



Institute *for*
Healthcare
Improvement

March 2, 2018

Advanced Measurement for Improvement Information Call



Where are you joining from?



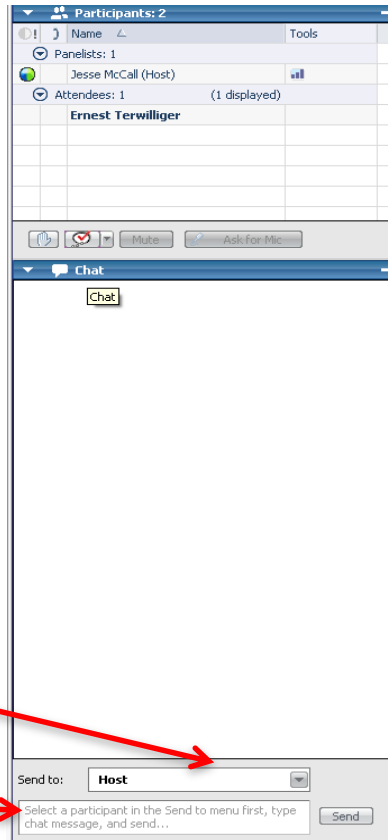
WebEx Quick Reference

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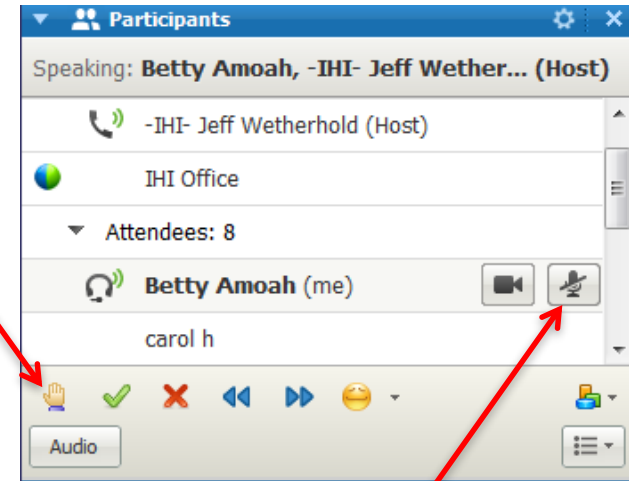
- Please chat questions to “All Participants”
- For technology issues only, please Chat to “Host”

Select Chat Recipient

Enter Text



- Please raise your hand for questions



- You can mute and unmute your line from here



Agenda and Goals

- Welcome and Overview
 - Faculty Introductions
 - Why This, Why Now
 - Seminar Objectives
 - Course Format
 - Participation Information
 - Questions & Answers
-
- The goal of this meeting is to address any questions regarding the upcoming seminar on April 24-25, 2018





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Richard Scoville, PhD



Richard Scoville PhD, is an independent improvement advisor specializing in health care performance measurement. He is an associate professor in the School of Public Health at the University of North Carolina at Chapel Hill and serves as a consultant to IHI and other health care organizations on a range of collaborative improvement, data management, and systems design projects. His seminars on improvement measurement have been widely attended over the past 10 years.

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Gareth Parry, PhD



Gareth Parry PhD, Senior Scientist, Institute for Healthcare Improvement (IHI), leads the evaluation system within the IHI and provides scientific leadership in a number of IHI programs. Previously, at IHI, he has undertaken work assessing the IHI Global trigger tool and applying it to measure harm over time.

He has served on a US National Quality Forum Measure Prioritization Advisory Committee, a Massachusetts State Expert Panel on Performance Measurement Alignment, and a Department of Health advisory group for Measuring patient harm in England.

Prior to joining IHI, he was Director of Quality Measurement & Analysis at Boston Children's Hospital.

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“How are we doing?”
“Where do we need to improve?”
“How do we know that our changes are really improving things?”

- To bring about sustained improvement, we need to address all of these questions
 - Different intent, methods and requirements
 - A frequent source of misunderstanding
- A well-defined and applied measurement system is crucial
 - Effective management requires understanding variation
 - Integrated measurement is necessary for coordinated organizational strategy
 - Poorly defined measures can derail improvement efforts



After attending this two-day seminar, you will be prepared to:

- Refine or develop a system-wide measurement plan as it applies to quality control and quality improvement.
- Understand the key properties of measures of reliability and improvement that are essential for useful measurement.
- Work toward an organizational culture of data transparency.



You'll walk away with an understanding of:

- The tools needed for collecting data
(survey, data collection form, use of electronic medical records)
- System-focused measurement
- Measurement for quality improvement, quality control, and quality planning
- How to use composite and all-or-none measures
- The quality of the measurement process
(validity, accuracy, reliability, precision)
- Variation in data
- Selection and use of control charts, including advanced Shewhart charts
- Hazards of measure definition, including autocorrelation and regression to the mean

Course Format

- Prework
 - ✓ Background reading, prerequisite QI concepts
 - ✓ Own project selection
 - ✓ Case study review
 - ✓ Call on April 10, 2018
- Seminar: April 24-25, 2018; Boston, MA
 - ✓ Presentations, discussion, application
 - ✓ Exercises apply content to own project
 - ✓ All teach, all learn
- Action Period
 - ✓ Work on own project using principles from course
 - ✓ Office Hours for individual Q&A
- Follow-up WebEx: May 24, 2018
- Share work with others
 - ✓ Follow up discussion, questions,



Who should participate

- If you are responsible for leading the design, analysis or coordination of improvement initiatives:

For example: Leads, Directors, Managers, Coordinators of

Measurement

Performance
Improvement

Quality & Safety

Data Services

Improvement

Process
Improvement

For example: Specific titles

Improvement
Advisor

QI Specialist

Quality Manager



Benefits of Participation

- Interactive, hands-on learning environment
- Practical tools
- Immediately apply what you learn to your project
- Learn and connect with participants facing similar challenges as yourself
- Additional support on the follow-up call



Apply Course Learning to Your Own Project

- Select an improvement project that you are working on now or planning
- The project aim should be important for your organization and which you are in a position to carry out
- During the seminar, exercises will challenge you to develop a measurement plan based on course concepts and methods
- As you pursue the project following the seminar, office hours call and follow-up WebEx provide opportunities for questions, discussion and sharing



Questions?



Next Steps...

- All program information can be found online here:
<http://www.ihl.org/education/InPersonTraining/Advanced-Measurement-Improvement/Pages/default.aspx>
 - Pre-Work Conference Call on April 10 at 1pm EDT
 - April 24-25, 2018
 - Day 1: 8:00 AM – 5:00 PM
 - Day 2: 8:00 AM – 4:30 PM
 - Institute for Healthcare Improvement – Boston, MA
 - Book your hotel reservation by April 2nd to receive the discounted rate of \$325 per night
 - Approved for 12.5 Continuing Education Credits
 - Nursing, MD, Pharma
 - \$1,975 per person; group discounts and scholarships are available
 - Follow-up Conference Call on May 24 at 12pm EDT
- Send any questions to Lauren Downing at
ldowning@ihl.org

