

Measurement Masterclass

Thursday 12th October, 9.00 – 5.00pm, Hanbury Hall, East London
Robert Lloyd, PhD, Vice President, Institute for Healthcare Improvement

Agenda

Welcome, Overview, and Introductions to IHI

Morning Session

- What is your current level of knowledge about quality measurement? (measurement self-assessment tool)
- What is your motivation for measuring?
 - Improvement?
 - Judgment or Accountability?
 - Research?
- Starting the QMJ with guidance from Dr. W. Edwards Deming
- Overview of the milestones in the Quality Measurement Journey (QMJ)?
- Introduction to the workshop case study
- Building an Aim Statement (How good? By when?)
- Moving from a concept to a measure (mapping your measures)

Morning Break

- Developing clear operational definitions for your measures
- Data collection strategies
 - Stratification
 - Sampling (probability and non-probability approaches)
 - Frequency of data collection
 - Duration of data collection
- Organizing individual measures into a strategic dashboard
- Understanding variation conceptually
- Dr. Walter Shewhart's contribution
- Common versus Special Causes of variation
- Making the appropriate management decision with data
- Understanding variation statistically
 - Run chart construction and interpretation
 - Introduction to Shewhart (control) charts
 - Shewhart charts for variables and attributes data

Lunch Break

Afternoon Session

- Understanding variation statistically
 - Run chart construction and interpretation
 - Introduction to Shewhart (control) charts
 - Shewhart charts for variables and attributes data

Afternoon Break

- Understanding variation statistically (continued)
 - Selecting the most appropriate chart for your measures
- Linking measurement to improvement
- Appendices

Adjourn

Measurement Masterclass

with Robert Lloyd, PhD, Vice President

Upon completion of this course, attendees will be able to:

- Determine why you are measuring (for improvement, judgment, or research)
- Review the key milestones in the Quality Measurement Journey
- Develop measures, operational definitions, and data collection plans that are practical and support organisational objectives
- Understand variation conceptually
- Understand variation statistically with run and Shewhart (control) charts
- Link measurement to your improvement strategies

The content for the day is organized around milestones in the Quality Measurement Journey (QMJ) shown below:

