How Do We Do Better?

• Continuous Quality Improvement (CQI)
• Examining our performance every day, and constantly trying to improve it
• Quality management is the application of finite resources to an infinite problem
The Quality Improvement Cycle

Something Bad Happens  Root Cause Analysis

Quality Improves  

Changes are Made

How Do We Start?

Get the Data!

Healthcare Data

- 
- 
-
Where Do We Find Data?

Everywhere!

Data Acquisition for the QM Program

- The EHR
- Billing systems
- Department and unit initiatives
- Registries
- Collaborate with others to create more data
- Only build new mechanisms as a last resort!

“We have lots of information technology, we just don’t have any information”
Simple Numbers

Active research projects

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<th>Jul-Sep 05</th>
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Rates over Time

Admissions and OR Cases

Fiscal Year

Quality Management Data

UNPLANNED READMISSIONS WITHIN 31 DAYS
Why You Need External Data

• To interpret your own results
• To identify areas for improvement
• To inspire competitive people
• To anticipate (and avoid) public embarrassment
• To advance scientific progress
• To get paid
An Individual Example

A Group Example

Another Group Example
Quality Mission Accomplished!

Contact Me!

richard.dutton@usap.com