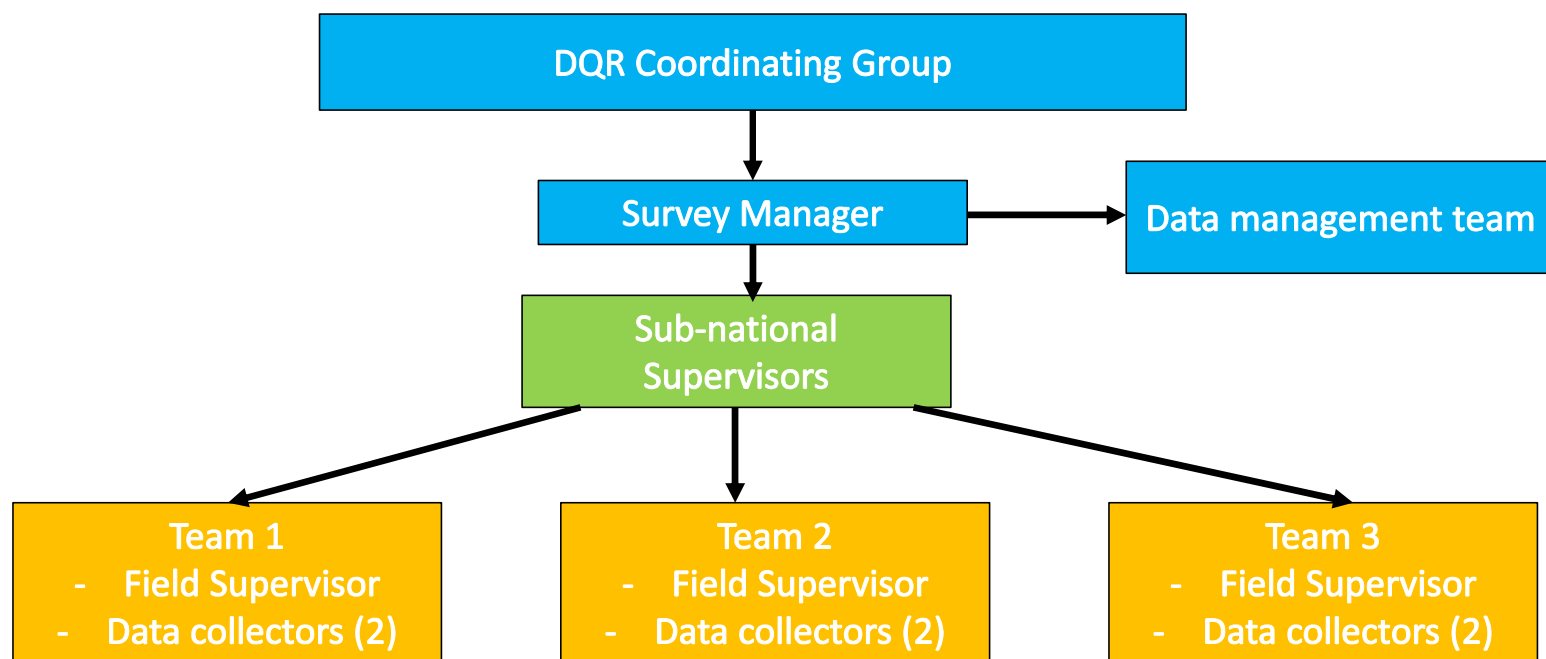
- Understand the data collector's role in conducting the DV/SA.
- Understand the supervisor's role in conducting the DV/SA.
- Understand how survey data managers will monitor electronic data for quality as it is synched with the national server during data collection.
- Learn the importance of changing course during data collection in response to quality issues arising in survey implementation.

SESSION 11

Roles & Responsibilities, and
Quality Assurance



Structure of the Survey Team



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Responsibilities of the Survey Manager

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- Plans and coordinates the survey:
 - Develops the sample of facility sites
 - Finalizes DV/SA questionnaires
 - Organizes and manages survey logistics
 - Recruits, trains, and supervises other survey personnel
 - Oversees data collection through communications with supervisors
 - Monitors data management team and ensures quality control of submitted data.
 - Troubleshoots problems arising during implementation.



Responsibilities of the Survey Manager

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Manages survey logistics, such as

- Health facility assignments and itineraries for data collection
- Protocols for visiting health facilities in the field, e.g. checking in with the district office before beginning data collection
- Use of vehicles or other modes of transportation
- Per diem and lodging
- Arrangements for wireless connection airtime (for transmission of completed surveys)
- Field accounting



Responsibilities of the Sub- national Supervisors

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- Supports facilitation of training of data collectors
- Oversees data collection through communications with field supervisors
- Conducts data quality checks on local data collection forms and electronic devices
- Responsible for ensuring teams complete data collection in all selected facilities
- Responsible for communicating any challenges to central survey team and assisting to provide field teams with solutions
- Conducts facility re-visit validation on a selection of 10% of facilities (if this task is not assigned to an external quality assurance team).
- Conducts data quality checks on local data collection forms and electronic devices



Responsibilities of Field Supervisors

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- Organize and supervise data collection in the survey area:
 - Organize data collection visits at sample facilities
 - Prepare the necessary materials for data collection
 - Supervise data collection activities
 - Make sure data collection protocols are followed
 - Check data collection forms at the end of each day for completeness and legibility
 - Ensure data are transferred from tablets to the national server at the end of each day
 - Collect and store data collection forms, and ship them to the survey manager



Responsibilities of Data Collectors

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- Visit facility sites and collect information on data quality
 - Meet with facility contact persons
 - Collect data: complete the data collection paper form and/or the electronic form on the tablet
 - Takes coordinates of facility, if none exist
 - Make sure forms are complete and legible before leaving facilities
 - Report to the field supervisor at the end of each day of data collection



Responsibilities of Data Collectors

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Data Collector Responsibilities

- To be prepared and have all the necessary supplies: questionnaires, guidelines, a pencil, a blue pen, and the required administrative forms (such as logs of assigned or completed interviews).
- To read each question aloud exactly as it is written in the questionnaire.
- To listen carefully and without judgment to your respondent's answers and comments.
- To accurately record the respondent's answers on the questionnaire according to instructions in this manual (both in paper and electronically).
- To probe for additional information when necessary.
- To ask your supervisor for assistance whenever you have a question that is not covered in this manual.



Responsibilities of Data Managers

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Data Managers are responsible for:

- Setting up a national server to house DV/SA data.
- Assisting with training in electronic data entry and synching with the national server.
- Monitoring data transmission from survey teams and ensuring the collected data are sent routinely during implementation.
- Conducting quality assurance on the submitted data (i.e. checking for completeness and consistency of data using the appropriate tools)
- Ensuring up-to-date DV/SA applications are used by all survey teams for the duration of data collection.
- Troubleshooting problems with the electronic data collection and transmission as they arise.
- Compiling and cleaning a national survey dataset.
- Assisting as appropriate in the analysis of survey data.



General Interview Practices

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General Interview Practices and Techniques

- Show respect for the respondent
- Listen carefully to the respondent
- Request consent from the respondent prior to asking questions
- Answer the respondent's questions without pressuring them
- Read every question exactly as written and in sequence
- Probe for a response when necessary
- Remain neutral
- Ask all applicable questions
- Do not separate questionnaires
- Thank the respondent at the end of the interview



Quality Assurance for Data Collection

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There are several ways that quality can be assured for data collection:

- Data collection teams monitor each other's work and point out errors if they occur
- Supervisors monitor the work of data collectors continuously and conduct data quality checks periodically
- Data managers run analyses on the submitted data to identify gaps and inconsistencies.
- The survey is re-administered at a small sample of sites and the results compared with what was found by the data collectors.



Quality Assurance for Data Collection

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Data Completeness Checking

- Data managers run a standard program within the CPro DV/SA application that quantifies the number of blank fields in the submitted data files.
- The output indicates which fields are blank at each facility.
- If many blanks occur the Data Managers will get in touch with the supervisor to try and complete the missing data.
- Data managers will also check survey data submission against the schedule of data collection to determine if data collection teams are lagging behind.



Quality Assurance for Data Collection

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Data Consistency Checking

- Data managers run a standard program within the CSPro DV/SA application that compares the survey data collected by data collectors with data collected by an external QA team (or the Supervisor).
- The output indicates which fields are discrepant at each facility.
- If many discrepancies occur the Data Managers will get in touch with the supervisor to try and resolve the discrepant data.
- The re-collection of survey data (sometimes called a “back-check”) should occur early in survey implementation so that course corrections can be made if necessary.



Tips for Data Collectors

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Before the Interview

- Decide who will introduce the team and your work
- Decide on who will carry out the interview and who will enter the data
- Be prepared and have all the necessary supplies: questionnaires, interviewers manual, EDC/tablet, GPS device, paper, pen
- Make sure to have the full list of sites to be visited
- When arriving at the site, take the GPS coordinates (if required)
- Meet with the person in charge of the facility
- Get consent from the respondent prior to asking questions



Tips for Data Collectors

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- Be confident!
- Know your questionnaire and your tools well BEFORE any interviews!
- Speak clearly and loud enough to be heard.
- Follow the questionnaire closely, especially the first few times you interview someone.
- Sometimes it may be difficult for the respondent to answer a question. You may need to "probe"; this technique makes sure that the answer is as complete as possible.
- Don't "lead" the respondent to give you an answer- read the options that are available, but when asking about numbers make sure that they are the ones that provide the answer!
- And remember, the more practice you have, the easier this will get so be confident, know your tools, and have fun!



Obtaining consent

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- Meeting with the person in-charge of the facility
- Gaining permission to survey the health facility
- Facility should have been notified of your arrival beforehand

GENERAL INFORMATION																											
FACILITY NUMBER						INTERVIEWER CODE																					
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<p>FIND THE MANAGER, THE PERSON IN-CHARGE OF THE FACILITY, OR MOST SENIOR HEALTH WORKER RESPONSIBLE FOR OUTPATIENT SERVICES WHO IS PRESENT AT THE FACILITY. READ THE FOLLOWING GREETING:</p> <p>Good day! My name is _____. We are here on behalf of [IMPLEMENTING AGENCY] conducting a survey of health facilities to assist the government in knowing more about health services in [COUNTRY].</p> <p>Now I will read a statement explaining the study.</p> <p>Your facility was selected to participate in this study. We will be asking you questions about various health services and reporting of those services. Information about your facility may be used by the [MOH], organizations supporting services in your facility, and researchers, for planning service improvement or for conducting further studies of health services.</p> <p>Neither your name nor that of any other health worker respondents participating in this study will be included in the dataset or in any report; however, there is a small chance that any of these respondents may be identified later. Still, we are asking for your help to ensure that the information we collect is accurate.</p> <p>You may refuse to answer any question or choose to stop the interview at any time. However, we hope you will answer the questions, which will benefit the services you provide and the nation.</p> <p>If there are questions for which someone else is the most appropriate person to provide the information, we would appreciate if you introduce us to that person to help us collect that information.</p> <p>At this point, do you have any questions about the study? Do I have your agreement to proceed?</p>																											
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At the Interview

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At the Interview

- Be on time!
- Introduce yourself and your teammate, present your introduction letter.
- Tell the respondent how long you will need and briefly explain the information you are seeking.
- Make sure that the respondent understands that this information will not be used in any way that will harm an individual; we are collecting information to inform planning and improve services!
- Read each question aloud exactly as it is written in the questionnaire.
- Listen carefully and without judgment to your respondent's answers and comments.



At the Interview

- Record accurately the answers on the questionnaire.
- Probe for additional information when necessary.
- Ask your supervisor for assistance whenever you have a question.
- Thank the respondent.
- Verify that there are no missing responses.

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Questions

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- Who is responsible for ensuring quality in data collection?
- Cite some responsibilities of the Survey Manager.
- Who is responsible for survey logistics?
- How does the data manager check the submitted electronic data for completeness?
- When should the “back-check” be conducted?
- What is the role of the Supervisor?
- How is consistency of data collection assessed?



Demonstration

- Watch a demonstration of quality assurance mechanisms to assess completeness and consistency of the submitted data.
- Discuss in plenary the roles and responsibilities of all survey cadres in assuring quality in data collection.

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