

**Burn Model System  
National Data and Statistical Center**

**STANDARD OPERATING PROCEDURE (SOP) #108**

<b>SOP #108</b>	<b>Title:</b> Resolving Data Collection and Coding Questions	
<b>Approved:</b> BMS Project Directors	<b>Effective Date:</b> 3/12/2015	
<b>Attachments:</b>	<b>Revised Date:</b>	
<b>Forms:</b> None	<b>Review Date:</b>	
<b>Review Committee:</b> BMS Project Directors		

**Introduction:**

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The Burn Model System (BMS) Centers ensure a process of systematic and efficient solution of data collection and coding questions. This is in order to: (1) consistently apply a uniform data collection and coding methodology; 2) allow for input from all stakeholders; and 3) maintain the highest level of data quality in the BMS National Database (NDB).

**Purpose:**

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To establish procedures for assuring high quality and efficient resolution of data collection and coding questions, in order to maintain the optimal quality of data in the NDB.

**Scope:**

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Data Collection and/or coding questions related to the NDB proposed by BMS staff.

**Responsibilities:**

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The data collector and/or the BMS center where data collection and coding question occurs will submit the question to the National Data and Statistical Center (NDSC) and the following procedural steps will be taken.

**Procedures:**

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1. All questions about data collection or coding will be submitted to the NDSC, via email with potential telephone discussion as needed for clarification.
2. BMS centers will not "hold" cases with pending questions but will code their problematic variables as "Unknown" and keep track of these cases and update them once the questions are resolved.
3. Within 5 business days of receiving a data collection or coding question, the NDSC will either answer the question or provide notification via the listserv that satisfactory resolution of the question will require further steps.

4. Further steps are required to obtain satisfactory resolution of a question when either:
  - a. The NDSC does not have the expertise needed to answer the question, or
  - b. Resolving the question involves changes to the data dictionary (located on the NDSC website: <http://burndata.washington.edu/about-the-database>) that require BMS approval. (See SOP #607: Procedure for Implementing Changes to Database)
  
5. In cases where the NDSC does not have the expertise needed to answer a question:
  - a. The question will be forwarded to a person identified by the NDSC as having the expertise to answer the question within 5 business days and the originator of the question will be cc'd as notification of the status of the question.
  - b. If within 10 business days the person identified by the NDSC is unable to develop an answer to the question, NDSC will forward the question via email to the listserv and the originator of the question will be cc'd as notification of the status of the question.
  - c. If within 10 business days the listserv members are unable to develop an answer to the question, the NDSC will seek assistance from persons within and/or external to the BMS. The NDSC will then obtain an answer within 10 business days and notify the listserv and the originator of the answer.
  - d. Answers requiring revisions to the data dictionary will follow SOP #607: Procedure for Implementing Changes to Database.

**Training requirements:**

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None

**Compliance:**

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All BMS centers, longitudinal follow-up centers and the NDSC will comply with this procedure.

**References:**

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Traumatic Brain Injury Model System Standard Operating Procedure #603a: Resolving Data Collection and Coding Questions.

**History:**

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None

**Review schedule:**

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At least every 5 years.