

NLO Data Demonstration

Thank you for scheduling your data demonstration with us! We are very enthusiastic about enhancing data quality and learning from the insights you have to share. Below, I've briefly outlined the purpose and content of this exercise, which we hope will be a joint conversation and learning experience.

Here is a brief overview of the exercise:

During this session, we would like to observe as you give us a running description of how you collect client information in your data system at different stages in the client journey, what prompts you receive when you are using the system, how you enter and validate client information, your process to clean potential data quality errors, and extract or submit the information. Please walk us through this activity with test client information, thinking aloud and letting us know why you are doing what you are doing. Think of yourself as a master and us as your apprentices: we want to understand how you do your work so that we may re-create it.

To make the best use of your time, we may ask clarifying questions and would also like to record the session. Please let us know if you have any questions or concerns about this!

In advance of this session, it might be helpful to prepare the following:

- Test client information for 2-3 clients that parallels data you would typically receive
- Data applications, MBC solutions and other applications, that you typically use and will be demonstrating
- Staff member who can walk us through all your data processes from data entry to submission

Important areas that we would want to see/hear described

- How data is collected and documented at different stages in the client journey
- Common mistakes that are made in data entry and how they are fixed
- How data is integrated, if at all, from multiple applications
- Workarounds for task(s) that are either not well supported by system in use or not available within system in use and therefore user has to rely on another system or manual processes
- If system has shortcuts to commonly performed tasks that interviewee knows about and has made use of

If you have any questions, comments, or feedback, please don't hesitate to reach out to me at Saamiyah.alimohammed@camh.ca