




Quality Healthcare Network

2010 Summer Camp for Quality Improvement

July 14-15 • Alliston, ON
Richard Scoville, PhD
Jane Taylor, EdD

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Acknowledgements

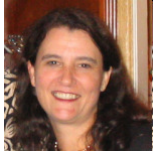


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 - ✓ Sandy Murray, MS, Improvement Advisor, IHI

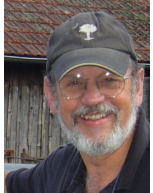
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Faculty 

 **Jane Taylor, EdD**


Dr. Taylor has served as Improvement Advisor on numerous IHI collaboratives including Transforming Care at the Bedside, Intensive Care, Perinatal Care, Reducing Mortality, Advanced Access, Hospital Operations. IA on projects with the National Initiative for Children's Healthcare Quality including Medical Home, Reducing Childhood Obesity, and Reducing Catheter Related Blood Stream Infections. Dr. Taylor served 10 years in hospital operations as a hospital CEO and 10 years as a quality improvement professional. She has both an MBA and an MHA and is interested in the integration of transformative learning, improvement science, and clinical improvement. She has an Ed.D. from Columbia University, Teachers College in Adult Learning and Leadership.

 **Richard Scoville, PhD**

Dr. Scoville is an Adjunct Assistant Professor in the Department of Health Policy and Administration at the University of North Carolina at Chapel Hill where he teaches courses in healthcare quality improvement and informatics. He serves as a consultant and improvement advisor to the Institute for Healthcare Improvement, NICHQ, the Cincinnati Children's Hospital Medical Center, and other clients on a range of projects related to the improvement of healthcare processes and data management.

Dr. Scoville was a founder of Canopy Systems, Inc, and served as its Chief Technology Officer. He has been a policy analyst for the RAND Corporation, and has held a number of academic and consulting positions over the years. Dr. Scoville holds degrees from Dartmouth College, the University of South Carolina, and a PhD in Psychology from the University of North Carolina at Chapel Hill.

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Aim of the Summer Camp 

The aim of this workshop is to enable participants to develop and implement an efficient and effective set of measures to track the performance and improvement of the systems and processes that they deal with every day.

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Objectives



- Link measurement efforts to improvement strategies
- Distinguish between data for research, judgment and improvement
- Learn what to improve using three types of system processes – mainstay, support and feedback
- Learn concepts and principles of the patient interview including qualitative analysis
- Create and use driver diagrams to set a plan to achieve your aim
- Design measurement systems to identify gaps in performance and to track improvement
- Understand variation conceptually and statistically

Agenda Day 1 (July 14)



- Functions of measurement in healthcare
- Determining what to measure
 - ✓ Systems thinking
 - ✓ The continuum of care
 - ✓ Identifying microsystem measures
- Driving and measuring improvement
 - ✓ The model for improvement
 - ✓ Using driver diagrams
 - ✓ Prioritizing drivers
 - ✓ Measurement plans
- Building a cross-continuum scorecard
- 7:30 pm: Introduction to SPC & control charts (optional)

Agenda Day 2 (July 15)



- Storyboard rounds & discussion
- Qualitative measurement
 - ✓ Concepts
 - ✓ Methods
- Understanding variation in readmissions data
 - ✓ Predicting readmissions
- Using data to drive change