Understanding and Using Program Evaluation Data for Continuous Quality Improvement (CQI)

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Purpose

Gain an understanding of continuous quality improvement (CQI).

Expand practical use of data for CQI.

Learn how CQI can inform Targeted Case Management.
Participants Will Learn:

• The key components of an effective CQI process
• What types of program evaluation data are available to facilitate CQI for use in targeted case management
• Where to begin:
  – Data Literacy
  – Data-Driven Decision Making
• Strategies for developing and implementing a CQI assessment process
Continuous Quality Improvement

CQI is . . .

• A process for making quality improvements
• A means of using data to assess progress on specific goals
• An ongoing activity
Continuous Quality Improvement

CQI is not...

• Just any kind of random change to improve things
• A one-time activity
• Limited only to program improvement
Effective TCM involves the development of a plan with measurable goals. Goals may be determined by individual/group needs and/or desired outcomes.

CQI provides a "data-based" framework for:
- Identification of needs and desired outcomes
- Monitoring/measuring goal progress
- Modification of plans when necessary
- Assessing impact of interventions
A Model for CQI

1. Decide what to measure and why
2. Identify and access information
3. Review information
4. Actions/ modifications
5. Assess impacts and next steps

CQI Process
Decide What to Measure and Why

• What are our goals?
  – Specific
  – Measurable
  – Attainable
  – Realistic
  – Timely

• How will we know if we are meeting our goals?
  – Desired outcomes

• Who should be involved?
Identify and Access Information

• What information do we already have?
  • Clinical assessments, medical record, known interventions

• What other information do we need?
• How can we access existing information?
• What types of data would be most useful?
Review Information

• What are we looking for in the data?
• How do we translate findings into recommendations?
• How can we communicate results to other team members?
• What is the most effective way to present data?
Actions/Modifications

• What changes are needed?
• Who can make the changes?
• When will the changes be made?
• What support would be helpful?
• How will we know whether the changes worked?
Assess Impacts and Next Steps

• Are changes made having the desired effects?
• What additional changes are needed?
• When is something “good enough”?
• Is the overall CQI process effective?
• How can the process be improved?
Remember This Model for CQI

1. Decide what to measure and why
2. Identify and access information
3. Review information
4. Actions/modifications
5. Assess impacts and next steps

CQI Process
What Does CQI Do for TCM?

• Describes what we are doing and how well we are doing it
• Tracks progress
• Supports informed decision making about what is working and what is not working
• Supports action planning and better allocation of resources where they are needed
Today's Random Medical News

According to a report released today...
Data Literacy

• Data literacy refers to one's level of understanding of how to find, evaluate, and use data for quality improvement, to make decisions, and to guide practice.

• A data literate person possesses the knowledge to gather, evaluate, and share information and data to support decision-making.
Data Literacy

To become data literate you must:

a. Develop skills that help you ask significant questions,
b. Devise sensible and efficient ways to answer these questions, and
c. Respond to the answers with changes to practice.

A data literate person considers relevant data when making important decisions, which we call data-driven decision making.

This involves systematically collecting and analyzing various types of data to guide a range of decisions with the aim of helping improve the success of clients.
Data-Driven Decision Making
Data-driven decision making is defined as the “process of collecting, analyzing, reporting, and using data for quality improvement” (Dahlkemper, 2002).
Data-Driven Decision Making

• Data-driven decision making is about
  – Collecting appropriate data
  – Analyzing the data
  – Getting the data to the people who need it
  – Interpreting data
  – Using the data to increase efficiencies and improve outcomes
  – Communicating those decisions to key stakeholders

• Data can be used to assess therapeutic practices, effectiveness, client progress, and organizational needs.

• In order to utilize data properly, we must establish strong **correlations or connections** between data and the decision made.

• **Data-driven decisions must be based on data**, not on personal opinion or belief.
Types of Data

The four basic data types:

1. **Demographic data:** Descriptive information such as gender, ethnicity, economic status, employment, school suspensions, and behavioral problems

2. **Process data:** Defines the program, intervention strategies, implementation strategies, evidence-based practices; may be useful in making informed decisions about future choices

3. **Perception data:** Tells us what clients, staff, and others think; may include questionnaires, interviews, surveys, and observations. Collecting and evaluating perception data allows us to pay attention to the opinions and ideas of the team [These are not outcome data]

4. **Outcome data:** Includes achievement or assessment data and can be used to determine the success rate of level of achievement in a particular content area or intervention
Where do we begin?

Starting with a Question

Starting with the Data
Starting With a Question
Starting with a Question

• Crafting a clear and answerable question is important.

• Questions may arise from problems raised during a client session, observations in the community, personal experiences, media stories, and discussions with team members.

• You may find you ask very broad questions at first or have a series of unrelated questions in mind.

• Narrow it down to a specific or related set of questions by considering specific pieces of the problem. Questions should be stated so that they are answerable, specific, not vague, and realistic.
Starting with the Data
Starting with the Data

• Another method of data driven decision making is to look at available data.
• This may lead to more questions.
• Consider all data that may be available including those from formal and informal sources.
"You can’t keep adjusting the data to prove that you would be the best Valentine’s date for Scarlett Johansson."
Effective and doable CQI plans and processes are:
- Unique to individual needs and goals.
- Result in achieving desired outcomes at multiple levels.
- Inclusive of benchmarks, mile markers, or other indications of measured progress.
- Descriptive illustrations that help us:
  - Know where we are going
  - Know whether we are on track along the way
  - Know when we get there