

## **CDS Quality Control**

Interview calls by DataBanque were recorded, with approval from patients. The interviewer recorded all answers in the software as the call was being conducted. A quality assurance specialist then listened to recordings of a sample (30%) of selected phone calls from each interviewer and corrected answers in the software. The software recorded the error so that a quality assurance rating on each interviewer and each question could be calculated.

A weekly and monthly report package was provided to the USRDS CC which included status reports and quality reports.

DataBanque provided feedback during weekly and biweekly conference calls with the CDS Steering committee about progress on the data collection efforts, addressing any questions/issues that might have arisen.