

# Things I Wish I'd Known About Quality Data Systems...

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# What we will discuss



1. Quality Management and its role in your organization;
2. Why data is important;
3. Where to start and how to begin;
4. Data collection and analysis.

# Chapter I



## Quality Management & Its Role in Your Organization

*Richard Edwards*

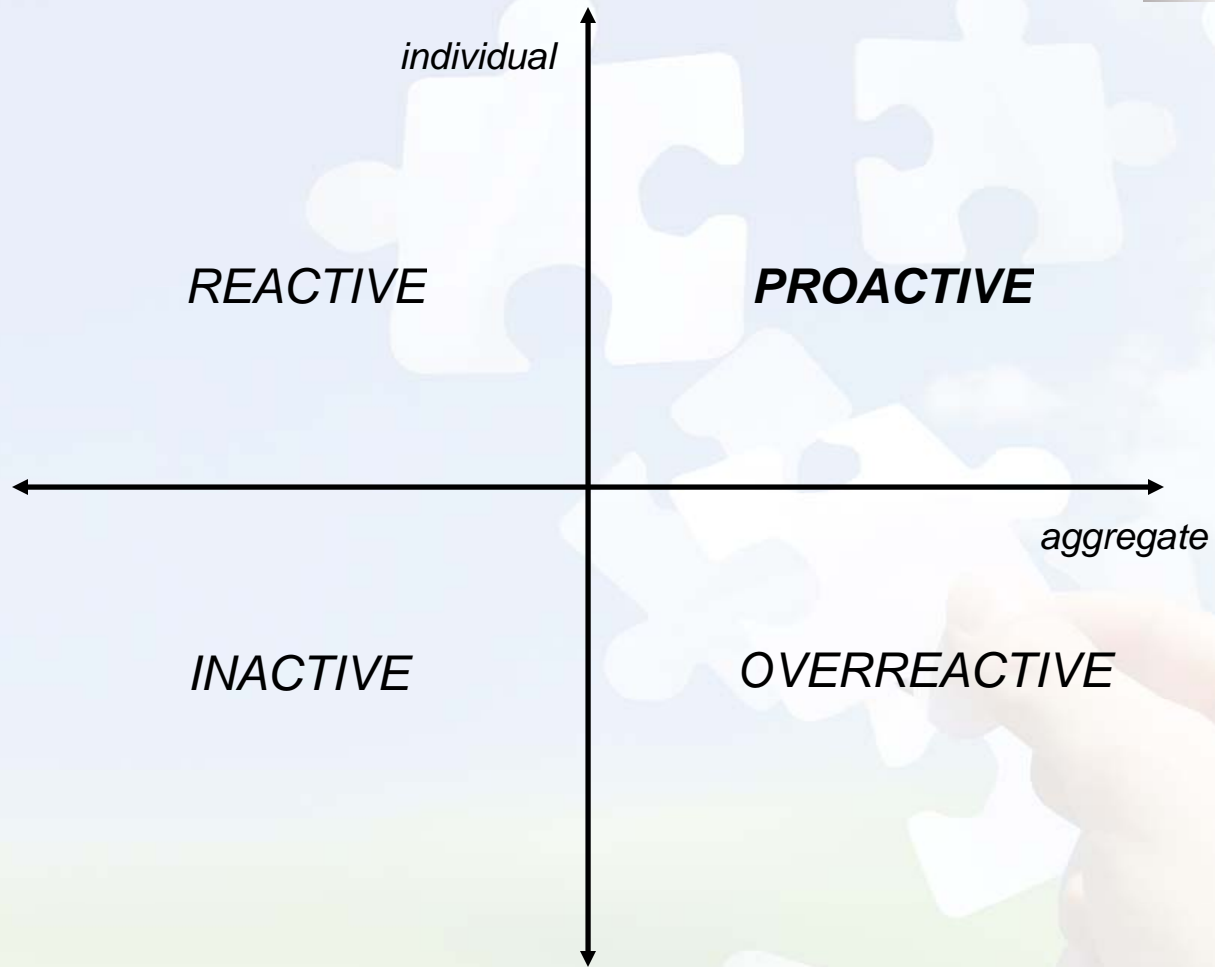
*ASO*

# Quality Management



- Quality Management : Statistics  
as
- Physics : Mathematics
- Physics in Chinese is *Wu Li*, which can be translated as: *patterns of organic energy*.

# Quality Management



# QM = Proactivity



- Being able to be responsive to individual needs and person-centered;

AND

- Being able to foresee trends before they become too large to control.

# What's all the fuss?



- There is, at least at some level, the recognition that no oversight entity is sufficient to ensure quality.
- A rising tide lifts **all** boats.

# Chapter II



## Why Data is Important

*Richard Edwards*

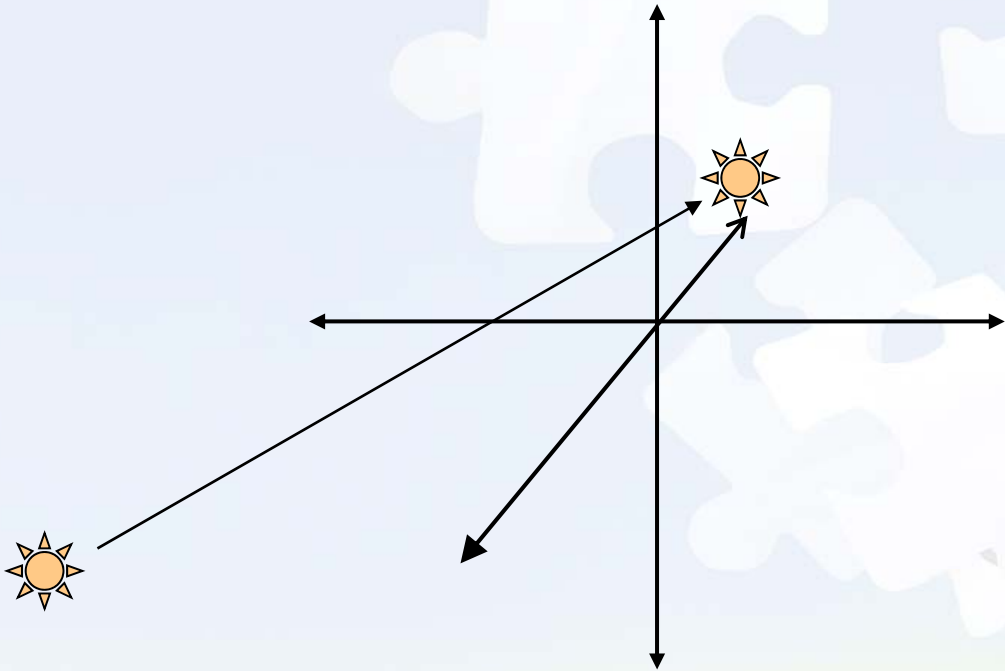
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# Why Data is Important



Post hoc, ergo propter hoc.

# Why Data is Important



# Point of Reference: Baselines



- Means measuring yourself over time.
  - The Good: comparable data and measurement of change;
  - The Notsogood: what if you weren't all that to begin with?
- 
- A diagram consisting of a central sun icon with rays. Three arrows originate from the sun: one points vertically upwards, one points horizontally to the right, and one points diagonally down and to the left. The arrows are thin and grey.

# Point of Reference: Benchmarks



- Measuring yourself against others.
- The Good: provides comparable data against unique organizations; provides a stronger overall voice.
- The Notsogood: requires a level of trust and openness.

# Three Levels of Fabrication



- Lies!
- Damn Lies!
- Statistics!

# Three Levels of Fabrication

Sounds over 85 decibels -- a lawn mower can range from 88 to 94 decibels -- exceed what experts consider the safe range. Note: Multiple responses allowed.



By David Stuckey and Keith Carter, USA TODAY  
Source: Consumer Reports, National Research Center



# Three Levels of Fabrication

If given an extra \$1,000, most adults say they would resist the temptation to embark on a spending spree.



By Jae Yang and Keith Carter, USA TODAY  
Source: ta-retirement.com



# Methods: Surveys



- **The Good:** surveys provide respondents a chance to address you directly according to what you most want to know.
- **The Notsogood:**
  - Selection Bias
  - Misses the Narrative

# Methods: Focus Groups



- **The Good:** Allows for a broad ranging discussion to capture what you didn't know.
- **The Notsogood:**  
Challenges you to find themes in discussion;  
Reliability is challenged.

# Methods: Interviews



- The Good: provides a structured means of gathering information in a user-friendly way.
- The Notsogood:  
Reliability is a concern;  
Time-intensive to collect.

# Methods: Quantitative Risk



- The Good: puts data you are already collecting to use.
- The Notsogood:  
Is prone to over-reaction (i.e., the elimination of risk);  
Disincentives to reporting.

# Outcomes: Clinical



- Focus on symptom reduction.
- Measured by the clinician.
- “Reduce aggressive episodes to less than one per day.”

# Outcomes: Functional



- Focus on amelioration of deficits.
- Measured by a professional evaluator.
- “Improve ability to form positive relationships through reduction in aggressive behavior....”

# Outcomes: Personal



- Focus on the individual.
- Measured by the individual.
- “Have satisfying friendships.”

# Chapter III



## Where to Start & How to Begin

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# Starting from Scratch



- What is your Mission Statement? What are you trying to do?
- What data are you currently gathering?
- Where is your organizational pain?

# Pitfalls of QM



- Too much employer push;
- Not enough employee pull;
- Aspiring to the floor;
- Becoming irrelevant.

# Building Your Own QM



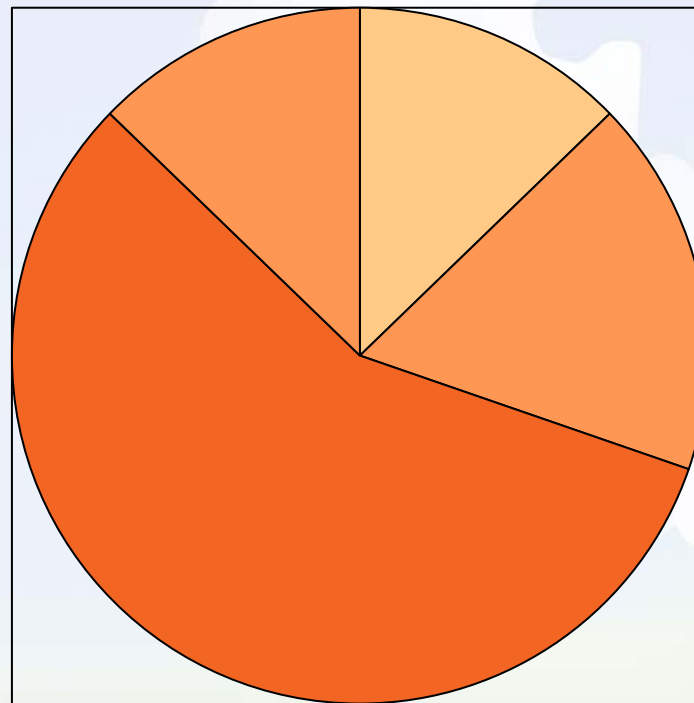
## Chapter IV: Data Collection & Analysis

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# Which Question?

- How much of something or each?

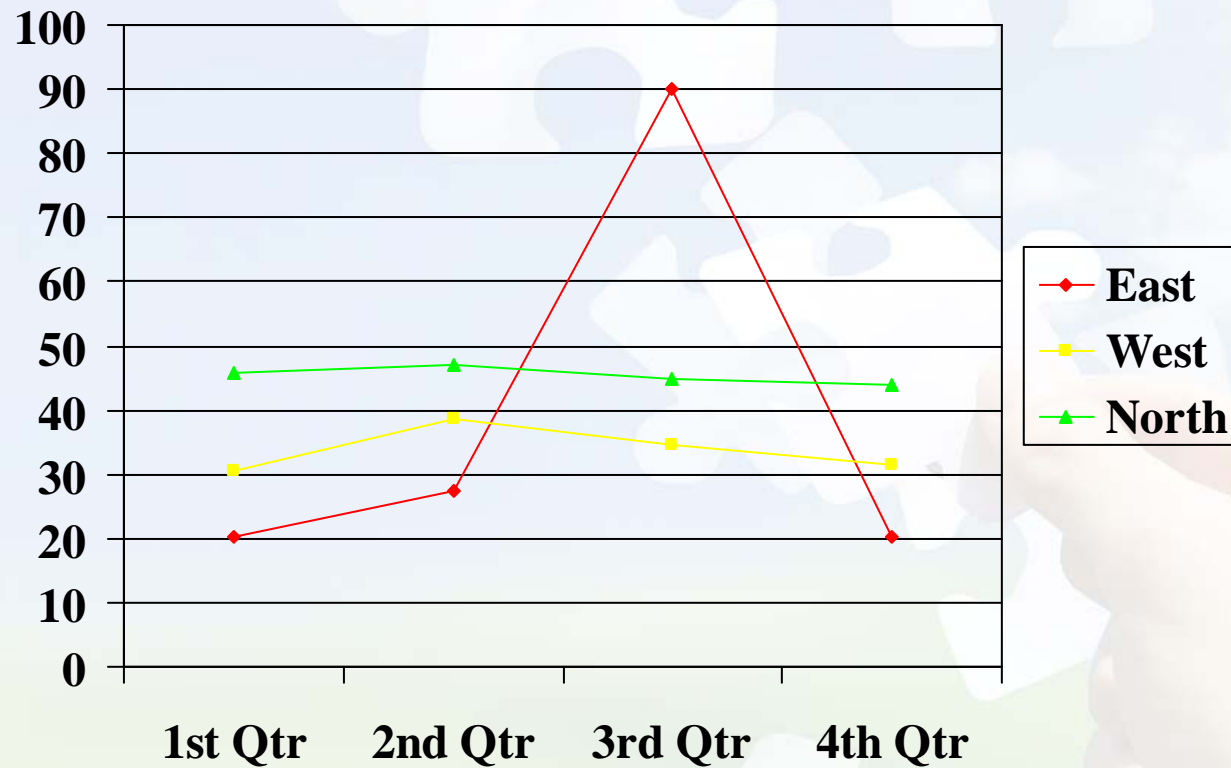


■ 1st Qtr  
■ 2nd Qtr  
■ 3rd Qtr  
■ 4th Qtr

# Which Question?



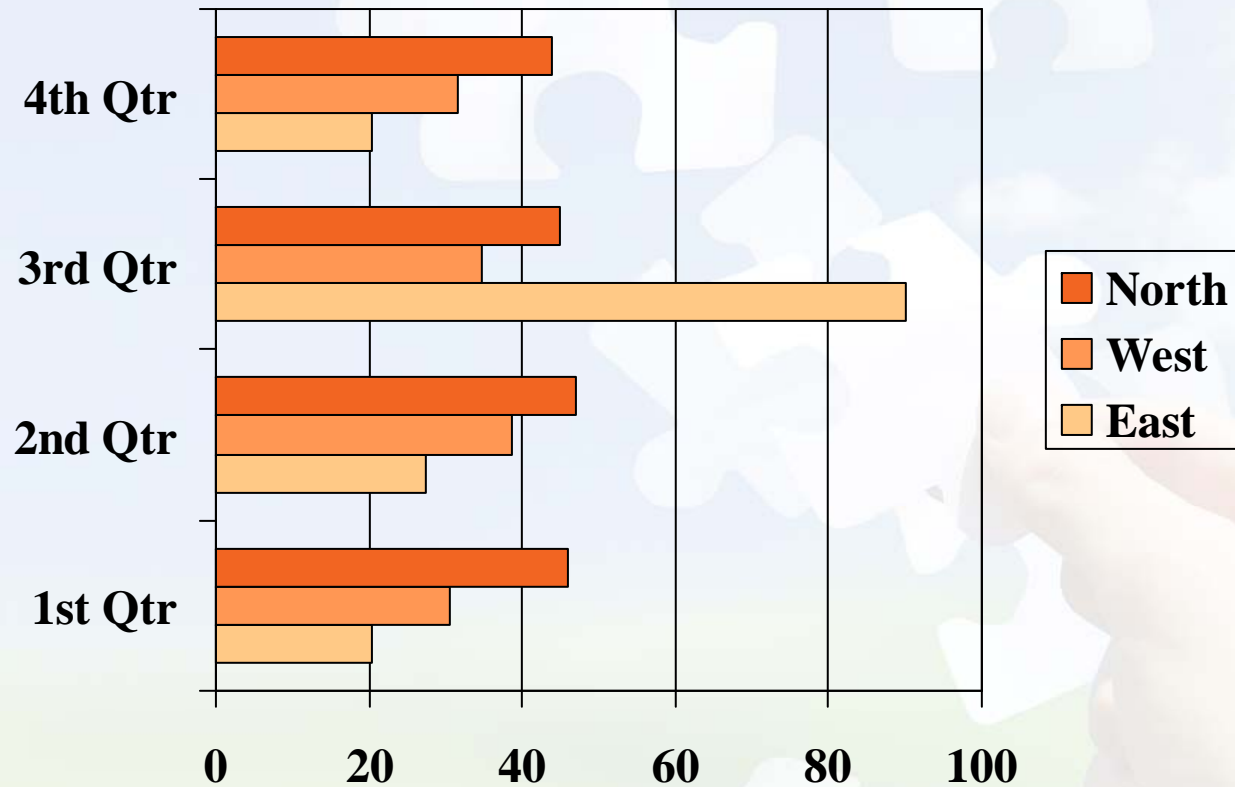
- What has changed?



# Which Question?

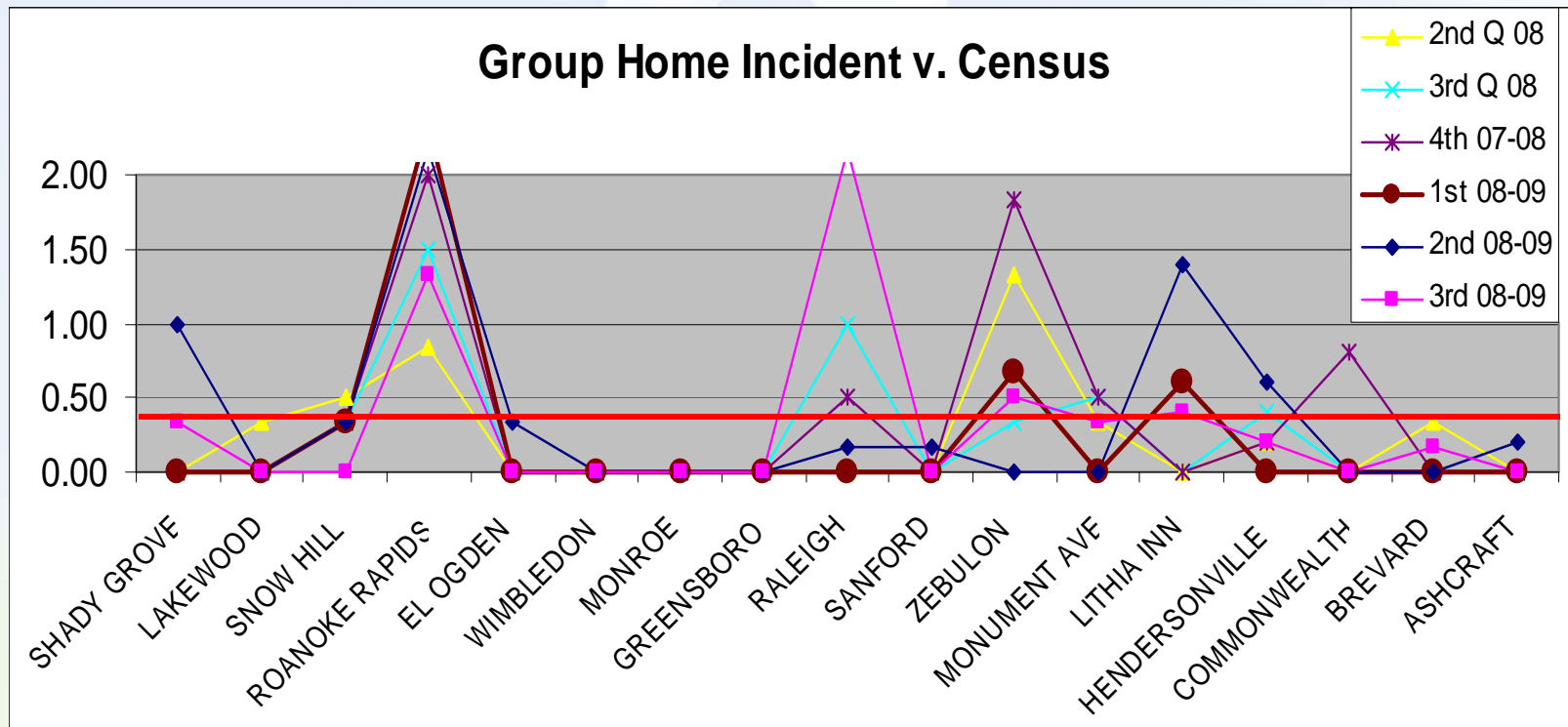


- Which is best/highest/lowest?



# Which Question?

- What is typical? What is unusual?

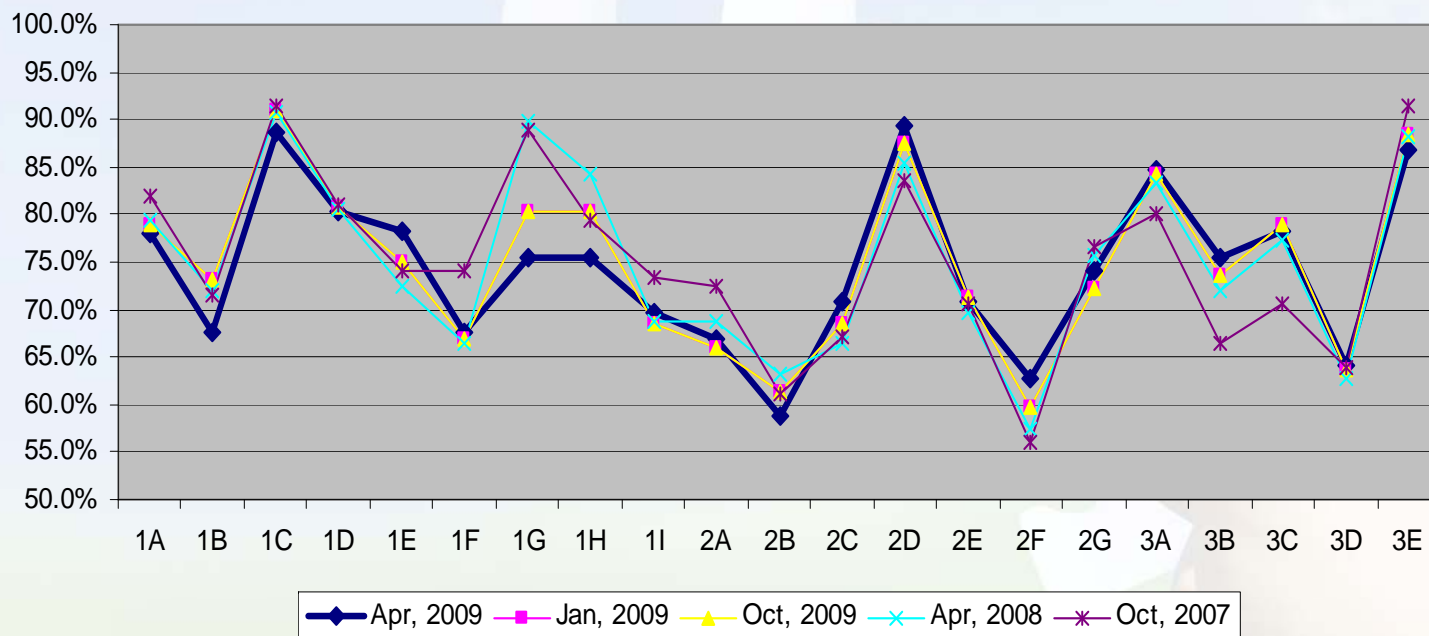


# Which Question?



- What is being accomplished?

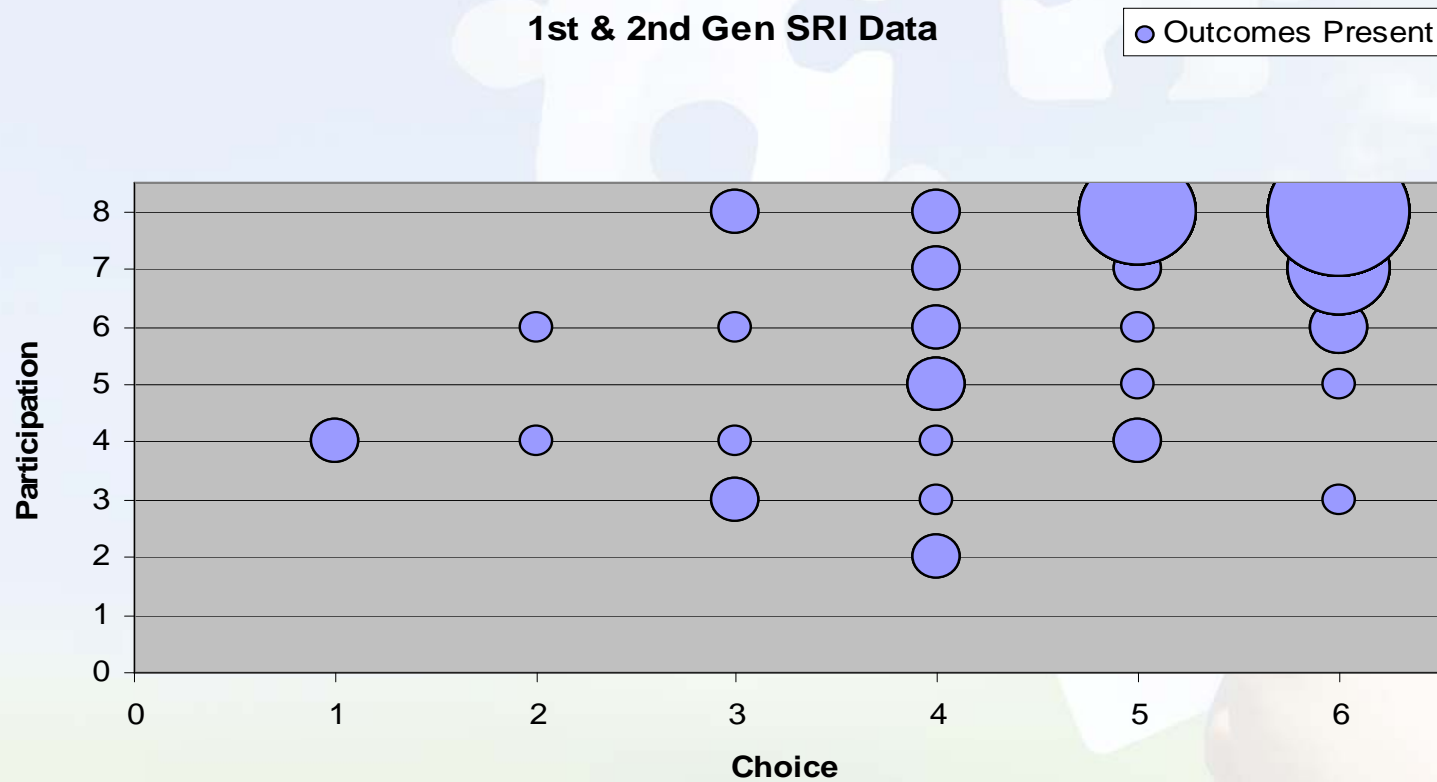
POM Outcome Trending  
October, 2007 through April, 2009



# Which Question?



- How frequent is it?



# Tools of the Trade...



- Microsoft Office
  - Excel
  - Access
  - PowerPoint
- Online Survey Sites
- And....

# Contact Information



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# Tools of the Trade...



## ASO-NC's SharePoint Product