Pacific Knowledge Systems

This document focuses on RippleDown Data Entry Auditor.

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Rippledown Data Entry Auditor

The RippleDown Data Entry Auditor is used to audit cases registered into the laboratory information system. The Data entry Auditor monitors cases in real-time by using rules to flag cases likely to have errors.

The types and frequencies of errors are logged in the Auditor and various statistical reports on the type of errors detected are available.

To use the RippleDown Data Entry Auditor:

1. Open the application. It is associated with the following icon:

   The login menu appears:
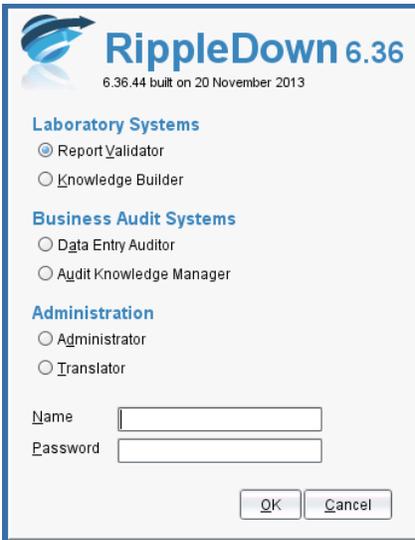
2. Select the Data Entry Auditor option.

3. Enter your username and password and click OK.

4. The Auditor main screen opens and shows a table of queues and the number of cases waiting in each queue. It also shows the other Auditor users who are currently logged on. In the example below, the user Admin has logged into the Billing queue.
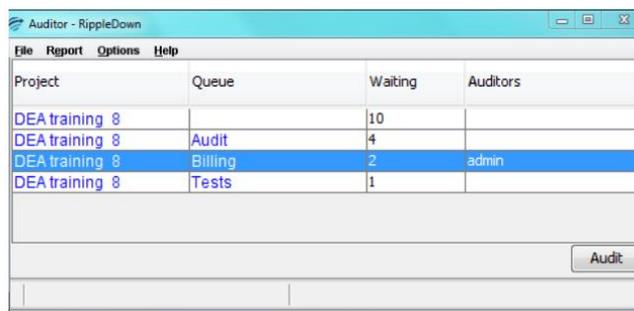
Note: more than one person may review cases in a single queue.

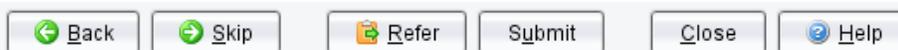5. Double click on the queue you wish to check and the Case Viewer opens:
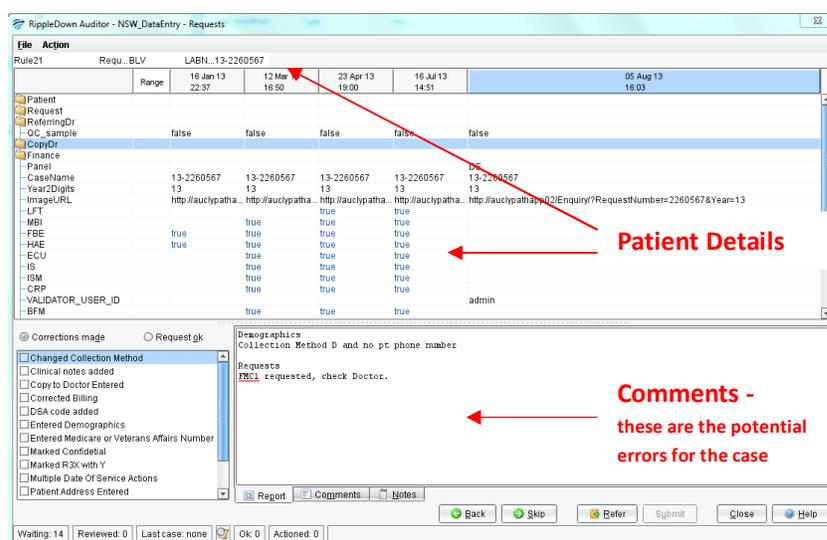
6. Check the comment given for the case and choose on option from the toolbar located at the bottom of the screen:

Functions:

Back	Use this button to go back to cases you had previously skipped, approved, referred or deleted. You will be able to add further actions if required.
Skip	Use this if you are not able to address this case at the moment. This option is commonly used when the scanned image is not yet available to you.
Refer	Use this to refer the case to another person. You may also add a note or email with a reason for the referral. The case will be then removed from this queue and the next case is displayed.

Submit – Corrections Made	
	This is used to record any action taken to fix the case. Choose an appropriate action from the list and click the tick box beside the action. You are able to add multiple actions by holding the CTRL key while selecting actions. Once at least one action is selected, the Submit button will become available. Click on Submit to record the action for the case.
Submit - Request OK	
	This button is used if there are no corrections required. Once the radio button "Request ok" is selected, the submit button will become available. The case will be deleted from the system and the next case shown.
Close	Use this to close the Case Viewer and go back to the list of queues.
Help	Used to access the RippleDown online help facility.

Please note, New actions can be added to the list through the Audit Knowledge Manager in the Edit, Auditor Actions menu.

Sending a case to the Audit Knowledge Manager

Sometimes when you are reviewing a case, you might realise that cases like it are never in error. You can send such a case back to the Audit Knowledge Manager so that rules can be built to exclude cases like it from audit. This feedback helps the rule builder/s ensure that only the cases most likely to be in error, are actually presented for review. To do this, open the Action menu in the top toolbar, select "Send to project". Enter a note for the Audit Knowledge Manager and click OK. The next case will be presented.

Request Form Images

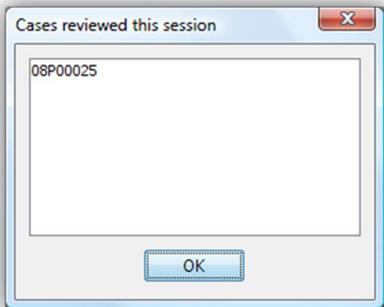If a case has been flagged by the auditor, it might be necessary to check the request form. To make viewing a scanned image of the request form easy, RippleDown places a copy of the lab number into the computer clipboard. This can be pasted by pressing CTRL V into the imaging system.

Queue Information Bar

Information about the current queue is displayed at the bottom of the auditor screen:

Waiting	The number of cases on the queue still to be looked at. As each case is OK-ed, Actioned, or Referred, the number waiting is adjusted.
Reviewed	The number of cases in the queue that have already been dealt with. As each case is Ok-ed, Actioned, or Send to Project, the number reviewed is adjusted.
Last Case	Displays the episode number of the previous case reviewed in this session.
	Mouse click on this icon to see a list of the cases you have reviewed in this session.
OK	The number of reviewed cases said by you to be *Request OK*.
Actioned	The number of reviewed cases said by you to be *Action Required*.

Data Entry Reports

You can select a variety of different reports on the errors (identified as the comments given) and actions. The main Auditor screen has a 'Reports' menu:
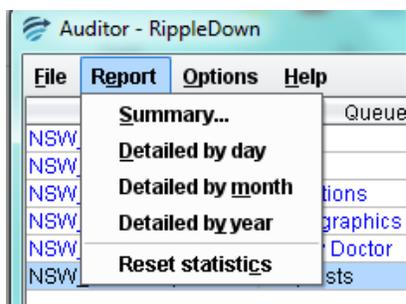
The '**Summary**' report has three sections. The first shows the overall statistics for the project:

Total number of cases interpreted : 923591
Total number of cases flagged : 124377
Total number of cases in error : 14403

From this you can work out the percentage of cases that have errors found in them, the percentage of flagged cases that actually have errors etc.

The next section shows the number of errors, per corrective action taken:

Number of error cases for each action
2nd copy sent : 23
(no action specified) : 639
Added clinical notes : 177
Added collection code : 359

This gives an idea of the frequency with which particular errors occur and can help with the elimination of systemic errors.

Finally, the number of times that each comment has actually flagged an error is given:

Number of error cases for each comment
{DrName} should NOT have a copy to {CopyDr1} for McNamara Lodge pts. Please remove Copy Dr. : 48
2nd EPG this month. : 94
5th GHB in 12 months. : 249
Bill To has changed. : 2703
Billed to patient for {DrName}. Add LSP panel. : 20
Billed to patient for {Pt_Addr1}. Add LSP panel. : 710
Billed to Patient with Veterans Affairs number available. Add LSP panel. : 188

The **Detailed by day**, **Detailed by month** and **Detailed by year** reports show the same data but on a per day, month, or year basis. These detailed reports can be exported as Excel spreadsheets for incorporation into other reports or for further analysis.