

# STAR-QI FAQ's Issue 1

This handout is intended for all OASAS providers currently using the STAR-QI data collection system in New York. This handout will cover:

- Addressing data questions many of you have had in the last few months.
- Interpreting Indicator Reports



**Enjoy!**

The data questions below were derived from questions many providers have had since the STAR-QI web application went live July 1st.

## BRAIN TEASERS

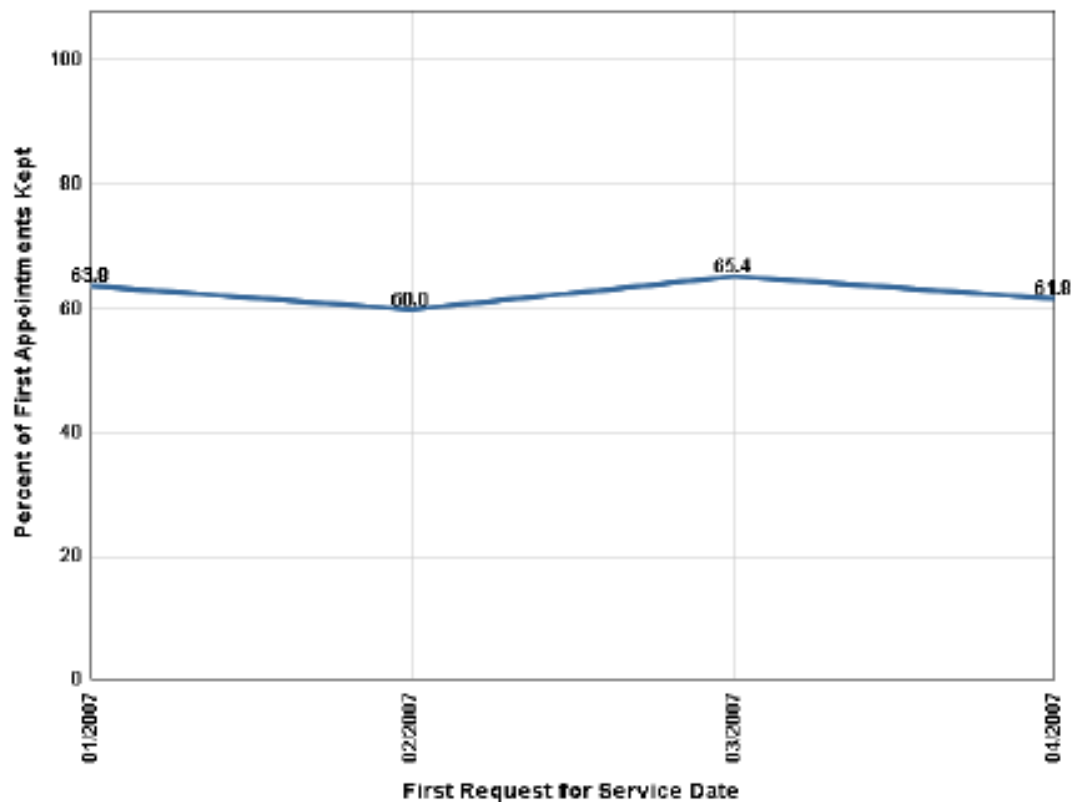
- 1) When would a 1<sup>st</sup> Request for Service Date be changed?
- 2) When is the completion status of an episode switched to “Done”?
- 3) Are appointment dates ever entered into the STAR-QI system?
- 4) Why is it essential to enter “yes” or “no” in “Did Client Show for 1<sup>st</sup> Appointment”?
- 5) In what 2 cases is a “yes” entered in “Did Client Show for 1<sup>st</sup> Appointment”?

*Answers on last page...*



## Interpreting Indicator Reports:

As1: Percent of First Appointments Kept



Source Data

Report Period	Percent of First Appointments Kept	Total Episodes with First Appointment Kept	Total Episodes with Requested Data
01/2007	63.8	169	265
02/2007	60.0	138	230
03/2007	65.4	193	295
04/2007	61.8	139	225

**Here are some questions that are important to ask when reviewing any indicator graph and/or table of data in STAR-QI.**

- 1) Do the graph and data seem correct at a quick glance?

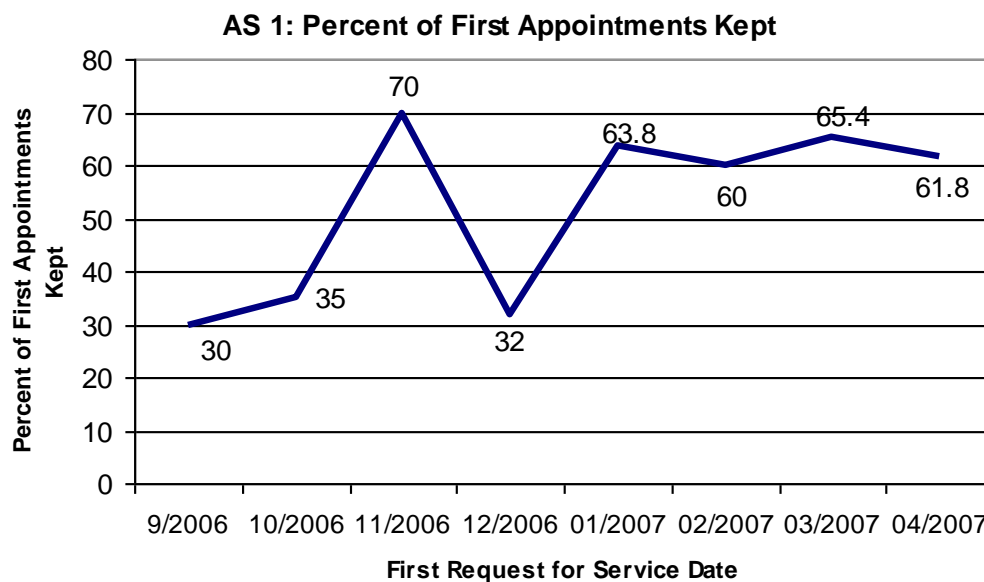
*In AS 1 above, the frequency range of total episodes is 225-295. No major spikes seem to have occurred. Sufficient data seems to have been collected each month to warrant comparisons. You always want to ask yourself if the chart reflects your experience at your site.*

## Interpreting Indicator Reports: *Continued*

- 2) If you *should* see any major peaks or valleys in the graph or data table, can you explain them?

For example, while the graph above stays mostly flat, there is an increase in total episodes in the month of March as compared to other months. Your team will want to ask what might account for the increase.

- a. More specifically, in reviewing an indicator report, you'll want to look at the last 2 columns of data in the table (the numerator and denominator of the calculation). Are there any months that have a much higher or lower count?
  - b. You also want to consider if the data is consistent with the information you report to the OASAS Client Data System (CDS). If not, is there an issue with underreporting or overreporting? Or did a change project help to bolster or reduce your numbers?
- 3) How successful is your change project? The chart will help you measure and monitor change projects over time. In the example above, the outpatient clinic seems to be sustaining 1<sup>st</sup> appointments kept at around 60% each month. In the chart



below, there is a noticeable spike in November, but the positive change was sustained January through April. This suggests interventions were affecting practice positively.



### BRAIN TEASER ANSWERS

- 1) Never. There will never be any reason to erase or change this date.
  - a. You may enter in a new first request for service date for a client in some situations, but the original date will always stay as is.
- 2) “Done” means that the client was either:
  - a. Discharged
  - b. Referred out
  - c. Or contact with the client has not been made in 30 days.
- 3) No. Only service dates that have been completed are entered.
- 4) This field enables you to calculate the percent of 1<sup>st</sup> appointments kept (AS-1) and no-show rate.
- 5) The client appeared for the first scheduled appointment, or the client called to reschedule the appointment prior to the appointment time, and showed for that new appointment.

*Feedback is welcome –Please Contact:  
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with any comments, questions, or suggestions.*