

It's all about
the data

INTERNATIONAL



CHIROPRACTIC REGULATORY SOCIETY

ICRS Forum

14 / 15 May 2021

Donna M Cohen, Moderator

It's all about the data

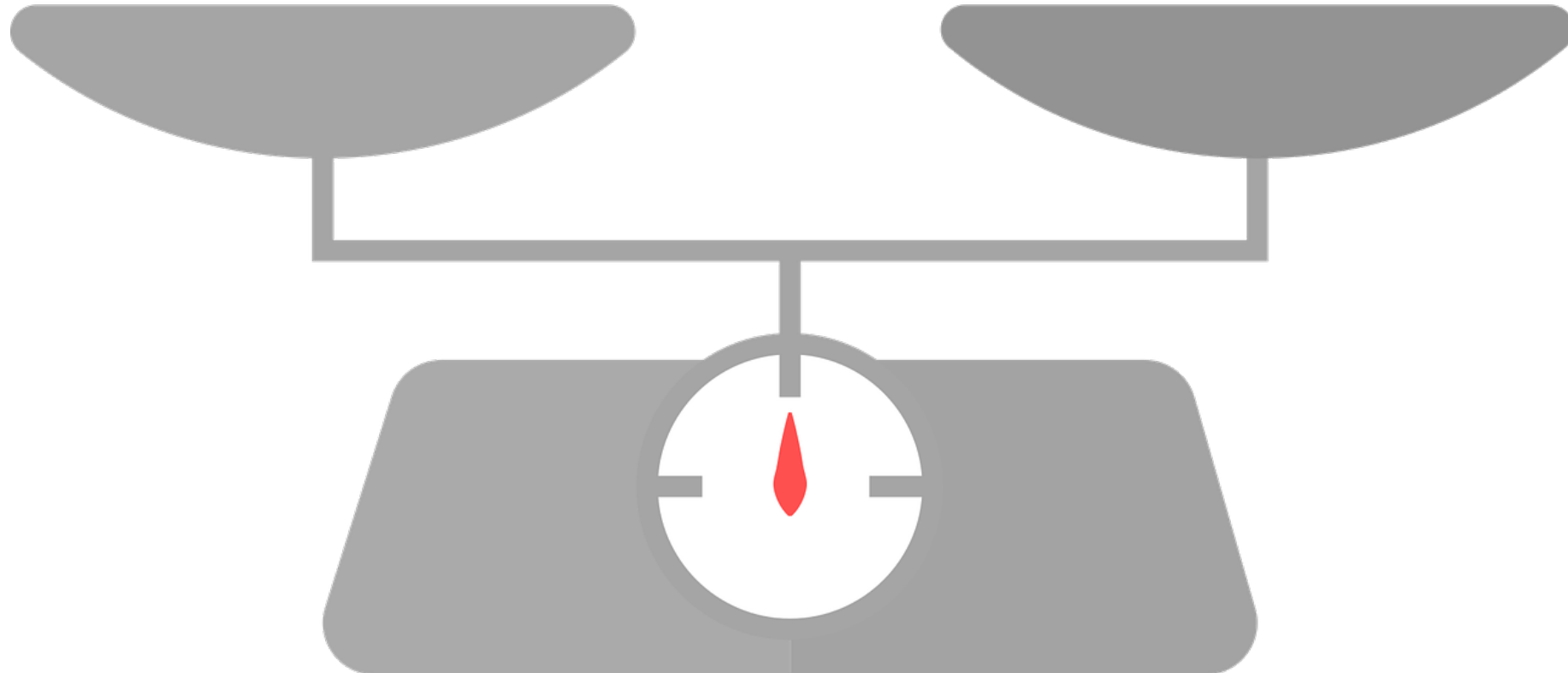
- No more document management



Organizations are measured

TRANSPARENCY

EFFECTIVENESS



Primary stakeholders

- Government
- Registrants
- Students / examinees
- Staff / team members
- Accredited programs
- Public

Secondary stakeholders

- Peers
- Yelp / social networks



Not everything is easy to quantify

Perceptions

Trustworthy
Helpful
Fair
Expertise
Info available



Measurable

How many
How long
Compare

Measurable

Timeliness

Issuing / renewing registrations / licenses

Investigating and prosecuting fitness to practice complaints

Measuring effectiveness / consistency of sanctions

Providing guidance to registrants

Inclusion

Composition of governance

Active outreach efforts

Consultations – before adopting new policies

Cost Effectiveness

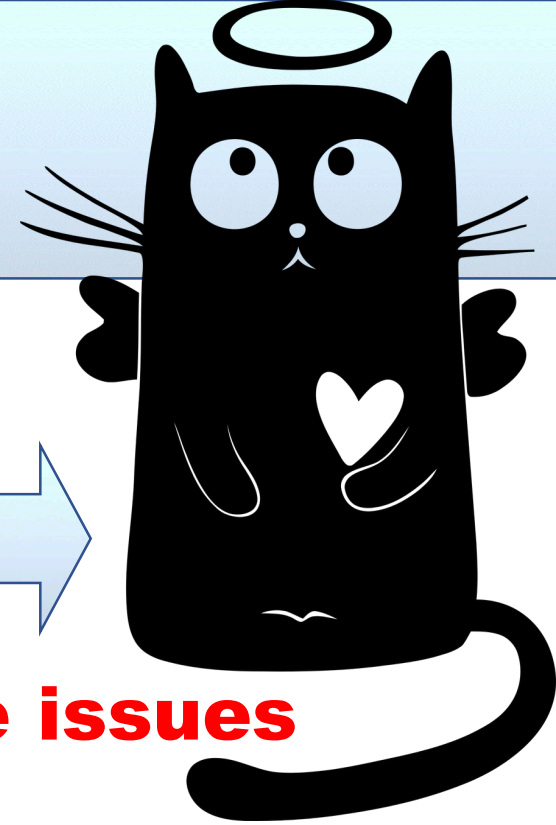
Using your resources well

Comparisons – against previous years, other professions, peers

Perceptions

Trustworthiness

“We had 4,348 instances last year of acting in the public interest”



Reports should still address non-measurable issues

- Can still be surveyed – GCC, CBA
 - How is your organization perceived
 - Primary and secondary stakeholders
- List improvements to services and resources
- Remind that data and transactions are secure

Understanding Data

Metrics

- The actual data fields
- Useful info?

Key Performance Indicators / Measures (KPI/KPM)

- Strategically defined to support objectives

Analytics

- interpretations of data
- transforms numbers / metrics into actionable ideas & insights

2020

Annual Report



NEW ZEALAND
CHIROPRACTIC BOARD
TE POARI KAIKOROHITI O AOTEAROA

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At a Glance

01 April 2019 - 31 March 2020

WE GRANTED

74 NEW REGISTRATIONS



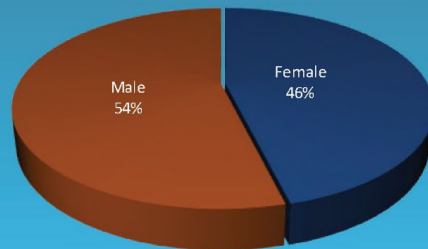
- 65** NZ GRADUATES
- 4** TTMRA PATHWAY
- 5** CCEA PATHWAY

WE RECEIVED

16 NEW NOTIFICATIONS



- 14** CASES OF CONDUCT
- 1** COMPETENCE NOTIFICATION
- 1** HEALTH NOTIFICATION



THERE WERE **864** CHIROPRACTORS ON THE REGISTER WITH **699** HOLDING AN APC

APC'S ACROSS THE YEARS



Increasing use of INFOGRAPHICS

Exemplary graphics & analytics

Annual registration report

The register
New registrants
Routes to registration
Route 1 – applicants holding UK recognised qualifications
Route 2 – applicants holding relevant foreign chiropractic qualifications
Test of Competence
Route 3 – applicants applying under EU General Directive 2005/36/EU
Route 4 – Temporary and Occasional registration
Trends in initial registrations
Retentions on the register
Removals from the register
Diversity of registrants
Other registration work

Fitness to Practise Annual Report

About Fitness to Practise (FtP).....
Performance summary.....
Complaints received
Investigating Committee
Professional Conduct Committee
Advertising cases.....
Interim Suspension hearings.....
Section 32 complaints.....



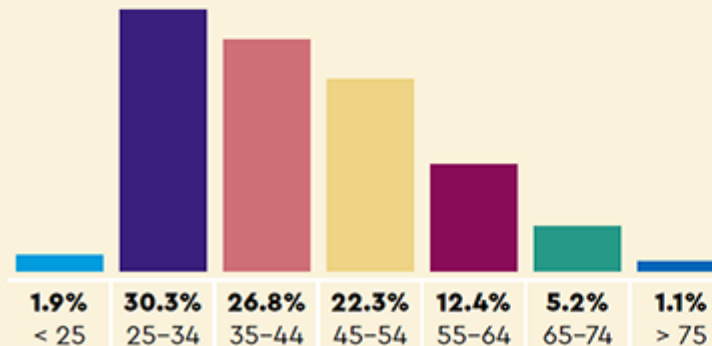
Chiropractic Board Ahpra

Snapshot of the profession

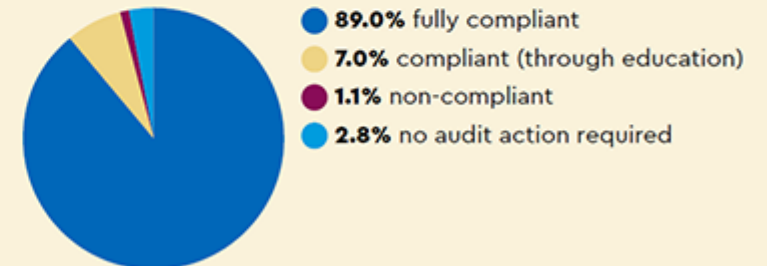
- **5,777** chiropractors
 - **Up 4.1%** from 2018/19
 - **0.7%** of all registered health practitioners
- **0.4%** identified as Aboriginal and/or Torres Strait Islander
- **40.7%** female; **59.3%** male

**Easy to
understand
metrics**

Age



Audit outcomes



Regulating the profession

Notifications

- **92** notifications lodged with Ahpra
 - **137** chiropractors Australia-wide, including HPCA and OHO data, had notifications made about them
 - **2.4%** of the profession

Monitoring

- **46** practitioners monitored for health, performance and/or conduct during the year
- **39** cases being monitored at 30 June:
 - **14** for conduct
 - **1** for health reasons
 - **9** for performance
 - **6** for prohibited practitioner/student
 - **9** for suitability/eligibility for registration

Criminal offence complaints

- **15** criminal offence complaints made
 - **5** about title protection
 - **1** about practice protection
 - **9** about advertising breaches
- **20** were closed

Referrals to an adjudication body

- **3** matter decided by a tribunal
- **No** matters decided by a panel

- **1** appeal

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Oregon Board of Chiropractic Examiners

The mission of the Oregon Board of Chiropractic Examiners is to protect the public by regulating the practice of chiropractic.

Chiropractic Examiners, Board of Annual Performance Progress Report

Reporting Year 2020

Published: 10/1/2020 1:18:47 PM

Approved Key Performance Measures (KPMs)

- 1** Average number of days to resolve a complaint
- 2** Percent of **sexual misconduct/boundary complaints** resolved in 180 days
- 3** Percentage of new complaints assessed, investigated, presented to board within 120 days
- 4** Percentage of chiropractic physicians meeting annual continuing education requirements
- 5** Percentage of licenses issued within 5 days once all application components (that are responsibility of applicant) have been received
- 6** **Customer Service** - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information
- 7** Board Best Practices - Percent of total best practices met by Board.
- 8** Days between complaint receipt and investigation preparation for Board. Percent of cases having investigative reports written within 120 days from when complaint is received to when investigation prepared for Board review/action
- 9** Days between investigation preparation and presentation to Board. Percent of cases, with prepared investigation ready for Board review/action, presented to the Board within 30 days of completion
- 10** Days between Board review/initial action and case closure. Percent of cases closed within 90 days of Board review/initial action.

Your data

What metrics are you collecting?



Has anyone recently added or deleted a key field?

Example:

- FCLB asked US boards to collect US federal National Practitioner Identifier
- Why? Social identification numbers have legal privacy restrictions

Capturing data consistently – Grad Example

Macquarie University – Dept of Chiropractic

1



Otorohanga College, Auckland University of Education, McQuarie University Sydney, Chiropractic NZ College of Chiropractic

2

Colleges of Graduation for New Members Registered in the Active Category in 2019

College of Graduation	Female	Male	Total
Canadian Memorial Chiropractic College	76	74	150
D'Youville College	1	4	5
Life Chiropractic College (various campuses)	1	7	8
L'Université du Québec à Trois-Rivières	1	1	2
McQuarie University	1	0	1
National University of Health Sciences	1	1	2
New York Chiropractic College	14	3	17
Northwestern Health Sciences University	0	2	2
Palmer College of Chiropractic (various campuses)	5	2	7
L'Université du Québec à Trois-Rivières	0	1	1
Total	100	95	195

3

Palmer

- Palmer Davenport
- Palmer Iowa / Florida / California
- Palmer Chiropractic College
- Palmer College
- PCC
- Palmer CC
- Palmer University – Chiropractic Program

Are your data fields set up for these?

DEGREE	FULL NAME
D.C. and M.S. (Chiro)	Doctor of Chiropractic & Master of Science (Chiropractic)
B.App.Sc. (clin). & B.C.Sc.	Bachelor of Applied Science (Clinical Science) & Bachelor of Chiropractic Science
B.Sc. (chiro) & B.C.	Bachelor of Science (Chiropractic) & Bachelor of Chiropractic
B.App.Sc. (Compl) & M.Clin.Chiro.	Bachelor of Applied Science (Complementary Medicine) & Master of Clinical Chiropractic
B.Chiro.	Bachelor of Chiropractic
B.Chiro. & M.Chiro	Bachelor of Chiropractic & Master of Chiropractic
B.Sc. (Hons) Chiro	Bachelor of Science (Hons) Chiropractic
B.Tech. (chiro) and M.Tech. (chiro)	Bachelor in Technology (Chiropractic) & Master in Technology (Chiropractic)
D.C.	Doctor of Chiropractic
M.C. or M.Chiro.	Master of Chiropractic or Master in Chiropractic
M.C.B.	Master in Clinical Biomechanics
M.Sc.(Chiro) or M.Chiro	Master of Science (Chiropractic)

Some Common Metrics Issues

- **Public or Private?**
- Name: Surname or Family Name; Hyphens; Changes
- Generations – Jr, Sr, II, III



Dr. Carol Winkler

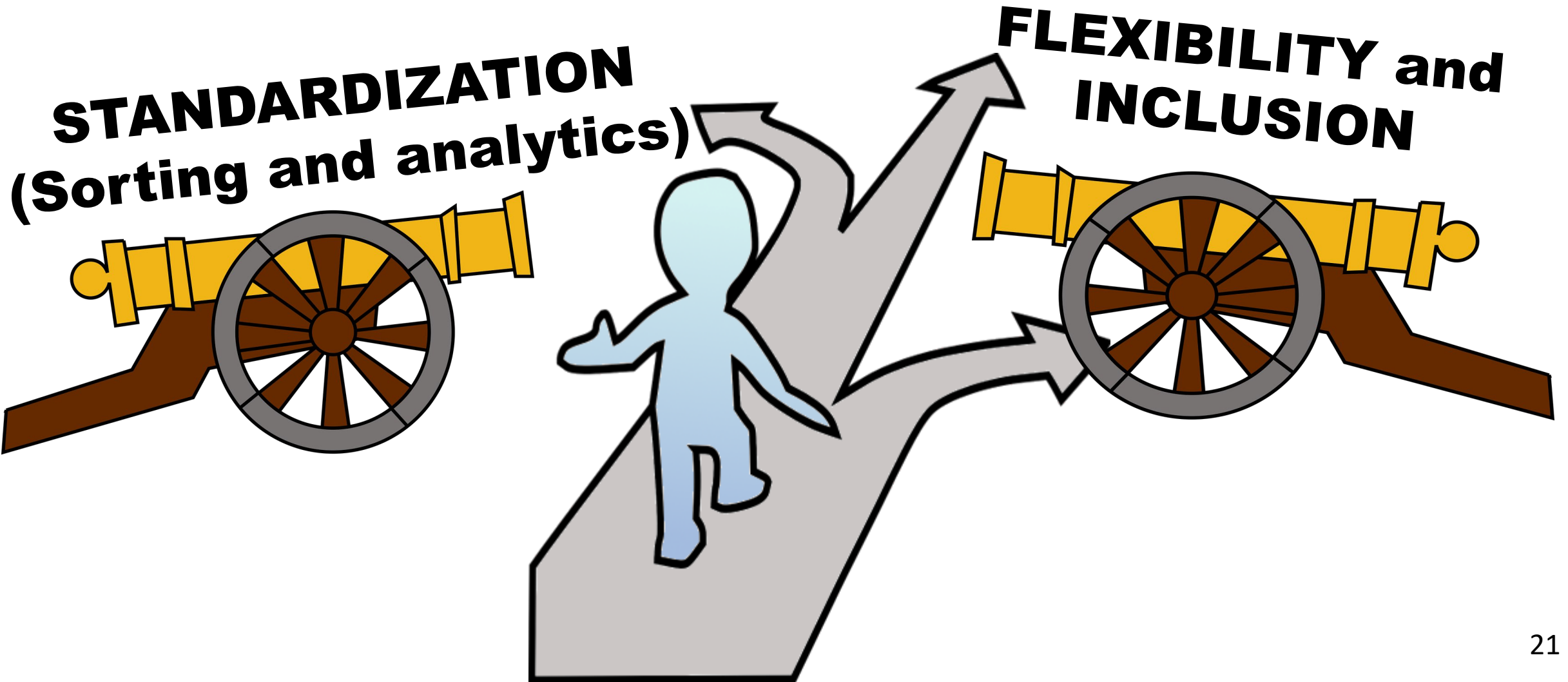
Dr. Carroll Winkler



More Common Metrics Issues

- Addresses
- Practice vs mailing? Both?
- Multiple jurisdictions / countries
- Date formats – **YYYY MM DD**
- Gender – M / F / Trans / Non-Binary / Two-Spirit – **52 genders**
- National social identifier
- Country name: EXAMPLE Deutschland, Allemagne, Germany

It's a battle



CHIROPRACTIC

Click on license number link to the left of the professional's name for detailed information.

License # Name - City and State

[009468](#) DE ANDRADE-LEE GISELLE - NEW YORK, NY

Continue with this list

Can you look up by

Lee
Giselle
DeAndrade
De Andrade
de Andrade



A twin mission for educating on the importance of diversity in chiropractic

Rick Vach January 28, 2021



LaTonya and LaToya Harris are ready to 'combine our love of food, chiropractic, exercise and business' while educating on the importance of diversity in the industry

In 2010 they graduated as the top two students in their high school class, and 10 years later they walked the stage at Parker University, completing degrees for doctors of chiropractic as the top two students in their

More on names

Saint German
 SaintGermain
 Saint-Germain
 St. Germain
 St.Germain
 StGermain
 St Germain
 St-Germain

O'Connor
 OConnor
 Oconnor
 O Connor

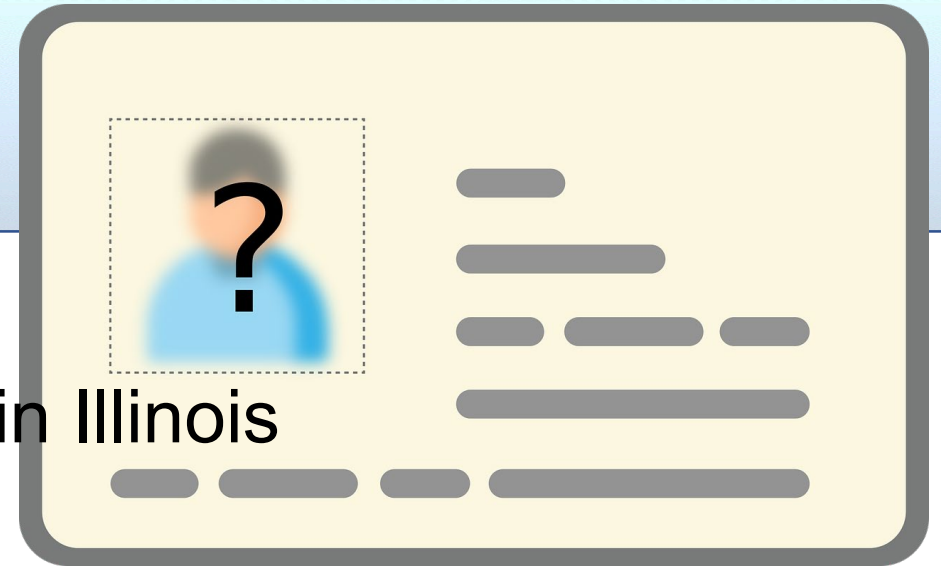
Al-Hassan
 AlHassan
 al-Hassan
 alHassan
 al Hassan

When It Goes Wrong

Doctor's Medical License Terminated After Another Doctor Of The Same Name Bounces Check

CHICAGO (CBS) – 4/9/2021 Two doctors with the same name are now part of a medical mixup that is causing a nightmare for one of them.

Case of Brian Yu, MD



- Lives in eastern Texas but used to work in Illinois
- Maintained medical license in Illinois
- March 19 he learned it was “**terminated** due to insufficient funds”
- Would be black mark on medical license history
- **Another Dr. Brian Yu** works at a practice in Chicago
- **His \$23 debt** was assigned to medical license of Dr. Brian Yu of Texas
- Despite many phone calls he was told to just “pay the bill.”



What do you want to know?



How does it **help** your organization to know it?

In general, allow for **longer** data fields

Drop down data entry boxes where practical

United Nations - International Telecommunication Union **E.164 = 15**

- Country code (1 to 3 digits)
- Subscriber number (max 12 digits)



TIPS

A Case Study: Oscar Alberto Cornelio-Flores

No guilt or innocence is assumed – case from public records

September 2020: North Carolina

- Invited patient to private home to “discuss her recent test results”

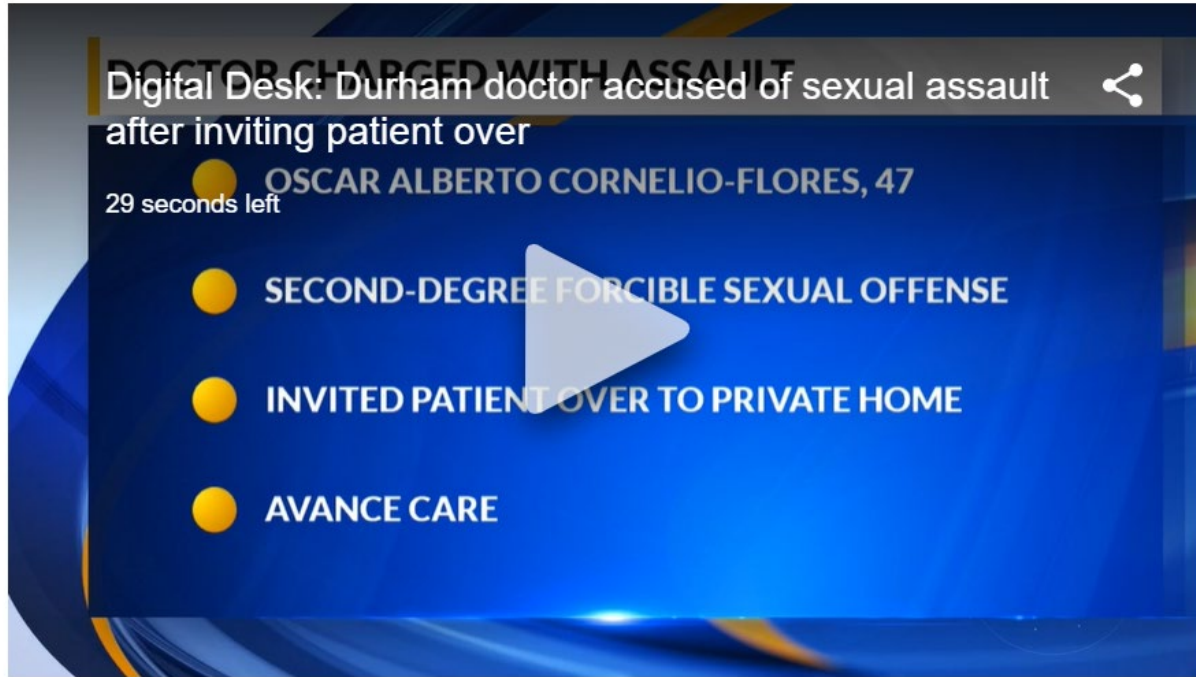
November 2020

- Arrested and charged with sexual assault – media coverage
- Employer placed on him on leave

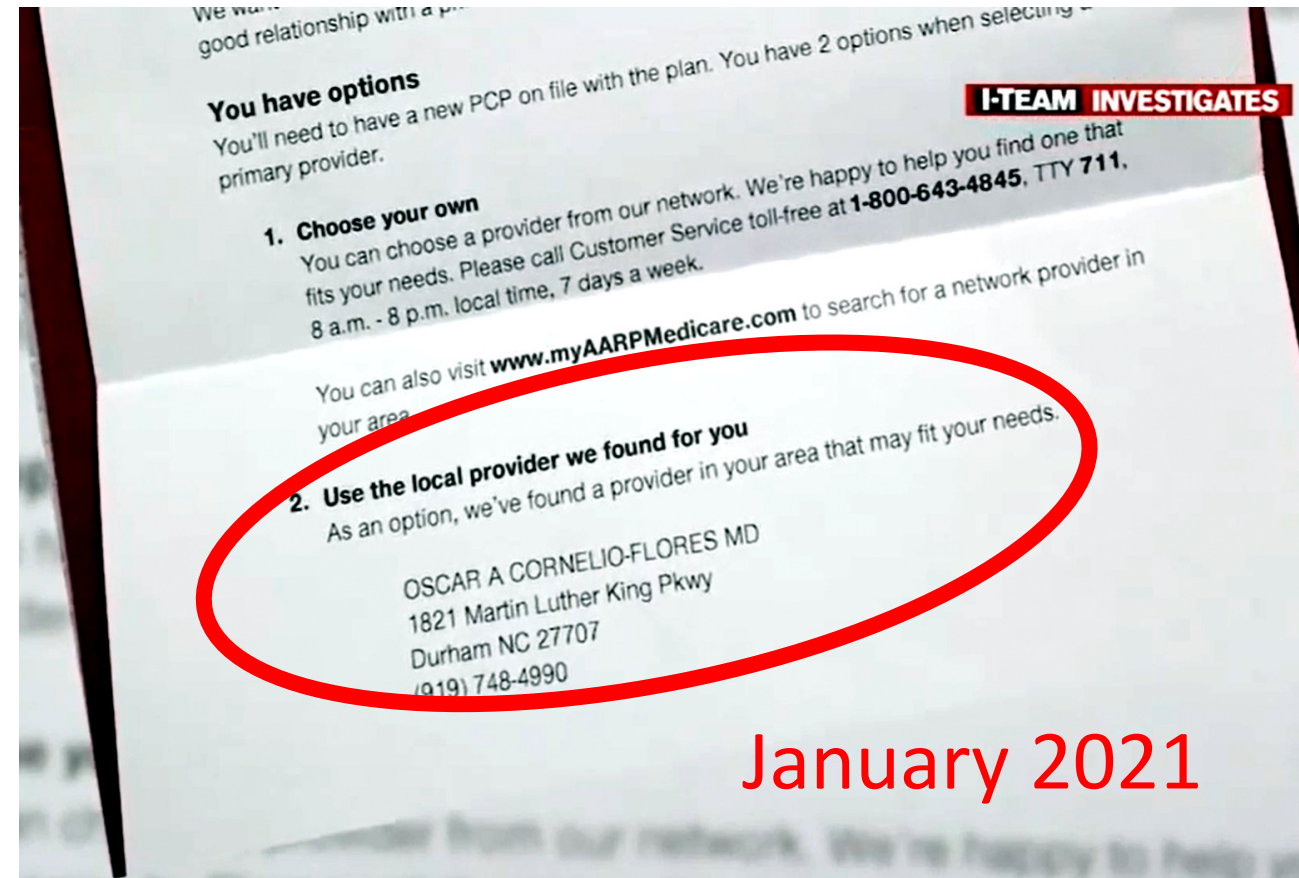
1 January 2021

- Employer officially terminated him
- Later in January: Insurance company recommended him to elderly woman

Oscar Alberto Cornelio-Flores



Nov 24, 2020 - Oscar Alberto Cornelio-Flores, 47, was arrested on an indictment that charged him with a second-degree forcible sexual offense, Durham police said.



January 2021

Oscar Alberto Cornelio-Flores

March 24, 2021

- Elderly woman's son contacts media, who breaks story



3 more women have come forward
Additional charges filed

Some doctors' arrests and
license violations go undetected

By [Samantha Kummerer](#)

Wednesday, March 24, 2021 10:18AM

One man is urging others to do their homework before selecting a physician after his mother's insurance recommended a doctor with pending sexual assault charges.

Oscar Alberto Cornelio-Flores

March 25, 2021

- Search for **Cornelio-Flores** – no records
- Found under **Cornelio**, also **Flores**
- Board website: **ACTIVE**, no actions, up to 4 other licenses

NORTH CAROLINA MEDICAL BOARD LICENSEE SEARCH

Licensee Information

Oscar Alberto Cornelio Flores - MD Full and Unrestricted

License #:	2008-01156	License Status:	Active	Public Action:	No
Issue Date:	06/02/2017	Renewal Date:	05/02/2021		

Out of State Active/Inactive Licenses

State
Massachusetts
Ohio
Texas

Out of Country Active/Inactive Licenses

Country
Peru

Oscar Alberto Cornelio-Flores

- Medical school: Peru
- Community Preceptor / Adjunct Faculty – Univ of NC
- Supervises Physician's Assistant, Nurse Practitioner
- Participates in both US national health plans
- Listed address as Durham, NC
- Checked **Massachusetts, Ohio, Texas** licenses



checklicense.hhs.state.ma.us

the Massachusetts Health Professions License Verification Site

Welcome to the Massachusetts Health Professions License Verification Site. On this site you can verify the status of an individual or a business license and view ...

License Status: All Approved Business Closed ... Profession: All COMMUNITY HEALTH WORK...

License Type: All Administrator In Training Adv...

To search for a Business · Click here for User Manual · Frequently Asked Q

People also search for

- ma license verification
- mcsr lookup
- ma professional license lookup
- check a license
- massachusetts medical license
- medical license verification massachusetts

**NO MDs
or DCs**

www.mass.gov > how-to > check-a-health-profession-li...

Check a health profession license | Mass.gov

Visit the Massachusetts Health Professions License Verification site · Select the profession · Search by license number or last name for the best search results. Spell ...

Are your web resources easy to use?

Not secure | profiles.ehs.state.ma.us/ProfilesV3



The Official Website of the Office of Health and Human Services (EOHHS)

Health and Human Services

Mass.Gov Home State Agencies State Online Services

Mass.gov

Welcome to the Massachusetts Health Professions License Verification Site

On this site you can verify the status of an individual or a business license and view any disciplinary action, or download a data file of your search results at no cost.

The Massachusetts Department of Public Health has implemented a deferral of expiration on all licenses, certifications, permits, and certificates of registration in good standing in adherence to Governor Baker's [Order Extending the Registrations of Certain Licensed Professionals](#) and [Order Extending the Registrations of Certain Licensed Health Care Professionals](#). Licenses, certifications, permits, and certificates of registration in good standing that were due to expire during the state of emergency beginning March 10, 2020, and have not yet renewed, will expire on June 30, 2021 in adherence of Governor Baker's [COVID-19 Order No. 41](#).

PLEASE NOTE WHEN REVIEWING THE EXPIRATION DATE:

- If the license expiration date is prior to March 10, 2020, the license is expired.
- If the license expiration date is between March 10, 2020 and June 30, 2021, the license is current under the Governor's order, but will expire on June 30, 2021.
- If the license expiration date is on or after June 30, 2021, the license is current and will expire on the stated date.

Select a Profession and enter one or more additional fields below. Searching by license number or last name will produce the most efficient results. Otherwise you may retrieve too large a data set to work with on your screen.

Profession: All
License Type: All
First Name: COMMUNITY HEALTH WORKERS
Last Name: DENTISTRY
License Number: EMERGENCY MEDICAL SERVICES
License Status: GENETIC COUNSELORS
City: MASS CONTROLLED SUBSTANCES
State: NURSE AIDE REGISTRY
Zipcode: NURSING
NURSING HOME ADMINISTRATORS
PERFUSIONISTS
PHARMACEUTICAL DEVICE MFGR.
PHARMACY
PHYSICIAN ASSISTANTS
RESPIRATORY CARE

[Click here to search for a Business](#)
[Click here for User Manual](#)
[Click here for Frequently Asked Questions](#)
[Public Records Request](#)

Clear

[Visit the DPH public website](#)

Disclaimer: The information contained in this website ("website content") is made available as a public service by the Massachusetts Department of Public Health (the Department). The Department considers this information to constitute primary source verification. Click [here for full disclaimer](#).

If you are having difficulty navigating around any page in this application, please contact the Help Desk at 617-624-0025. If you get a recorded message, please leave a detailed message.

Oscar Alberto Cornelio-Flores

Massachusetts: Lapsed 2017

- Under **Cornelio or Flores**, NOT Cornelio-Flores

Ohio: Training Certificate Expired 2008

- Under **Cornelio**, NOT Flores or Cornelio-Flores

Texas: Expired 2018, Cancelled 2019 for Non-Payment

- Under **Cornelio-Flores**, NOT Cornelio or Flores

Should these boards be notified? Who should tell them?

Oscar Alberto Cornelio-Flores

North Carolina – Checked board website again May 2021

Under Cornelio or Flores,
NOT Cornelio-Flores

- License status inactive
- No address
- Still supervises PA

Does board have authority
over him if not actively licensed?

Is board waiting for resolution of criminal charges?

The screenshot displays the North Carolina Medical Board's Licensee Search interface. At the top, the board's logo and 'LICENSEE SEARCH' are visible. The main section is titled 'Licensee Information' and features a blue header for 'Oscar Alberto Cornelio Flores - MD'. Below this, a table lists license details: License # (2008-01156), Issue Date (06/02/2017), License Status (Inactive), and Expire Date (04/12/2021). A large blue 'Inactive' button is positioned to the right of the table, with a red arrow pointing from the 'Inactive' status in the table to it. Below the license information, the 'Licensee Limitations' section shows 'None'. The 'Active Supervisees' section contains a table with one entry: Carlos Cano-Solis, a Physician Assistant, who is Active and was approved on 10/22/2020. Red circles highlight the 'Inactive' status in the table and the 'Licensee Limitations' section.

Name	Type	Status	Approved
Cano-Solis, Carlos	Physician Assistant	Active	10/22/2020

Free Resource

<http://www.grcdi.nl/book2.htm>

- Graham Rhind – based in Germany
- Articles, blog posts and white papers re:
 - Data quality
 - Name / address data management

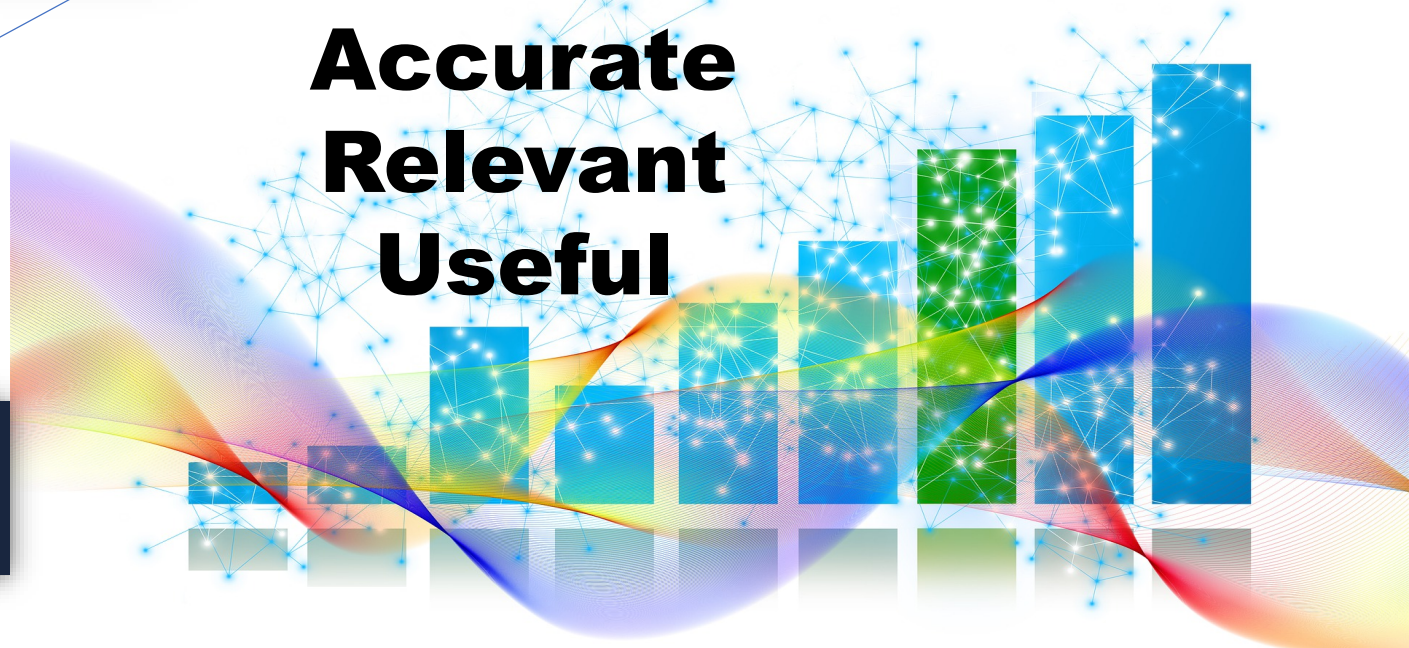
You should alter your data processes to fit cultural and linguistic norms, not vice versa.



**Garbage in,
garbage out...**

OR
**Accurate
Relevant
Useful**

It is better to collect good data than correct bad data.



Credits

Pixabay – illustrations in the public domain

<https://pixabay.com>

Board websites

<https://www.gcc-uk.org>

<https://www.chiropracticboard.org.nz>

<https://www.chiropracticboard.gov.au>

<https://www.oregon.gov/obce/Pages/index.aspx>