

2021 Results Washington Conference

WINing with Data Measurement

Presented by:
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ABOUT THE PRESENTER

Beth Adams, MA, LSSGB
Continuous Improvement Manager
Wellbeing, Improvement, & Nursing (WIN) Unit, Aging & Long-Term Services

Administration, Home and Community Services
Washington State Department of Social and Health Services



I'm a social gerontologist, with over 25 years of experience in working with older adults in non-profit, health care, and government sectors. I'm one of those individuals who love data, who can spend an entire day playing with PivotTables, putting together charts and graphs for visual storytelling. I am also skilled at process and value stream mapping.



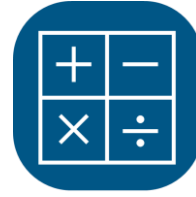
Data Categories

Qualitative



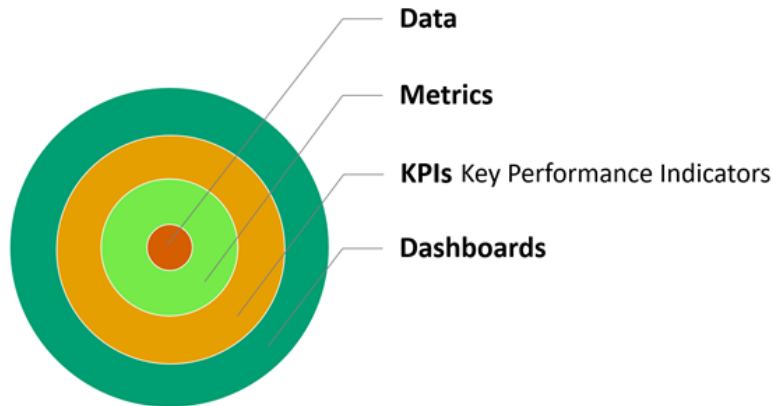
- Describes qualities and characteristics of something
- Non-statistical
- Useful to understand the “why”

Quantitative



- Can be counted, measured, or expressed in numbers
- Results easy to summarize, compare, and track changes over time
- Useful to understand the “what” and “how many”

Terminology



Data

- Core of measurement activities
- Critical to measuring progress
- Identify opportunities for improvement in quantifiable terms

Metrics

- Standard for measuring or evaluating something, in numeric terms

KPIs

- Quantifiable measures used to gauge performance over time
- Way for an organization to their measure progress towards achieving goals

Dashboards

- Visual of multiple KPIs on one screen, one page, one slide
 - Tied to specific operational goals
 - Provide leadership and others information needed to make decisions
-



SMART Goals are measurable

S	Specific	- Addresses the Who, What, Where, When, and Why
M	Measurable	- What do you want to accomplish? - What is the change you want to see?
A	Attainable	- Can we do this within our timeframe? - Do we have the tools/resources? - What are the competing priorities?
R	Realistic	- Find the balance of too low a target v a stretch target. - Does management support this goal?
T	Timebound	- What is the timeline? - When do you want/need to accomplish this goal?

WHAT

- What do you want to change/measure?



Needs to be:

- Specific
- Concrete
- Countable

WHERE & HOW



- Where is the data stored?
- What is the data source?
- What are you tracking right now (or could easily start tracking)?
- Is it automated or manual (input, processing, output)
- Time commitment to measure and track?
- Who is responsible?

WHEN



- How often will you measure it?
- How often will you pull data?
- How often is data updated?
- Snapshot in time?
- Change over time? (e.g. Year-over-Year, Quarter-to-Quarter)



WIN Journey

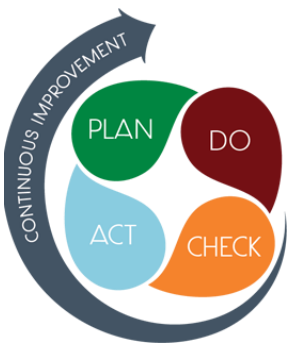
SharePoint

- Create list (aka form)
- Choose 'Versioning' option
- Create Tiles from different views
- Select desired criteria
- Export to Excel

Excel

- Clean up data (e.g. True/False to Yes/No)
- Create PivotTables & charts/graphs
- Use graphs in reports or create own dashboard

Available in PivotTables	Not Available in PivotTables
<ul style="list-style-type: none">• Area• Bar• Column• Combo• Line• Pie• Radar	<ul style="list-style-type: none">• Box & Whisker• Histogram• Funnel• Scatter• Stock• Sunburst• Surface• Treemap• Waterfall



Parting Thoughts

- Report-driven
- Ideologic alignment
- Start small

Resources

READ



Data Categories

<https://www.scribbr.com/methodology/qualitative-quantitative-research/>

Quality Measures: Types, Selection, and Application in Health Care Quality Improvement Projects

From Global Journal on Quality and Safety in Healthcare (2020) 3(4):144-146

<https://doi.org/10.36401/JQSH-20-X6>

Measurement for Quality Improvement

By Health Quality Ontario

<http://www.hqontario.ca/portals/0/documents/qi/qi-measurement-primer-en.pdf>

WATCH



Developing a CQI Plan

RT = 43:03

Presented by Beth Adams & Montana Salvoni, AL TSA
<youtu.be/KYmDZBmlvZY> (SMART goals 14:03-28:15)

KPIs vs SMART Goals vs OKRs

RT = 5:25

Presented by Zokri

<https://www.youtube.com/watch?v=f9VJu7ju5B4>

Measures, Metrics, and KPIs

RT = 8:32

Presented by Numerical Insights, LLC

<https://www.youtube.com/watch?v=9ud2egVppUM&t=9s>