

Information Quality Advocates: progress report

PCSI Bled, Slovenia 2024

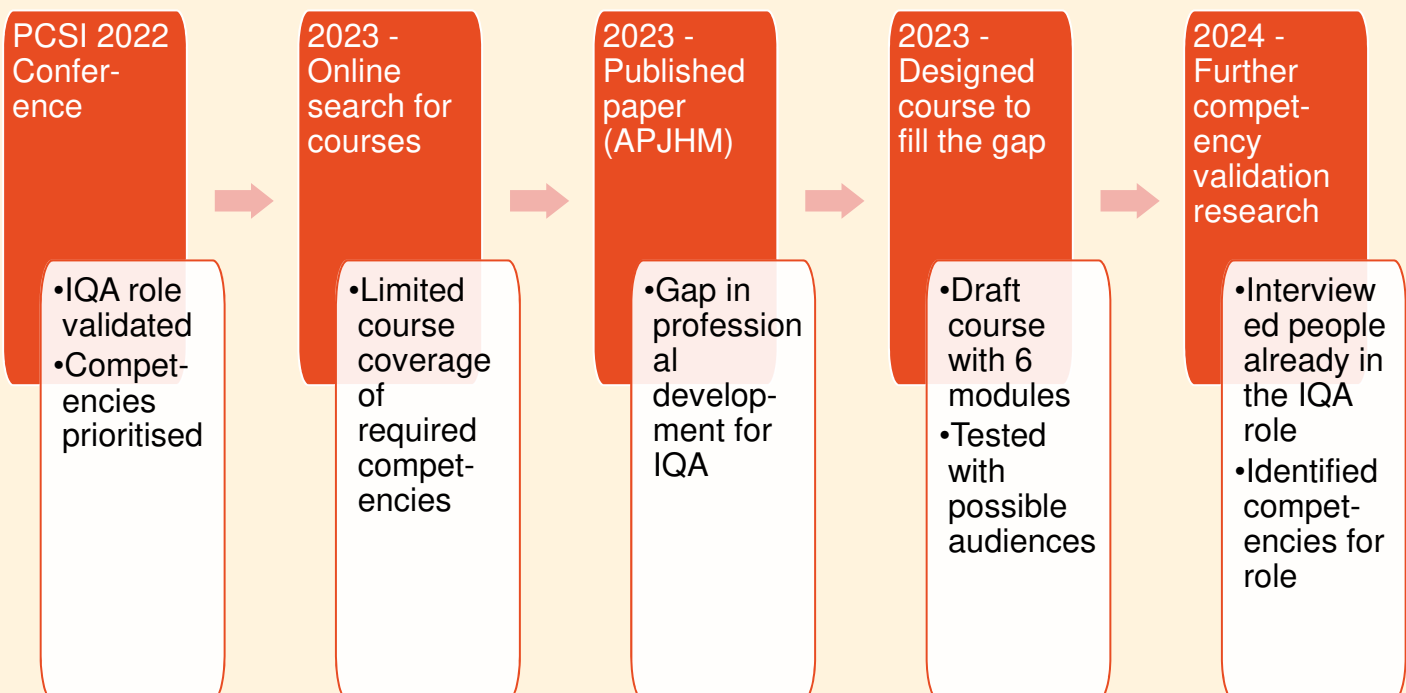


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Creating workforce solutions

Progress in this research



Ridoutt, L., Reid, B., & O'Connor, P. (2023). The Competencies Needed by Health Sector Information Quality Advocates. *Asia Pacific Journal of Health Management*, 18(2). <https://doi.org/10.24083/apjhm.v18i2.2671>

Interviews - method

Contacts in Ireland, KSA, Pacific, and Australia

- Individuals identified in Information Quality Advocate roles
- Recruited to the interview sample population

Interview schedule to collect data uniformly

- Open ended questions
- Critical incident approach (not reported here)

Analysed interview reports (using ChatGPT and Copilot assistance)

- To identify themes in current role, experience, and competencies used on the job and judged important.
- To explore information quality critical incidents and the competencies required.



The interviewees

- 18 people
- Australia 6, Kingdom Saudi Arabia 7, Republic Ireland 1, Pacific Island Countries 4
- Diverse backgrounds – clinical (e.g. nursing, pharmacy) or health information.
- Highly educated - Masters, PhD, common.
- Consistent development - career transitions from hands-on clinical / health information roles to administrative, analytical, and leadership positions within healthcare systems.



What are Information Quality Advocates?

Facilitate and advocate for high quality data / information in health sector

Diverse roles depending on seniority, health setting and culture

At the health facility, regional health authority and ministerial / headquarters levels

Common tasks include managing data sets, data analysis and reporting, ensuring compliance with standards, and leveraging data for strategic planning



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Competencies required – current and previous roles

- Solid foundational knowledge in healthcare paired with specialized training in areas like data management or leadership.
- High level communication skills.
- Stakeholder engagement and management
- Regulatory compliance.
- Project management.



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Competencies required – to manage critical incidents well

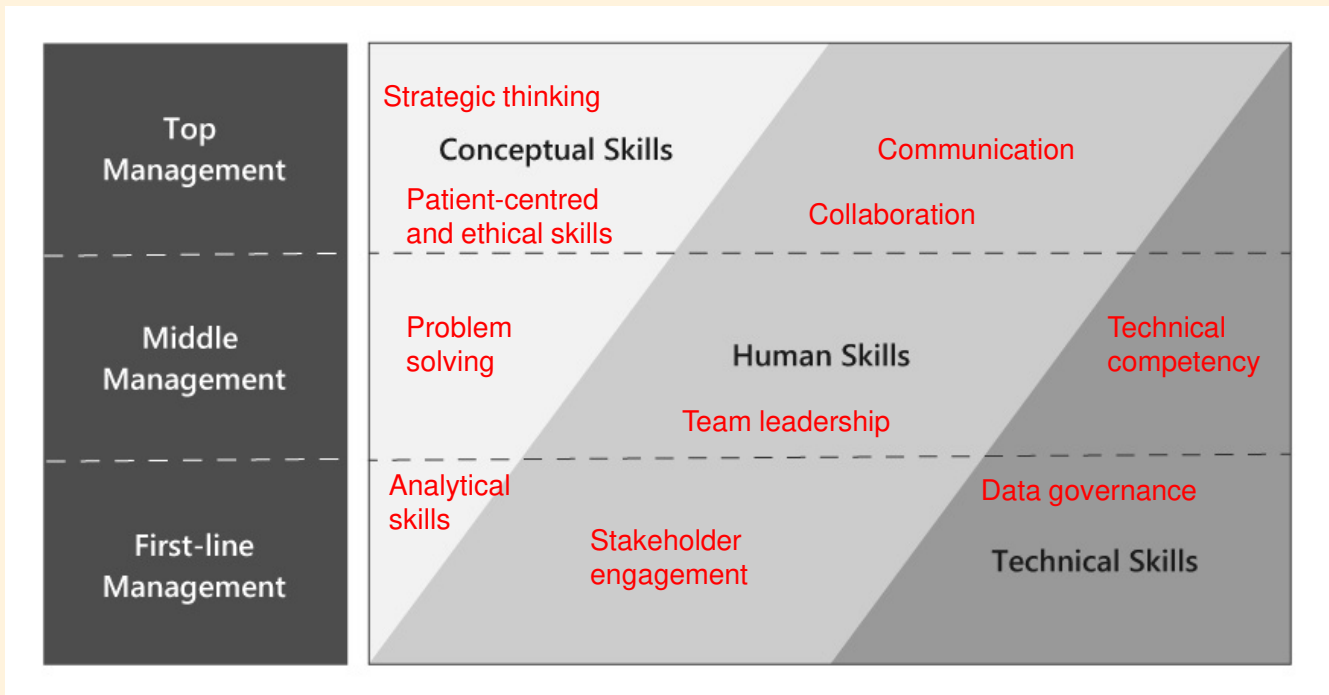
- **Technical and Analytical Skills**
- **Communication and Interpersonal Skills**
- **Adaptive Problem Solving**
- **Critical Thinking**
- **Proactive Change Management**
- **Leadership for strategic impact**
- **Strategic Planning**



Top 5 2022 PCSI workshop competencies	Competencies for current job	Competencies for managing critical incidents	Top 4 competencies
Data governance principles	Technical & analytical skills		
Information and system governance	Regulatory compliance	Technical & analytical skills	Technical & analytical competency (75%)
		Adaptive problem solving	
		Proactive change management	
Quality management	Project management	Strategic planning	Change management (17%)
	Stakeholder engagement & management		Collaboration (42%)
Stakeholder engagement	Communication skills	Communication & Interpersonal skills	Communication (58%)
		Leadership	Personal interaction (33%)
		Critical thinking	Leadership(25%)



How to interpret – 3 skills approach



Implications for course design

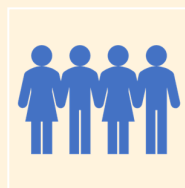
Originally planned course	Our thinking now
Module 1: Producing high quality information for the health sector: Introduction	?
Module 2: Analysis of the causes of poor data quality	Technical & analytical skills
Module 3: Stakeholder engagement	✓
Module 4: Data and system governance	?
Module 5: Change management processes	Project management, Adaptive problem solving, Change management
Module 6: Team leadership strategies	✓



Next steps



Finalise course and offer online ... likely to be on two platforms (1) in the Kingdom of Saudi Arabia and (2) in Australia, but both could be accessed world-wide



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Thanks to all the interviewees

Thank you for listening



Our Author Team



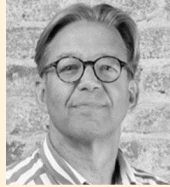
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