Measurement of Quality Improvement

California Improvement Network and Pacific Business Group on Health
Presented by Richard Scoville, PhD
Los Angeles, CA October - November 2013

Workshop Information
October 17 & 18, 2013
Good Samaritan Hospital: Moseley-Salvatori Conference Center
637 S. Lucas Avenue
Los Angeles, CA 90017

Post-workshop Webinar Information
November 5, 2013
Information TBD

Introduction, October 1	
Introductions and Overview	12:00 - 1:00 pm PT
Workshop Day 1 – October 17	
Determining What to Measures	8:30 - 12:00 (break at ~10 a.m.)
Systems thinking	
Improving a system	
Process and reliability	
Identifying system measures	
Project measure review	
Lunch	12:00 - 1:00
Creating a Measurement Plan	1:00 - 4:30 (with break at ~2:30 p.m.)
Tempo of measurement	
Measuring process	
Populations	
Essential measure concepts	
Defining project measures	
Workshop Day 2 – October 18	
Q&A	8:30 - 9:00
Understanding Variation	9:00 - 10:30
Distributions and prediction	
Using run charts	
Break	10:30 - 10:40
Using Control Charts	10:40 - 12:40
Common v. special cause	
Control chart construction	
Interpreting charts	
Detecting changes	
Monitoring a process	

Managing with data	
Lunch	12:40 - 1:30
Choosing and Using Control Charts	1:30 - 3:30 (quick break at 2:30 p.m.)
Subgroups	
Data concepts review	
Selecting the proper chart	
Control chart case studies	
Assignment and wrap-up	3:30

WebEx – November 5	
Introductions and overview	12:00 - 12:10 pm PT
Lingering questions	12:10 - 12:30 pm
Presentation of student projects with discussion	12:30 - 1:45 pm
Wrap Up	1:45 - 2:00 pm

Using Measurement for Quality Improvement
Course Prework

October – November 2013

Overview

Good measures are indispensable for improvement. Anyone who has tried to lose weight, budget expenditures or manage a project knows that if you fail to measure effectively, you can't tell whether you're making progress toward your goal, and you usually lose the urgency needed for change. In the framework of quality improvement, this is "How will you know that a change is an improvement?" Or, as Yogi Berra put it, "If you don't know where you're going, you might end up someplace else!"

The aim of *Using Measurement for Quality Improvement* is to enable participants to develop and implement an efficient and effective set of measures to track the performance of the systems and processes that they deal with every day. Measurement planning is presented in the context of the Model for Improvement, as an integrated component of the aims, tools, and change ideas that lead to successful improvement. Data analysis emphasizes time-series tools, including run charts and control charts, which allow for effective management and tell the story of successful change. The emphasis of this session is on conceptual understanding and application, not complicated statistics.

Course work will center on a student-selected project. Participants are urged to identify a work-related project, which becomes the focus of workshop exercises and follow-on activities. ***We strongly encourage more than one attendee from each participating organization***: working in teams with colleagues ensures maximum benefit from our intense project-based curriculum. The course includes an initial webinar, a two-day classroom-based workshop, and a follow-up webinar. Participants are expected to join all three sessions.

Faculty

Richard Scoville, PhD, serves as an improvement advisor to the Institute for Healthcare Improvement, Cincinnati Children's Hospital, the Robert Wood Johnson Foundation, and the Dentaquest Institute. He is also an adjunct professor in the University of North Carolina School of Public Health.

Objectives for this Course

By the conclusion of this course, you should be prepared to:

- Develop a plan for system improvement that integrates outcome measures, key process measures, and balancing measures into an efficient measurement strategy.
- Create a measurement plan, including: operational definitions, data collection methods, reporting, and training.
- Understand and apply key measurement concepts such as population, stratification, sampling methods, and more.
- Use the distinction between common and special cause variation to identify successful process changes and to avoid common misinterpretations of the data.
- Interpret and apply common control charts for the assessment of variation.
- Apply the measurement concepts developed in this course to a self-selected project.