

How to health-check your Outcomes Star™ data

Top tips for organisations getting started with any version of the Outcomes Star, to help keep your Star data accurate and meaningful

1 What is a Star data health-check?

When you get started with the Star, you will be capturing new service user and outcomes information and you will have a growing 'dataset'. To make sure this data is accurate and meaningful, so that you can effectively evidence outcomes and generate insight later on, there are a few basic checks you can do at this early stage. These are set out below in summary, with more detail and instructions on the next page. These will also be supported by a general approach to quality assurance and managing the implementation of the Outcomes Star effectively.

2 When should I do a Star data health-check?

Ideally 1-3 months after Star training and when your service has been using the Star for a little while. The best way is to incorporate them as a standard checklist and do them every now and again to keep you on track. If you need any support with completing a healthcheck, with your Star data or with the Star more generally, contact Triangle on info@triangleconsulting.co.uk or 0207 272 8765.

3 What do I need to check in a basic Star data health-check?

There are four broad areas to think about:



4 How do I do a basic Star data health-check?

The following pages break down these four areas into specific questions, with links to brief videos showing how to answer them.

The first thing you will need to do is **access the dataset and familiarise yourself with the column headings**. [click here](#) to watch a short video explaining how to do this within Triangle's web application, the Star Online. If you do not use the Star Online, this video will help you with the columns and layout of your own dataset.

A quick health-check can be done simply by looking over the dataset, and this can be made easier by sorting the data within key columns.

Question to ask	What to look for	How to find the information you need
1 Are Stars being completed as expected?		
1a) Are first Stars being completed?	Are the number of first Stars are you expect based on caseloads and referrals into your service?	Click here to watch video 1
1b) Which workers are completing Stars?	Are the members of staff you expect to be using the Star submitting completed Stars?	
1c) Are Stars being completed collaboratively?	Are most Stars completed collaboratively rather than ‘worker only’ or ‘service user only’?	
1d) Are Stars being completed on paper or on screen?	Does the method of completion match what you expect and your organisation guidelines?	
1e) Are Notes and Action plans being completed?	If your organisation expects staff to use the Star Online Notes and Action Plan features, are these being completed?	
2 Is Star data being recorded correctly?		
2a) Do service users have the right IDs?	Is the correct format used? This is important for tracing clients and ensuring that different Star readings can be linked.	Click here to watch video 2
2b) Are service user characteristics being recorded?	Is ethnicity, gender and age being recorded, and is the demographic spread as you’d expect?	
2c) Are the dates service users enter the service recorded?	Do all service users have the date they joined the service recorded and do these dates look correct?	
2d) Are service users’ support needs recorded?	If you want to capture support needs, do service users have support needs recorded and do this look correct? Are they being used consistently?	

Question to ask	What to look for	How to find the information you need
3) Is the timing of Stars as expected?		
3a) Are first Stars being completed at the right time?	<p>If you have guidelines about when first Stars should be completed, are these being followed?</p> <p>Are there first Stars recorded as being completed before the service user joined the service? This could indicate errors in entering the date(s) or retrospective Star readings.</p>	<p>Click here to watch Video 3</p>
3b) Are there more than one Star on the same date?	<p>If there are instances where one service user has more than one Star entered on the same date? Are they recorded as having the same method of completion (e.g. both collaborative)?</p> <p>This is appropriate if one is a worker only and the other is a service user only reading. Any other combination suggests errors in data entry.</p>	
4) Are Star readings as expected?		
4a) Are initial readings as you would expect?	<p>Do Star readings in each outcome area match with your expectations based on your understanding of service referrals?</p> <p>Are there any service users with unlikely readings – i.e. at 10 for all areas? Are there particular workers who are recording these readings?</p>	<p>Click here to watch Video 4</p>

5 What else could I check in my Star data?

You can use the same principles as those used above to check these additional things:

- Are retrospective Stars being used correctly? Have any been done, does that fit with organisation guidelines
- How many review Stars have been completed? What are the dates, does that fit with organisation guidelines?
- Is the date service user leave the service being recorded, and is the time in the service appropriate?