Session Objectives

After this session, participants will be able to:

- feel confident about measurement for improvement
- have some ideas for what to measure and how to measure

Who Is In The Room?

- Raise your hand if you have been to at least one Community Health Improvement Leadership Academy (CHILA)

- Keep your hand up if you have been to at least two CHILAs

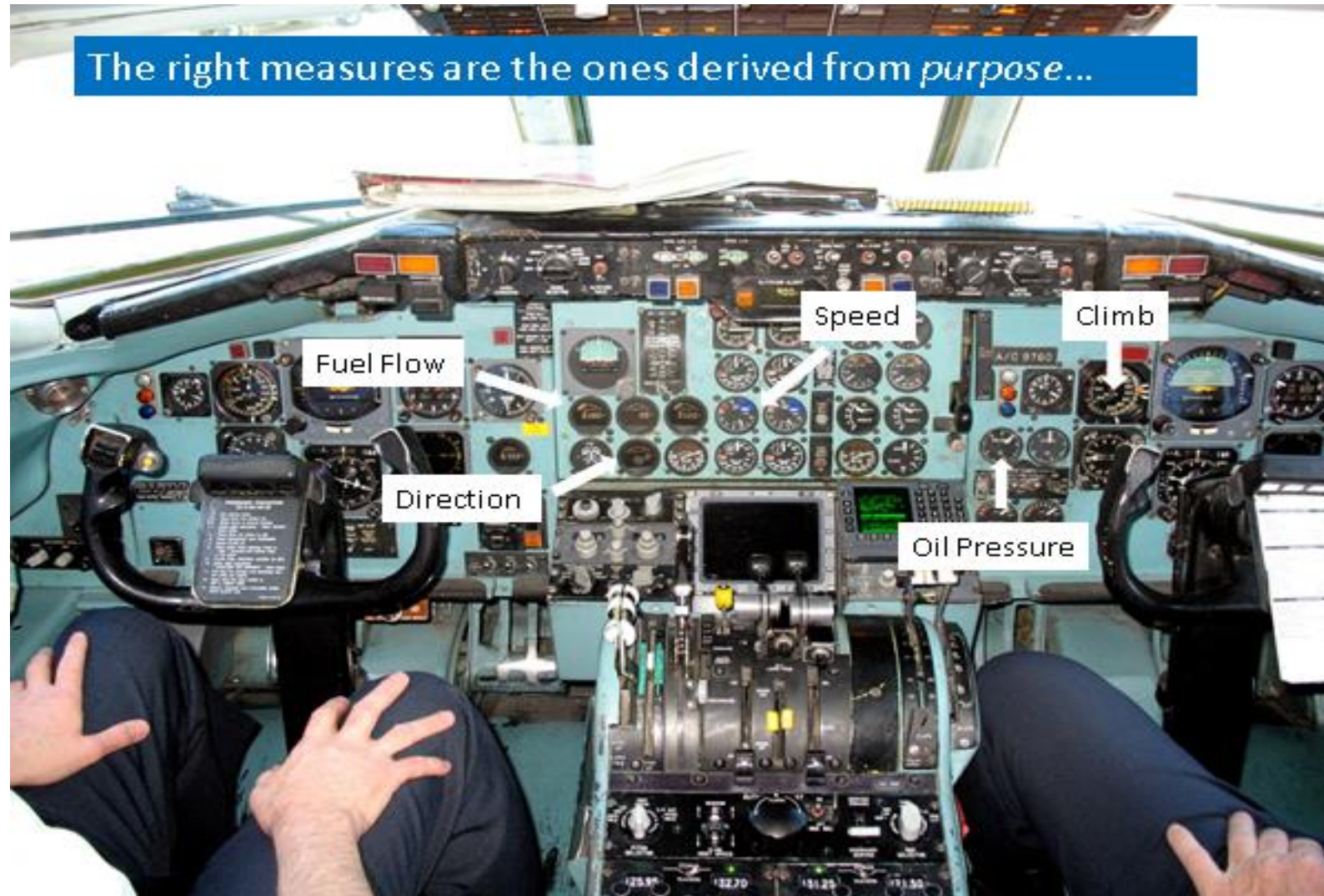- Keep your hand up if this is your third CHILA

Session Flow

- Measurement Challenge Brainswarm

- Measurement for Improvement Review

- All Teach, All Learn Small Table Work

- Full Group Report Out

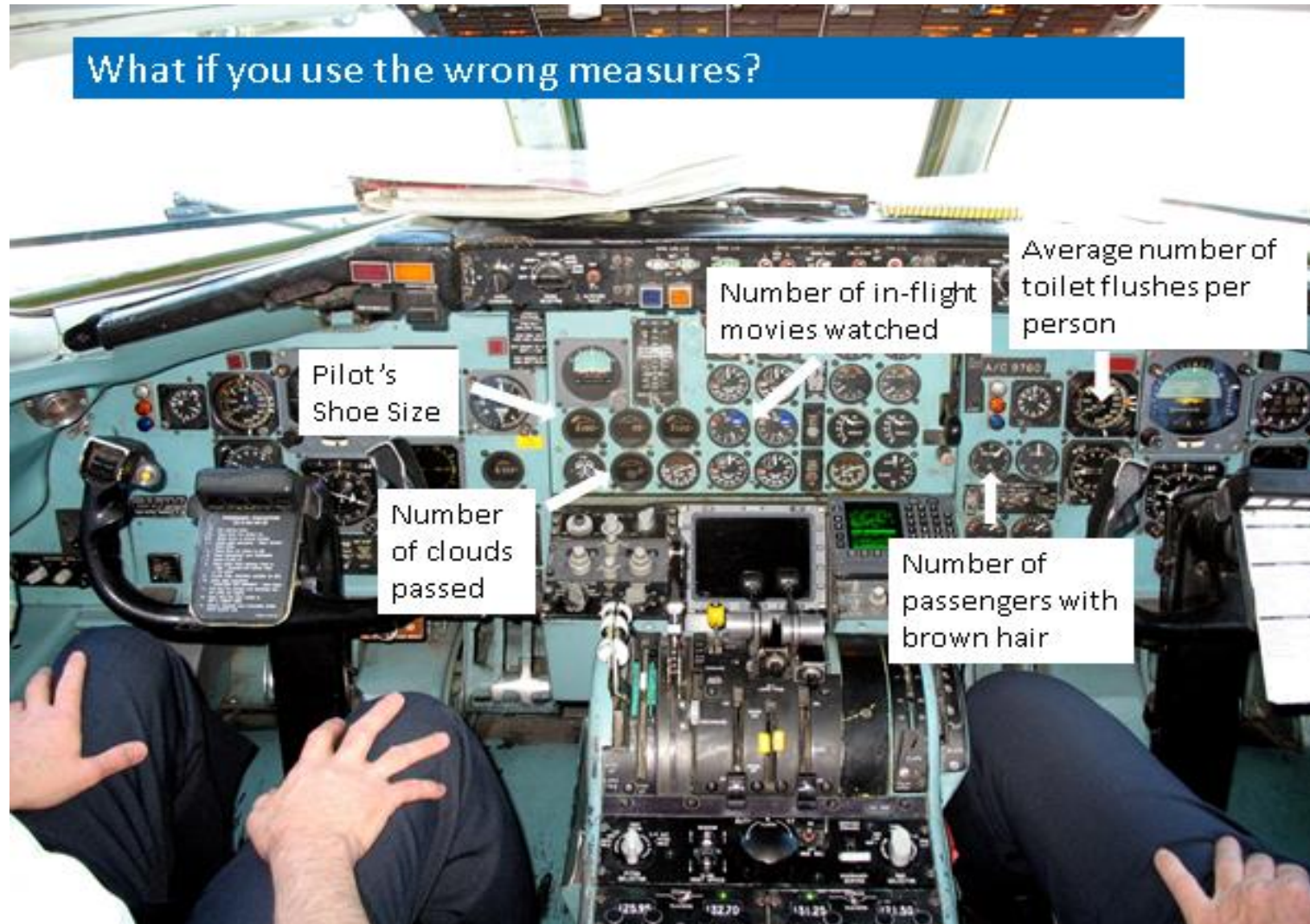- Full Group Discussion ("Stump the Chump")

Brainswarm

- Measurement Challenges

- One Challenge Per Sticky Note

- 5 Minutes Quiet Creation

- 5 Minutes Theme Challenges + Add to Table Flipchart

- Choose:
  - One challenge theme you will work on at your tables to solve/advance
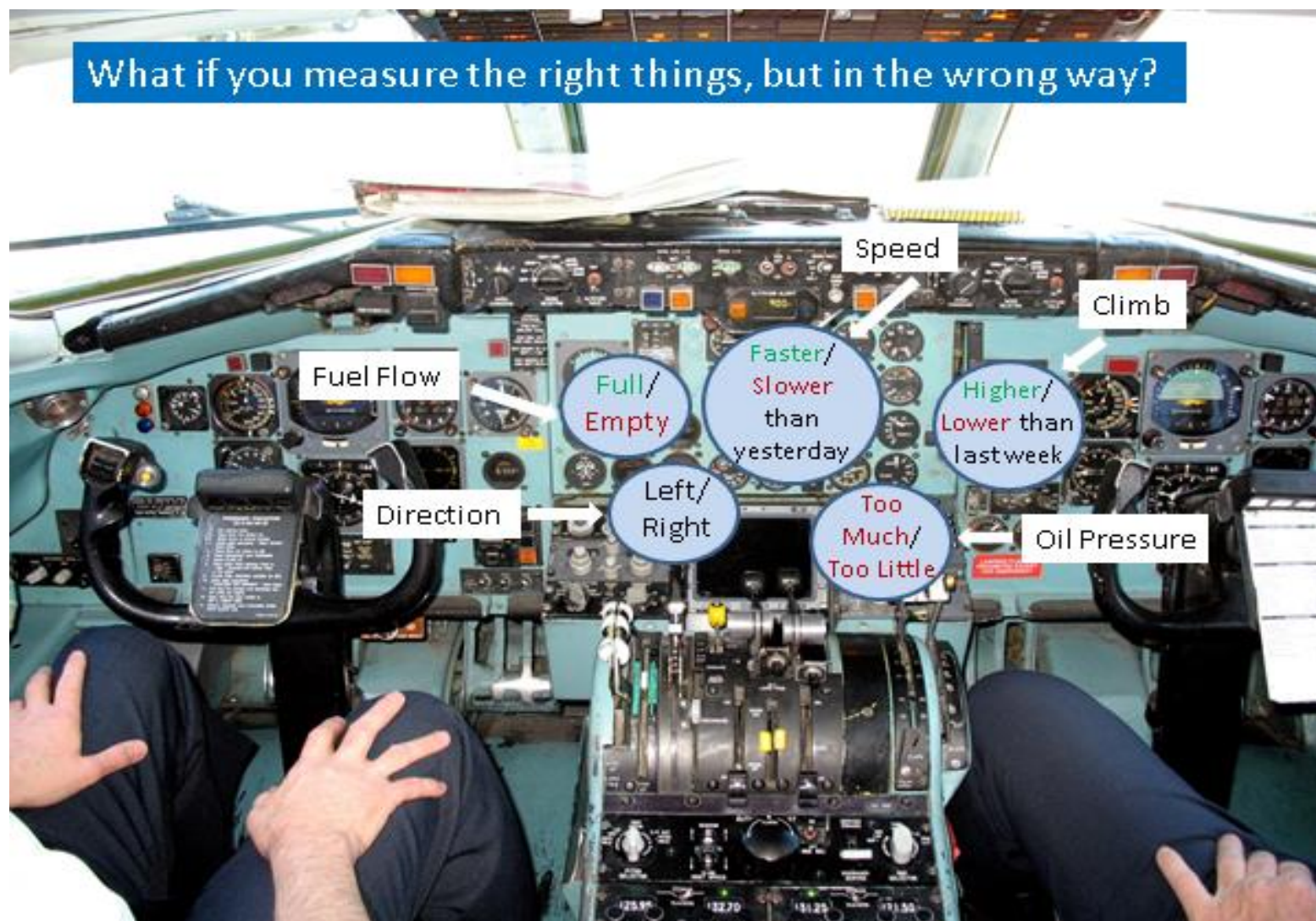 - One challenge you will give to Paul + Tricia to provide support and guidance

Measure What Matters

The right measures are the ones derived from *purpose...*

Fuel Flow

Speed

Climb

Direction

Oil Pressure

Measure What Matters

Measure What Matters

Measure What Matters

Types of Measurement for Improvement

- **Structure:** assess the static resources needed to improve processes and outcomes
  - Ex. access to equipment, resources, and other necessary spaces
- **Process:** give an indication of the parts and steps that you hypothesized would lead to improved outcomes
  - Ex. number of times a service has been provided
- **Outcome:** access system performance by measuring the result of community health to the community
  - Ex. community engagement in programming, improved health outcomes
- **Balancing:** reflect that potential unintended consequences that arise from a quality improvement initiative
  - Ex. reported adverse experiences, delay in services

Types of Measurement for Improvement

Qualitative

Quantitative

• Answer "why?" ←—— **Purpose** ——→ • Answer "how many/much?"

• Observation ←—— **Data Type** ——→ • Number/statistical result

• Observe and interpret ←—— **Approach** ——→ • Measure and test

• Grouping of common ←—— **Analysis** ——→ • Statistical analysis
  data/non-statistical analysis

Meaningful Data: actionable, relevant, ability to observe changes

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Plan, Do, Study, Act (PDSA)

MODEL FOR IMPROVEMENT:

Create an AIM: What are we trying to accomplish? What do we predict will happen?

Develop MEASURES: How will we know if a change is an improvement?

Developing Ideas for CHANGE: What changes can we make that will result in improvement? (then feeds into PDSA cycle)

Application: Model for Improvement

Quality Improvement: Getting Started

Aim
What are we trying to accomplish?

Measure
How will we know if a change is an improvement?

Change
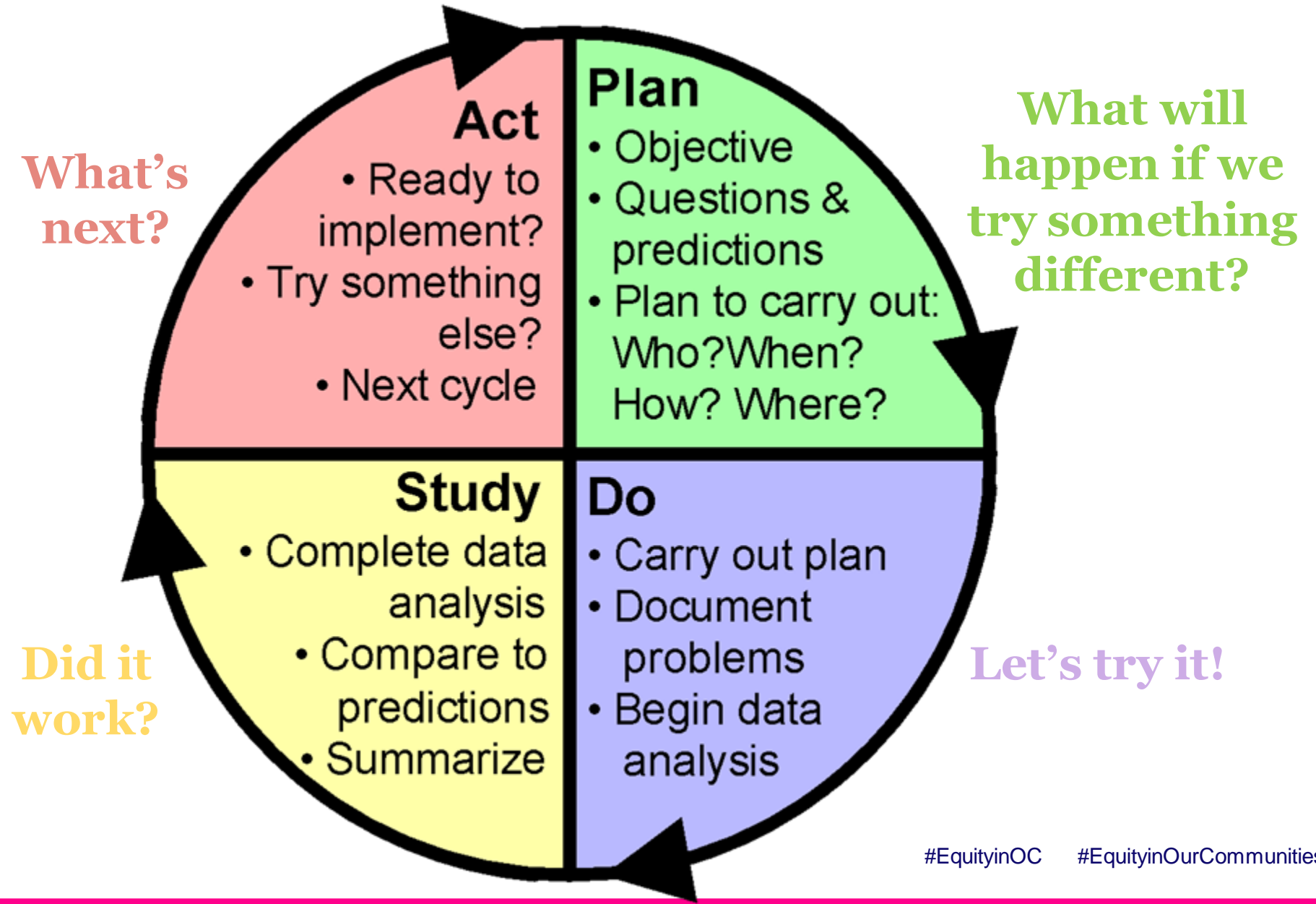What changes can we make that will result in improvement?

Rapid cycle improvement

Act | Plan
Study | Do

1. Creating an Aim

2. Developing Measures

3. Developing Ideas for Change

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PDSA Cycles: A Way to Test Change Ideas

Act
- Ready to implement?
- Try something else?
- Next cycle

Plan
- Objective
- Questions & predictions
- Plan to carry out: Who? When? How? Where?

Study
- Complete data analysis
- Compare to predictions
- Summarize

Do
- Carry out plan
- Document problems
- Begin data analysis

What's next?

What will happen if we try something different?

Did it work?

Let's try it!

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#EquityinOC   #EquityinOurCommunities

Measurement Challenges

- Choose your one challenge to work on at your tables

- 20 minutes to all teach, all learn on possible solutions/advancements for your chosen challenge

- Choose one person from each table to report out on the challenge and possible improvements

Measurement Challenges

- Full room discussion on the challenges that were provided to Paul and Tricia