CFHI’s Measurement for Quality Improvement
Webinar Series - Session 3

Analyzing Data Over Time for Quality Improvement: A Focus on Control Charts

January 28, 2015
12:00 – 1:00 pm (EST)

Kaye Phillips, Senior Director of Education, Evaluation and Performance Improvement, CFHI
Melanie Rathgeber, CFHI QI & Measurement Faculty and Principal, Merge Consulting
Trevor Strome, CFHI QI & Measurement Coach and Informatics / Process Improvement Lead, Emergency Program, Winnipeg Regional Health Authority and Assistant Professor, Department of Emergency Medicine, University of Manitoba

Webinar Chat Transcript

Laura Jensen, PAPHR: Good morning! What’s the English number to join audio by phone?
Sheena Powell, CFHI: Hi Laura-Thank you for prompting me to change slides ;) The English number is (855) 856-8710.
Kaye Phillips, CFHI: Welcome everyone! Please introduce who you are, who is in the room with you and your organization!
Laura Schattle-Weiss: Good morning from Laura Schattle-Weiss, Quality Consultant, AHS.
Kaye Phillips, CFHI: Good morning to both Laura’s~
CUSM: Hi everyone, Karine Vigneault from the McGill university Health Centre.
Sherry Daigle, TOH: Hi, I'm Sherry Daigle from The Ottawa Hospital.
Glenrose: Good morning from Glenrose Rehabilitation Hospital in Edmonton, Alberta.
Kaye Phillips, CFHI: Bonjour a tous! Nous débutons sous peu :)
Fahd Mirza, Alberta Health: Hi, Fahd Mirza and colleagues at Alberta Health.
Colleen Shepherd: Good morning everyone. Colleen Shepherd, representing Edmonton Zone, Alberta Health Services.
Kaye Phillips, CFHI: En attendant,svp prendre une minute pour vous introduire!
Barry Brown, Sunnybrook HSC: Barry Brown Sunnybrook HSC.
Liza Kallstrom, Doctors of BC: Hello from Liza Kallstrom and Tracy Devenish at Doctors of BC.
J.-Stephane Chiasson: Stephane Chiasson, Ministère de la Santé du N.-B.
Dolores and Val Vancouver, Coastal and Fraser Health: Good morning, Dolores Langford and Val MacDonald from Vancouver Coastal and Fraser Health.
Joanne Styles, PAC Thompson/Nicola/Cariboo/East Kootenays: Hello, it is Joanne Styles, Practice Automation Coach from Doctors of BC.
Bernie Lafrance, IH: Hi from beautiful sunny Nanaimo.
Sheryl Campbell: Good Morning everyone - Sheryl Campbell here from Alberta Access Improvement Measures – AIM.
**Emilia Petrichenko, BCCH-Survivor:** Good morning, Emilia Petrichenko Survivor from Vancouver Children’s hospital and Vancouver Cancer Agency.

**Jesse Langford, PSP-TG:** Hi, Jesse Langford, Practice Automation Coach from PSP-TG/Doctors of BC.

**Kaye Phillips, CFHI:** Starting in 1 Nous debutons dans 1 minute :)

**Christine Walter, Ottawa:** Hello from Ottawa. Christine Walter, Measurement Lead at The Royal.

**David Jones:** Hello/Bonjour from Health Canada.

**Dianne, HPHA:** Hello from Dianne at the Huron Perth Healthcare Alliance.

**Julie Poirier, Central Health (NL):** Good afternoon. Julie Poirier from Central Health in Grand Falls-Windsor, Newfoundland.

**Mary Thurber:** Good Morning, Mary Thurber from doctors of BC here.

**csss.rimouski.neugette:** Le CSSS de Rimouski-Neigette vous salue!!!!!

**Natalie Howell:** Hello Everyone from Central Health, Newfoundland!

**Kaye Phillips, CFHI:** This is Claudia Amar - happy to see INSPIRED teams and others online today!

**John You, McMaster University:** John You - general internist at McMaster University in Hamilton and measurement/evaluation lead for our local INSPIRED team.

**Kaye Phillips, CFHI:** C'est Claudia Amar - contente de voir les equipes du projet INSPIRED a^j :)

**Ildiko Tanko:** Hi, Ildiko Tanko from Peter D. Clark LTC, Ottawa.

**Kristina Rohde, CHEO RI:** Hi there, Kristina Rohde from the Children's Hospital of Eastern Ontario Research Institute here.

**Charmayne LeRuyet:** Regina Qu'Appelle Health Region - Good Morning.

**Laura Jensen, PAPHR:** Good morning from Prince Albert Saskatchewan.

**Sandra Schmidt:** Hi Everyone from Bruyère Continuing Care.

**Cori Paul:** Cori Paul - Alberta Health Services - Good Morning.

**Linda Jones, Children’s Hospital of Eastern Ontario CHEO:** Hello! Linda Jones here in Ottawa at CHEO.

**Beth Snow:** Beth Snow - Centre for Health Evaluation & Outcomes Sciences/Providence Health Care in Vancouver.

**GBHS team:** Diana and Mary Jane from GBHS Patient family Engagement team.

**Colleen Butcher, Island Health:** Good morning from the island!

**Owen Sound Family Health Team:** Hello from the Owen Sound FHT.

**Mireille-CHEO:** Mireille Brosseau - CHEO. Great to virtually see you all!

**Kaye Phillips, CFHI:** Hello/Bonjour Mireille and everyone~

**Owen Sound Family Health Team:** How often do you update the median?

**Peter Henderson:** Hello from Ottawa Hospital.

**Colleen Butcher, Island Health:** Not able to submit.

**Kaye Phillips, CFHI:** Colleen - please answer via chat :)

**Dianne, HPHA:** Real-time feedback to project team and staff on units.

**Alain Biron, MUHC:** Challenge: Having enough data points.

**Gina Gaspard, Fraser Health:** The data points don't indicate any trends or shifts.

**Robin Watt, Project Manager:** Challenge to embed run charts into EMR reporting tools- showing data over time seems to be a challenge for most EMR vendors in BC.

**Health PEI Carolyn, Maureen and Pat:** Provides great overall picture; can be challenging to get data.

**John You, McMaster University:** Have never used them before but the more real-time nature of the data seems appealing.

**Peter Henderson:** Early in process, not a lot of data.

**Iris Malig, HPHA:** 2. Ensuring changes made are tracked within the run chart - challenge sometimes too many changes at once.

**Liza Kallstrom, Doctors of BC:** Physicians submitting data regularly (if data not in EMR).
**Julie Poirier, Central Health (NL):** Easy way to share data quickly with those that do not know much about stats.

**Laura Jensen, PAPHR:** Value: simplicity, quick feedback; Challenge: lots of compounding factors & variation.

**GBHS team:** Have used to set targets and analyze whether interventions are effective.

**Mary Lou Mckelvey:** See trends and shifts at a point in time so can ask what was going on at that time.

**Colleen Shepherd:** Managers and project leads want to report improvement trends where we don't have compelling evidence at times - tough to articulate that we may need to be patient to see a trend, and evidence that doesn't provide clear evidence of improvement tells us something valuable as well.

**Kim Burns - NE CCAC:** Mixed results - sometimes hard to know if shift is truly significant or result of other factors.

**Dianne, HPHA:** Can make mid-project corrections if indicated by trends and/or shifts.

**Dianne, HPHA:** Cathy Bachner has joined us as well.

**Kim Burns, NE CCAC:** Outliers can have impact on results.

**Christine Kourti (CHEO):** need to be conscious that it doesn't speak to whether the data is valid e.g. sample size is valid.

**CSSS de l’Energie:** Bonjour du CSSS de l’Énergie.

**Jane Wheildon, GBHS:** What about seasonal variation related to clinical conditions like COPD.

**Kaye Phillips, CFHI:** Please type in your questions in the chat box if you have any.

**Kaye Phillips, CFHI:** SVP inclure vos questions dans la boîte chat si vous en avez!

**Mark Davis:** Q macros (add on to excel) does all this.

**Melanie Rathgeber, Merge Consulting:** QI Macros, QI Charts, Chartrunner.

**csss.rimouski.neugette:** Désolé, on doit vous quitter. MERCI!!!!

**Kaye Phillips, CFHI:** A bientôt @ CSSS Rimouski. Merci d’avoir participé :)

**CSSS de l’Energie:** Bonjour à tous, nous devons aussi quitter. Bonne journée.

**Kaye Phillips, CFHI:** Au revoir CSSS de l’Energie!

**Jen Plant:** Will the slides be available? Thanks

**Sheena Powell, CFHI:** The slides and supporting documentation will be emailed to all registered participants within 2 business days.

**Ildiko Tanko:** Very informative presentations, thank you.

**Fahd Mirza, Alberta Health:** Thank you from Fahd Mirza and colleagues at Alberta Health!

**Jen Plant:** Thank you

**Kaye Phillips - CFHI:** Thanks all!

**Kaye Phillips - CFHI:** Merci à tous :)