

# Better Measurement: Data for Improvement

## High-level Agenda

Further develop your knowledge and skills in understanding the use of data for improvement, with the Institute for Healthcare Improvement's (IHI's) Better Measurement: Using Data for Improvement Program.

Healthcare systems report on data for assurance, for performance and for improvement. In order to understand systems of care, it is essential to understand variation and how the use of data tools reflects patterns in how care is delivered.

This IHI Program combines live-virtual sessions (via Zoom) with self-directed asynchronous learning (released sequentially via the IHI Education Platform).

This offering consists of four live sessions, asynchronous learning and practice application. The program will be preceded by a shorter introductory call. All content will be available for six weeks following the conclusion of the program.

*\*Mark your calendar for these live events!*

### Course Objectives

This practical professional development program is designed to help you:

- Understand variation and data over time, and how it reflects patterns in how care is delivered.
- Understand the limitations of static data, Red/Amber/Green reporting and aggregated data and averages.
- Gain practical experience with key tools for understanding safety and quality data.

**Pre-Call (Introductory Call) – 19<sup>th</sup> February 2025 (1pm – 2pm AEDT) 1 hour \***

- Orientation to the education platform
- Orientation to the program design
- Pre-reading summary
- Where to from here?

**Session 1 – 25<sup>th</sup> March 2025 (1pm – 3pm AEDT) 2 hours \***

- Program overview
- Improvement science overview
- Measurement for Improvement overview
  - Aim statements
  - Family of Measures
  - Operational definitions
  - Planning Data Collection

**Session 2 – 1<sup>st</sup> April 2025 (1pm – 3pm AEDT) 2 hours \***

- Participant presentations
- Introduction to variation
- Tools for identifying Variation - Understanding your system: Pareto chart, histogram, scatterplot

**Session 3 – 23<sup>rd</sup> April 2025 (1pm – 3pm AEST) 2 hours \***

- Participant presentations
- Variation
  - Random vs. non-random variation
  - Data over time
  - Taking action
- Run Charts

**Session 4 – 30<sup>th</sup> April 2025 (1pm – 3pm AEST) 2 hours \***

- Participant presentations
- Shewhart Charts
  - Common cause vs. special cause
  - Anatomy of Shewhart Charts
- Making Shewhart Charts

## Program Faculty



**Alison Starr**, she/her, an Improvement Advisor at the Institute for Healthcare Improvement (IHI), lives in Armidale on the Anaiwan lands of Northern New South Wales. She has worked on several national and state-wide improvement collaboratives. She joined the Institute for Healthcare Improvement (IHI) as Faculty in 2018, and since then has taught on multiple capability-building programs in the Asia Pacific Region, as well as supporting results-oriented programs including the Timely Emergency Care Collaborative in Victoria, Australia and the Diabetes Collaborative in Singapore.



**Kate Bones**, MSW is Project Director within the Asia-Pacific region of Institute for Healthcare Improvement. In her role, Kate provides support across multiple improvement initiatives within the region to ensure robust application of improvement science that will lead to results. She first joined the IHI in 2000, during which time she was involved in a number of Collaborative programs including the national Health Disparities Collaboratives and a state-wide Collaborative to reduce hospital readmissions. Kate was staff to IHI's Scientific Advisory Group, helping to launch this advisory function in 2009. In 2013, Kate left the IHI to gain experience applying improvement methods in the sector and has since done so within primary care, hospital-based settings, and mental health services. It was during this period that Kate moved with her family to Aotearoa New Zealand. She has served as teaching faculty with programs offered by Ko Awatea and the Health Quality and Safety Commission within New Zealand and, in 2021, Kate returned to IHI as a member of the Asia-Pacific team. Kate is a social worker by training and spent her early years working with consumers of mental health services.