Missouri MIECHV Gateway

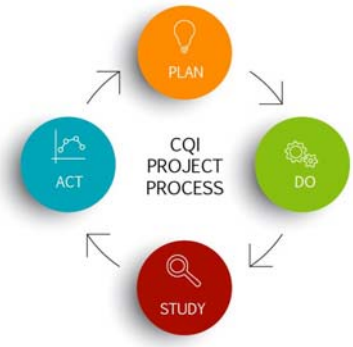
A passage into a network for sharing quality improvement ideas and best practices.

# Using Data and Monitoring Improvement for CQI Success

## Learning Objectives

- Review the importance of data and performance reporting
- Review methods and tools to enhance monitoring
- Explore Gateway training tutorials

## PDSA Cycle




**Plan** – What question are you trying to answer?
- Objective, predictions & plan

**Do** – What happened?
- Execute, document & record

**Study** – How did what happened compare with the plan?
- Analyze, compare, and summarize results

**Act** – What is the next step?
- Finalize changes & future steps

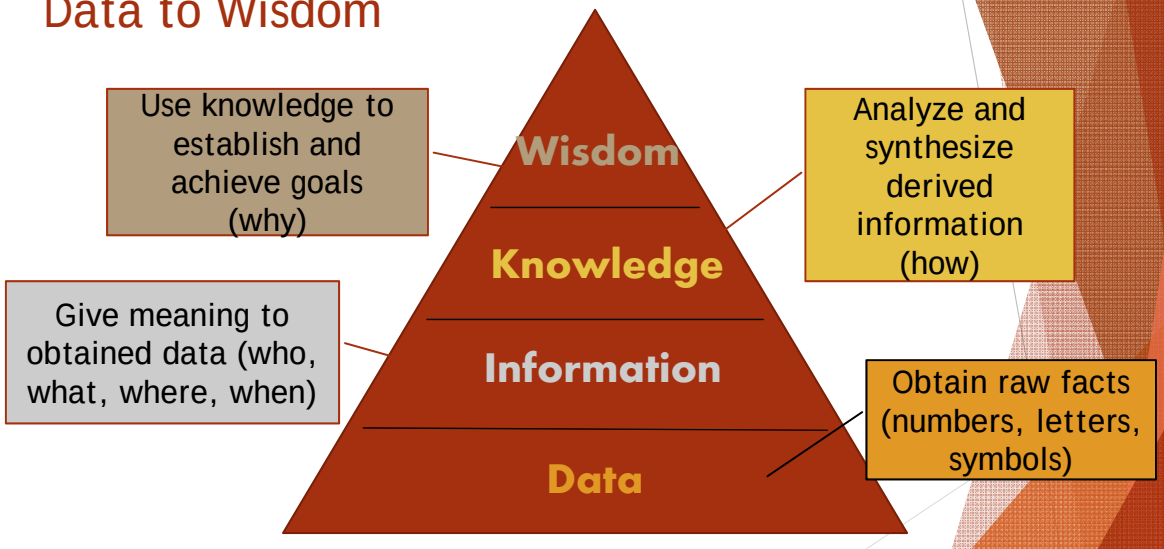
## Data Challenge

- Most workplace problems are system-related
- Using data and information to improve practice and outcomes
  - **Outcomes**
  - **Standards**
  - **Systems to collect data**

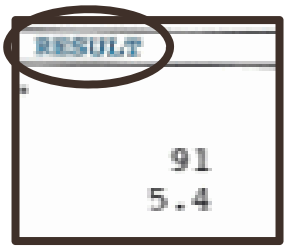
## CQI & Data

- CQI is…
  - Customer-oriented
  - Data-driven
- Data is..
  - Concrete data
  - Used to identify problems and causes
  - Removing causes=improved quality

## Data to Wisdom



# Meaningful Data




Source: Google Images

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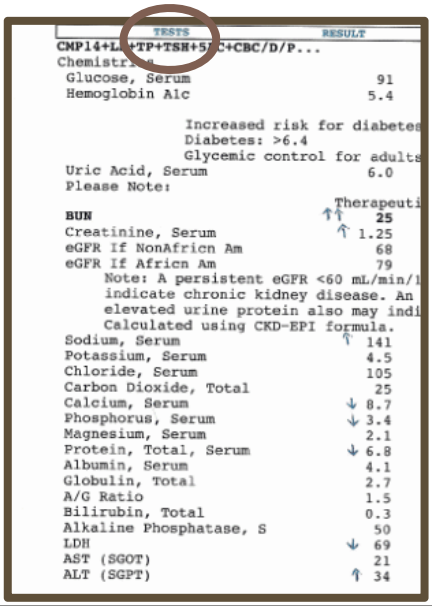
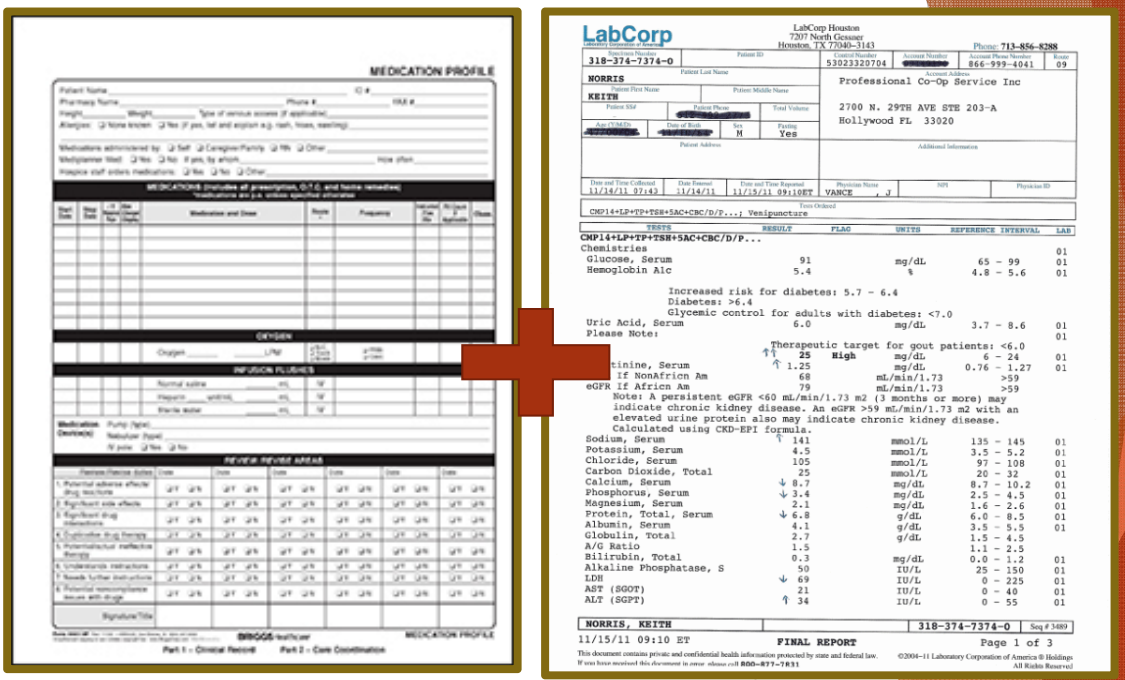



Source: Google Images

# Meaningful Data

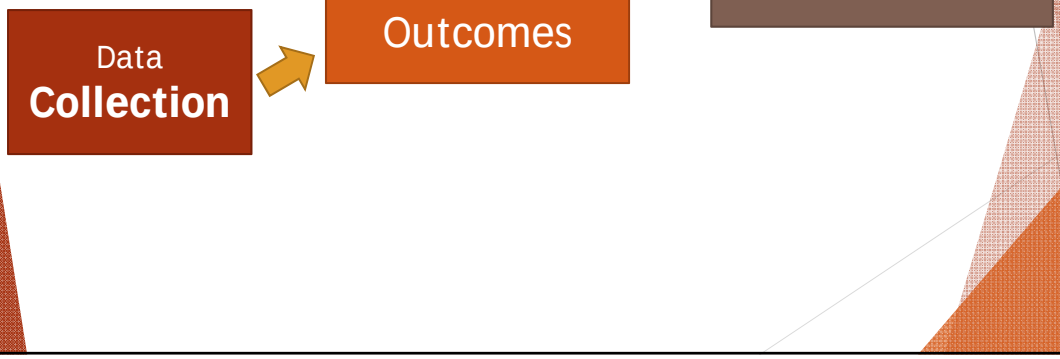
| TESTS | RESULT | FLAG | UNITS | REFERENCE INTERVAL | LAB |
|---|---|---|---|---|---|
| **CMP14+LP+TP+TSH+5AC+CBC/D/P...** | | | | | |
| Chemistries | | | | | 01 |
| Glucose, Serum | 91 | | mg/dL | 65 - 99 | 01 |
| Hemoglobin A1c | 5.4 | | % | 4.8 - 5.6 | 01 |
| Increased risk for diabetes: 5.7 - 6.4 | | | | | |
| Diabetes: >6.4 | | | | | |
| Glycemic control for adults with diabetes: <7.0 | | | | | |
| Uric Acid, Serum | 6.0 | | mg/dL | 3.7 - 8.6 | 01 |
| Please Note: | | | | | 01 |
| Therapeutic target for gout patients: <6.0 | | | | | |
| **BUN** | ↑↑ **25** | **High** | mg/dL | 6 - 24 | 01 |
| Creatinine, Serum | ↑ 1.25 | | mg/dL | 0.76 - 1.27 | 01 |
| eGFR If NonAfricn Am | 68 | | mL/min/1.73 | >59 | |
| eGFR If Africn Am | 79 | | mL/min/1.73 | >59 | |
| Note: A persistent eGFR <60 mL/min/1.73 m2 (3 months or more) may indicate chronic kidney disease. An eGFR >59 mL/min/1.73 m2 with an elevated urine protein also may indicate chronic kidney disease. Calculated using CKD-EPI formula. | | | | | |
| Sodium, Serum | ↑ 141 | | mmol/L | 135 - 145 | 01 |
| Potassium, Serum | 4.5 | | mmol/L | 3.5 - 5.2 | 01 |
| Chloride, Serum | 105 | | mmol/L | 97 - 108 | 01 |
| Carbon Dioxide, Total | 25 | | mmol/L | 20 - 32 | 01 |
| Calcium, Serum | ↓ 8.7 | | mg/dL | 8.7 - 10.2 | 01 |
| Phosphorus, Serum | ↓ 3.4 | | mg/dL | 2.5 - 4.5 | 01 |
| Magnesium, Serum | 2.1 | | mg/dL | 1.6 - 2.6 | 01 |
| Protein, Total, Serum | ↓ 6.8 | | g/dL | 6.0 - 8.5 | 01 |
| Albumin, Serum | 4.1 | | g/dL | 3.5 - 5.5 | 01 |
| Globulin, Total | 2.7 | | g/dL | 1.5 - 4.5 | |
| A/G Ratio | 1.5 | | | 1.1 - 2.5 | |
| Bilirubin, Total | 0.3 | | mg/dL | 0.0 - 1.2 | 01 |
| Alkaline Phosphatase, S | 50 | | IU/L | 25 - 150 | 01 |
| LDH | ↓ 69 | | IU/L | 0 - 225 | 01 |
| AST (SGOT) | 21 | | IU/L | 0 - 40 | 01 |
| ALT (SGPT) | ↑ 34 | | IU/L | 0 - 55 | 01 |

Source: Google Images




Source: Google Images

## Data Evolution




Source: NRCDR.org

## Effective Reporting Characteristics

1. **Clear Priorities**
2. **Easy to Understand & Creative**
3. **Timely**
4. **Reliability**

Source: NRCDR.org

## Effective Reporting Actions

- **Break data down**
- **Compare**
- **Identify strengths**

Source: NRCDR.org

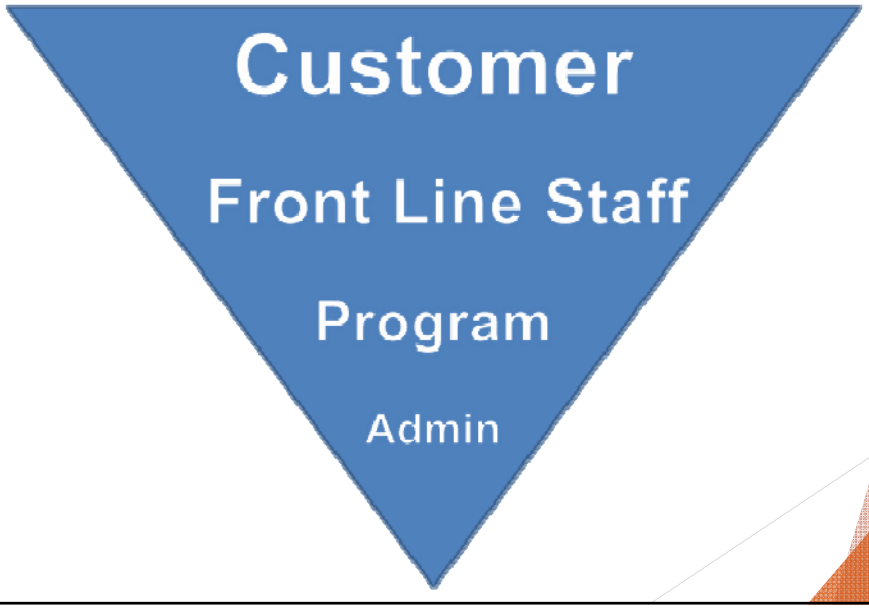
## Getting Started

1. **Understand the collected data**
2. **What questions should the data answer?**

- **Ex: How is our process working for enrolling new families?**
  - How many inquiries for service have been made in the past 6 months?
  - How many families attended our initial orientation?
  - How long does the process take?

Source: NRCDR.org

## Data Focused on the Customer




Source: NRCDR.org

## Data Reporting Tips

1. Clean & clear
2. Focus & simplify
3. Calibrate data altitude
4. Eliminate distractions
5. Best-fit data presentation
6. Consolidate data
7. Visualize the story

# VALUE STREAM MAPPING (VSM):
A Brief Tutorial

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# 7 BASIC TOOLS OF QUALITY MANAGEMENT:
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# DRIVER DIAGRAM:
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# PROGRAM EVALUATION:
A Brief Tutorial

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## Summary

- Data into Wisdom
- Effective Reporting
- Meaningful Reporting
- Gateway Training Tutorials