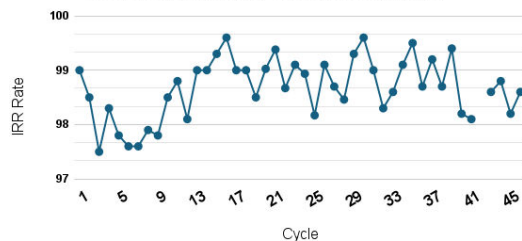# The Value of IRR & Why it Works to Improve Abstraction Accuracy

Providing education regarding missed data elements for abstractors helped to increase the abstractors IRR rate from 2024 to 2025
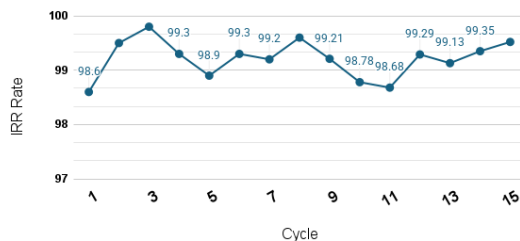
2024 IRR Average 98.6% compared to 2025 IRR Average 99.2%

- We looked for trends and inaccuracies with our 2024 IRRs to focus our education
  - Educational decks were created and shared with the team
  - Monthly team meetings were established to discuss inaccuracies and allow abstractors a time to collaborate and listen to feedback
- All abstractors make changes to their own cases as an educational opportunity

The inter-rater reliability (IRR) process is crucial in ensuring abstraction accuracy.

- Carta Healthcare sought to improve our abstraction process by implementing an IRR audit process including the review of all data metrics in the IQVIA workstation, a 100% audit on all metrics.
- This process was aimed toward educational purposes and increasing the quality of data while reducing workstation errors.

2024 Carta IRR Rate by Cycle | Average 98.6%

2025 Carta IRR Rate by Cycle | Average 99.2%

Data Source/Population and Results:

- Feedback is given to the abstractor, including screenshots of helpful information for educational purposes.
- A mapping of where to find data elements is created for additional education and ongoing abstraction help, along with use of the NSQIP Manual.
- Each audit is meant as a learning tool to incorporate better practices into daily abstraction and to reduce the workstation error rates.
- IRR is a continuous process and performed every cycle, with a 5% randomization of cases from every cycle abstracted.
- Full case review ensures any element that could affect a metric result is being reviewed and ensures the abstractor is consistently capturing all data elements accurately
- Collaboration as a team to share knowledge was well received and a pivotal part to understanding abstraction and making improvements
- Providing education regarding missed data elements and implementing the process of reviewing IRRs for education rather than punitively, we saw an improvement in abstraction accuracy
- Along with abstraction accuracy, we saw an overall improvement in team collaboration and abstraction motivation as abstractors were happy to be provided the abstraction feedback

Lessons Learned

- All abstractors loved the feedback regarding their abstraction
- Abstractors appreciated the education and knowledge gained from reviewing their IRRs with colleagues
- Providing education regarding missed data elements for abstractors helped to increase the abstractors IRR rate
- Even with education, you will still variation with IRR rates … we are all human and make mistakes!

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