ADAP Clinical Quality Management

Session 2

Learning Objectives

- Deeper discussion of data
- QI Tools
  - Run chart
  - Control chart
  - Fishbone diagram
- Prioritizing your improvement ideas

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Data

"In God we trust, all others must bring data."

- W. Edwards Deming

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

What is Drilling Down the Data?

It is a process of analyzing your ADAP data in increasing detail to understand if you are meeting your performance goals

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Why Drill Down the Data?

- Helps identify barriers to care
- Helps look below the surface
- Helps identify areas for improvement
- Encourages involvement from all team members
- Helps to improve overall care

Five Steps to Drilling Down the ADAP Data

1. Develop a list of clients who did not meet a measure
   > Ex. – How many clients did not have their ADAP application resolved in 15 days or more
2. Drill down your data-examine it by age, race, location, etc. and look for problem areas
3. Display the data through different visualizations; choose the right QI tool
4. Try to understand why they did not meet the measure; what were the barriers if any?
5. Use QI tools to set your priorities for improvement

Benefits

1. You will be able to serve those most in need by tailoring activities to best meet those needs
2. You will be more likely to achieve improvement
3. You can target resources more wisely
4. Foster ongoing relationships with clients by meeting their needs
5. Improve overall engagement in care

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

QI Tools

- A QI tool is anything that assists you in data collection; displaying data, and processes; and setting priorities

- Tools help you look beyond the measures or the raw data

- Tools give you the opportunity to communicate your quality improvement work

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Tools to Use with Your Data

Collection of Data

- A checklist is a very simple way of logging results from a test or recording observations

- The ADAP data system (such as CAREWare, or another data collection system)

- They can be very simple (yes/no type answers) or more complex

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Collecting Data
Checklist

Displaying Data

- The first rule in displaying data is to know your audience

- The second rule is to know that your audience has a short attention span

- The third rule is to consider the first two rules in making a display choice

- Example:

Center for Community Health		
Clients by Race		
	Male	Female
American Indian / Alaska Native	12	4
Asian	18	3
Black or African American	54	48
Hispanic or Latino	39	27
Native Hawaiian or other Pacific Islander	3	1
White	22	27

Is this as useful as....

Displaying Data

…this

- If you said no, you're right
- This graph shows a very clear picture of your demographics
- It gives you an idea on which demographic to concentrate
- This doesn't give answers per se, it only opens up deeper questions

Clients – by Race – whose applications were not processed in 14 days or less

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION
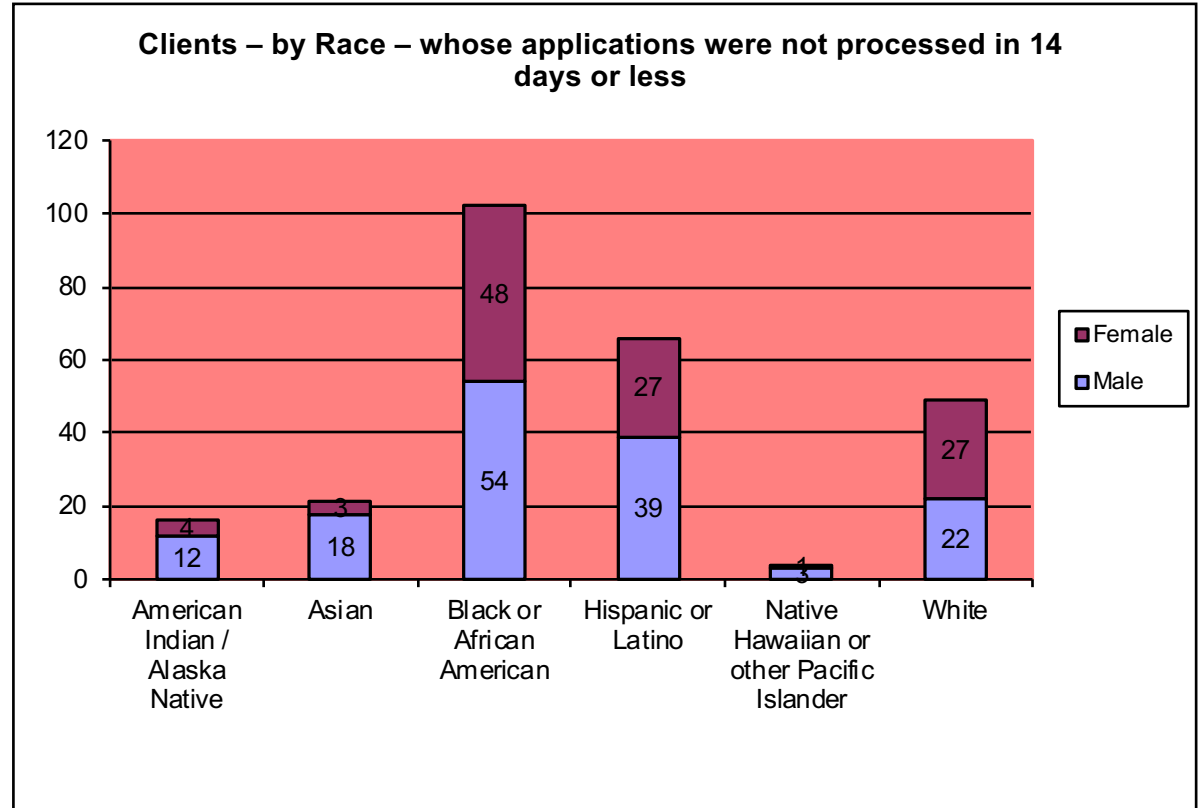
Displaying Data

- Lets track percentage of ADAP enrollees who are reviewed for continued ADAP eligibility two or more times in the measurement year over the last two years
  - We track the number of successful intakes every month
  - We decide to use a run chart to display the data
- Review the results on the next slide
- Think about what your seeing and record your observations

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Displaying Data
Run Charts

Percentage of ADAP enrollees who are reviewed for continued ADAP eligibility two or more times in the measurement year.

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION
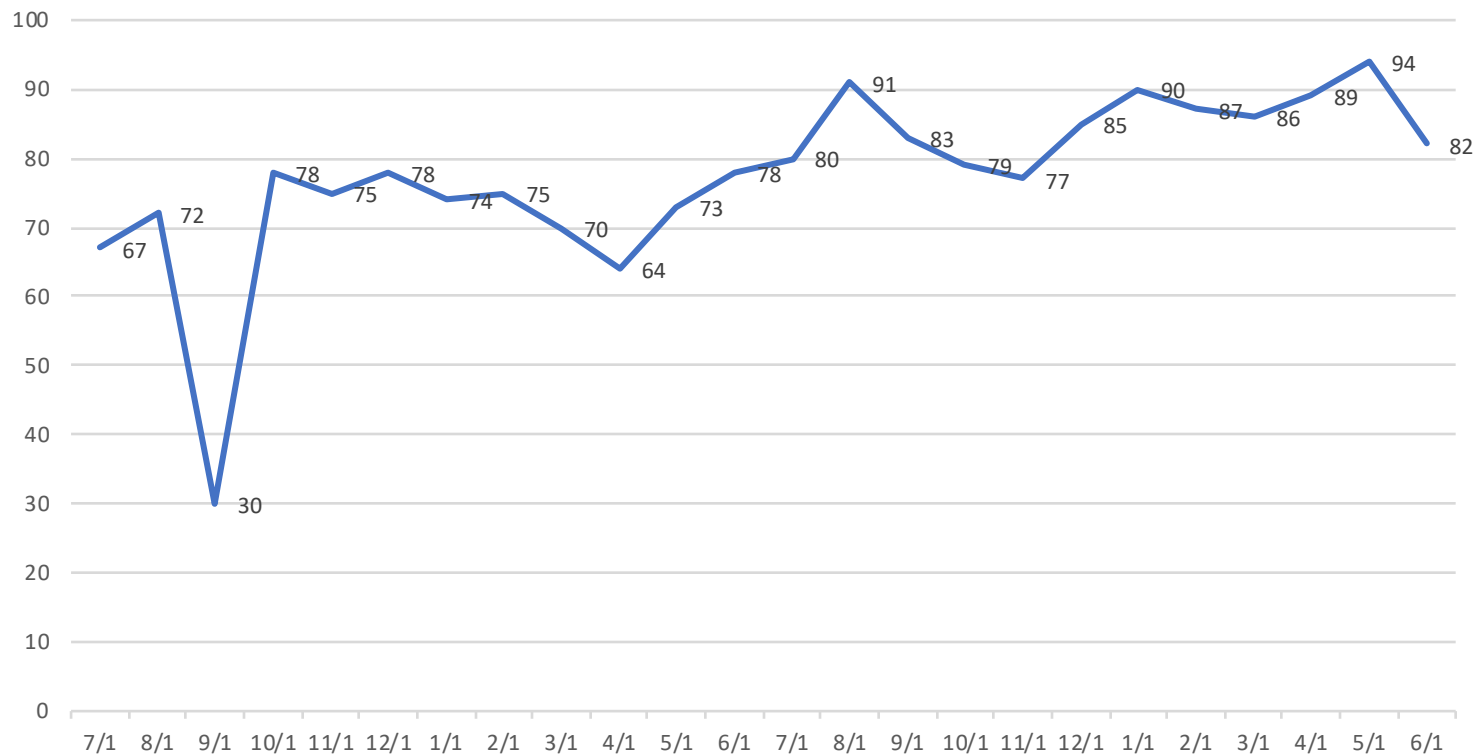
Displaying Data
Run Charts

- The value in the display of data is telling a story in as clear a way as possible

- This run chart allows you to see trends over time

- It alerts you to developing problems

- You can add level of complexity to run charts
  - Trend lines
  - Plot the average over time
  - Set upper and lower limits for performance

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Displaying Data
Histograms

- Groups data observations into common themes
  - Common themes are called bins
  - Data intervals must be the same (ex. 0-9, 10-19, 20 – 29, etc.)
- Histograms are used for one variable (ex. # of times we did not enroll a complete application within 14 days)
- They can be constructed in a number of ways; most people use frequency
  - Example: Bin X has 5 members, bin Y has 9 members, bin Z has 4 members
  - The height of the bars change but not the width in this method.

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Displaying Data
Histograms

This uses the data from the Run Chart slide
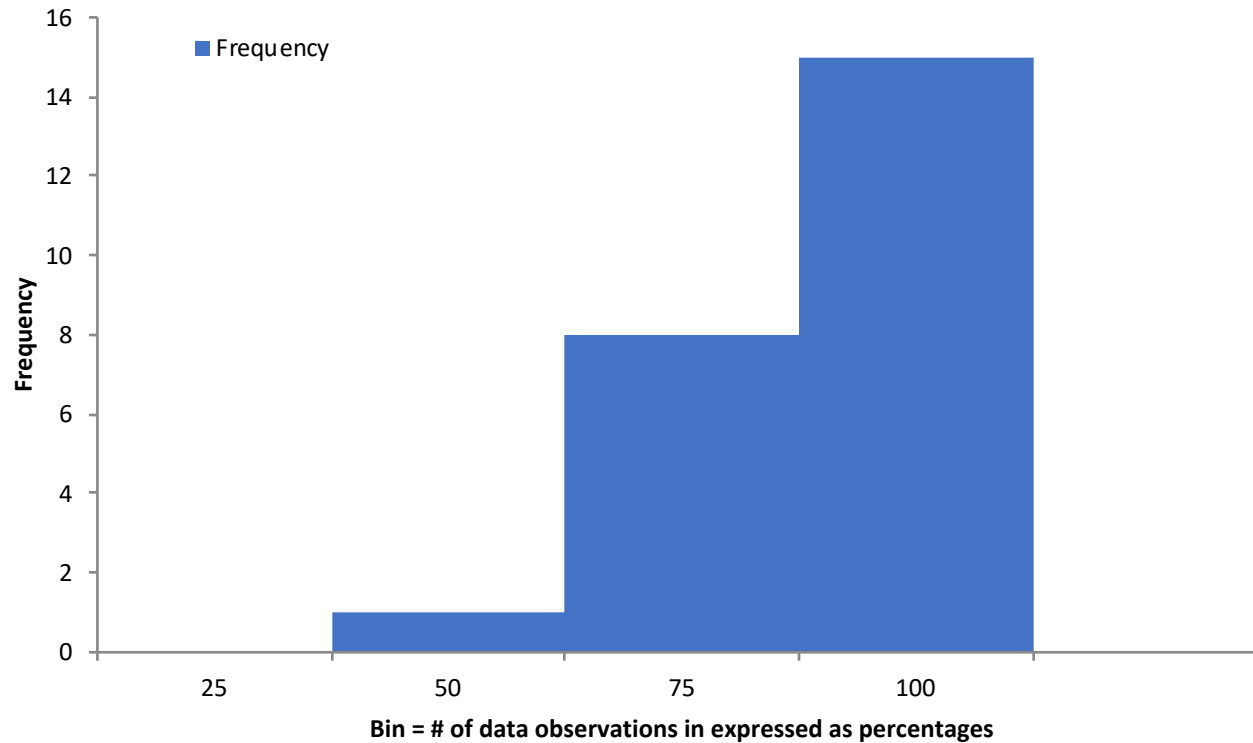
Displaying Data
Histograms

- Notice this about bins
  - They are usually expressed as the top limit of a range of numbers
  - Ex. – there were no data observations between 0% to 25% and 1 observation between 26 to 50%
  - They are equal in their intervals
- These data observations are about one variable (viral suppression)
- Histograms can be useful in spotting deviations in data
  - Ex. – your expected outcomes in an intervention do not look like your actual outcomes
  - This helps to flag something for further investigation

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Mapping Processes
Flowcharts

- Think of a flowchart as a set of directions laid out in a diagram
  - Driving to someone's place of residence
  - Step by step instructions on making a pizza
- Flowcharts use specific symbols to denote specific actions

NASTAD

Flowcharting Symbols
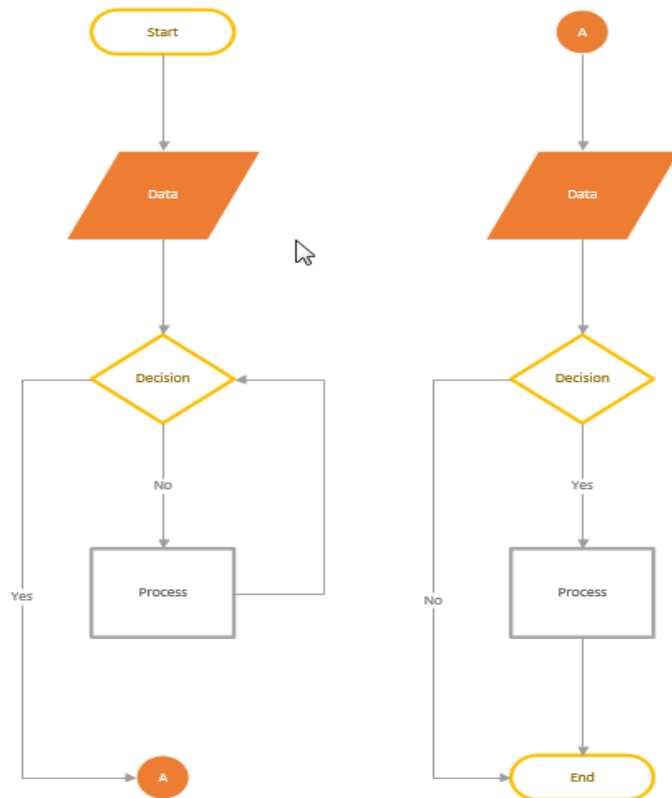
- The flowchart on the left has a:
  - Starting point
  - Data
  - A decision point with branches for possible decisions
  - A process step
  - Page connectors to connect one page to the next (A)
  - An end point
- In most cases, these are the only symbols you will need

Let's Look at a Flowchart Example
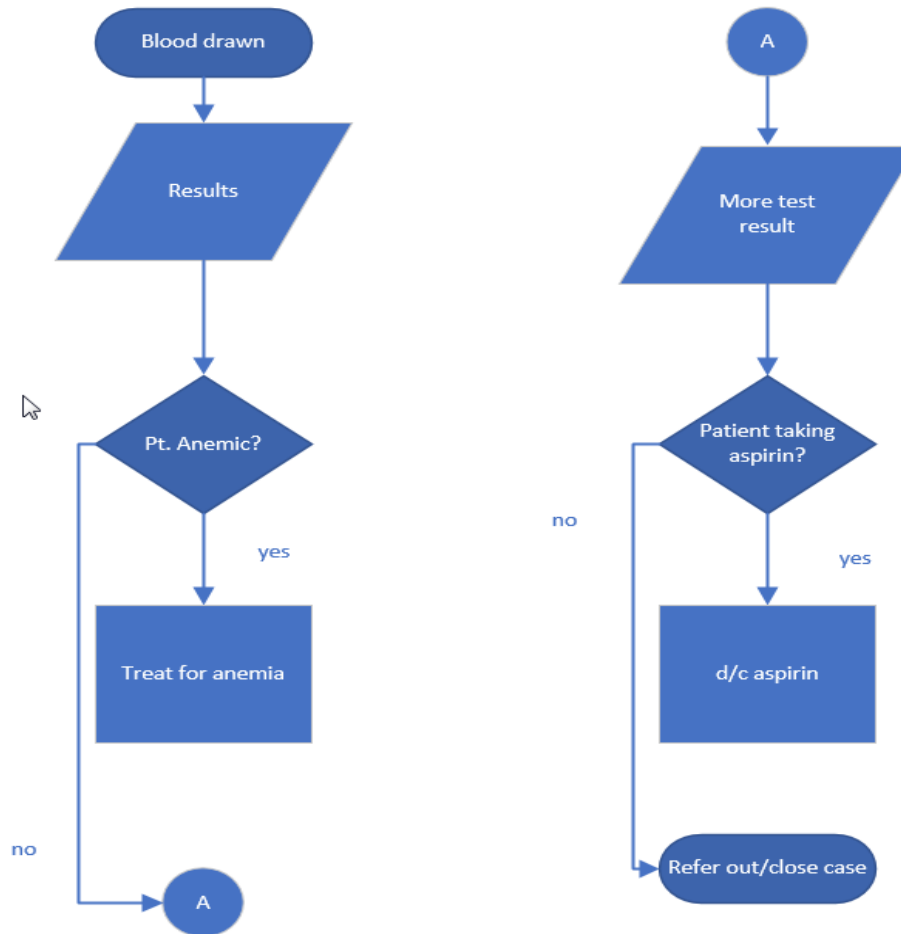
Collecting Ideas and Setting Priorities

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

The Brainstorm

- An inclusive exercise meant to solicit ideas from all stakeholders
- Must be run by a skilled facilitator
- All ideas are welcome and no idea is judged
- Every idea is recorded; like ideas are grouped when the session runs out of new ideas
- Stay focused on the topic
- Vote, vote, vote

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

The Brainstorm

- Did I mention voting?
  - You can use either the "Fists of Five" or "one person, one vote"
    - "Fists of Five" give a person the opportunity to use up to five fingers on each item from the brainstorm
    - One person, one vote gives someone the opportunity to cast one vote on each item brainstormed

- Now everything is ordered, now what?
  - You have a list or priorities
  - There are probably multiple priorities with high scores
  - You cannot do them all
  - One more step is probably needed

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Priority Matrix

- Assigning things to the Matrix is also a group activity
- The Matrix takes into account the impact that your improvement idea will have AND the ease of its implementation
- There is no easy heuristic or formula to determine improvement priorities
  - What you work on will be dictated by the resources you have
  - Your clients are your ultimate focus

Priority Matrix

Impact — High / Low

BEST

DON'T DO NOW

Ease of Implementation

Not easy ⟶ Very easy

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION
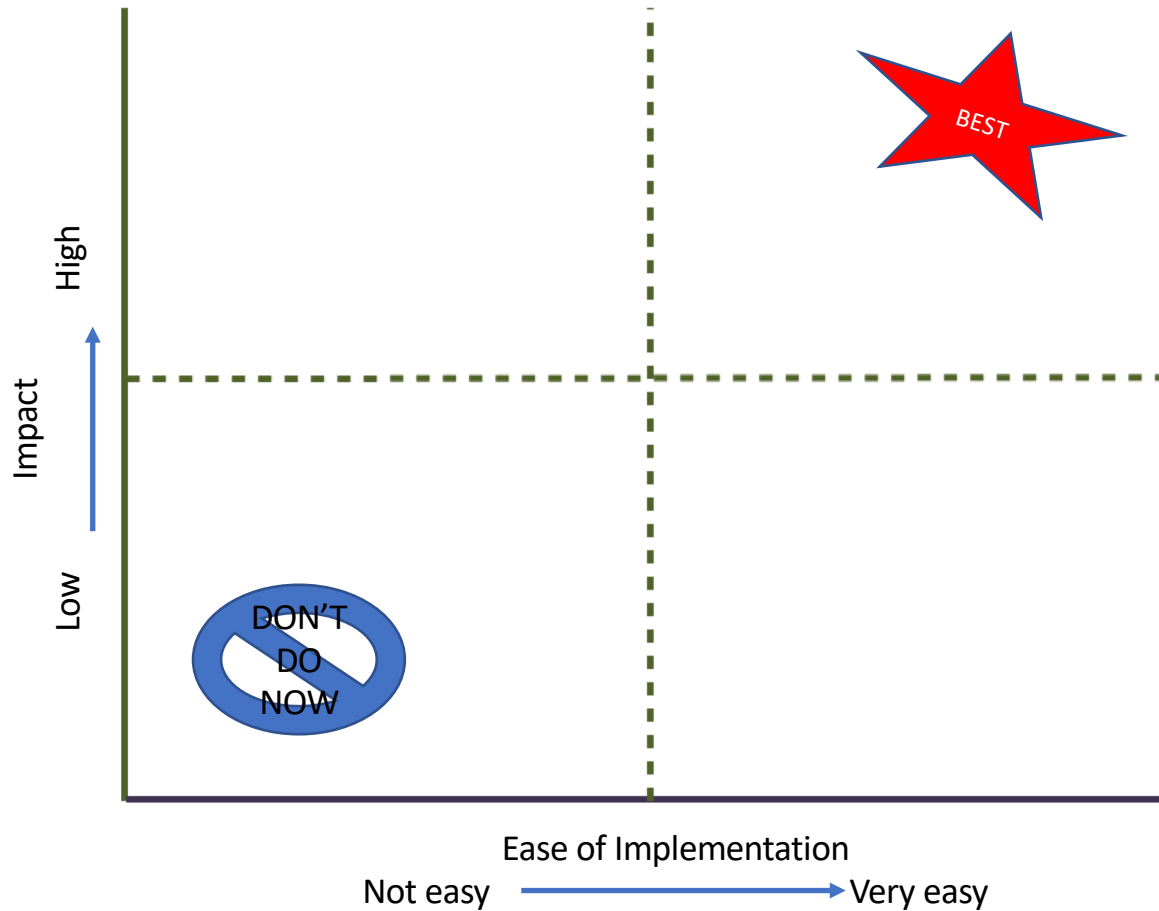
How the Matrix Works

- It is best to use "sticky notes" for mobility of ideas
- "Low hanging fruits" may not deliver the greatest benefit to your clients
- Consensus is important; everyone has a stake in improvement
- The Matrix is for organizing your ideas; other factors may enter into your decisions as well that are not as obvious; ex. financial

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Summary

- Data is the key element to any improvement effort
- It moves your perception of what's happening to the reality of what's happening
- Measurement is one of the key elements of a robust quality management program
- The visual display of data is an important way to communicate your progress toward your goals

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION

Summary

- Tools to analyze you data are one of the core elements of a robust clinical quality management program
- There are a number of resources available that have these tools and more. Two of the more popular ones are:
  - ASQ.org
  - IHI.org
  - TARGETHIV.org
- You can also search the web for information on specific tools

NASTAD

HRSA Ryan White HIV/AIDS Program
CENTER FOR QUALITY
IMPROVEMENT & INNOVATION