

Toolbox Series

Data Sanity: Taming the Data Beast through Statistical Thinking

Building Capacity for Quality Improvement



Friday, May 27, 2011
8:30 a.m. to 4:30 p.m.
Registration Opens at 8 a.m.

Venue: CNIB Centre
1929 Bayview Ave.
Toronto, ON M4G 3E8
Room 124/126

Faculty
Davis Balestracci





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Friday, May 27, 2011 – 8:30 a.m. to 4:30 p.m.

“Data Sanity: Taming the Data Beast through Statistical Thinking”
Venue: CNIB Centre | Toronto, ON

Please note that this course will be repeated in Ottawa on November 16, 2011

Workshop Description

Whether or not people understand statistics, *they are already using statistics.*

That said, please forget everything you’ve learned in your previous “statistics” courses (No doubt, you already have!). Data Sanity will introduce a “mind set,” not a “tool set” – an everyday organizational *language* to understand the *many* guises of variation and react appropriately.

It will demonstrate several common statistical traps and how many common data displays create significant waste of precious time and energy. A few elegantly simple—and counterintuitive—alternatives will be presented that can create deeper, more productive conversations about data issues...and be the surprising catalyst for true organizational excellence.

Workshop Objectives

- Understand how process-oriented thinking is the foundation of **any** improvement approach
- Become more effective as a quality improvement change agent
- Recognize the futility and unintended destructive effects of common analyses such as bar graphs, trend lines, rankings, “traffic lights,” and variance-from-goal analyses.
- Utilize the deceptive power of “plotting the dots”
- Make the crucial distinction between “common” and “special” causes of variation
- Apply a “common cause strategy” to solve a longstanding organizational problem
- Use a provided Excel macro to analyze data
- Time permitting, apply statistical analysis to “rate” data.

Who Should Attend

This course is appropriate for healthcare professionals at upper and middle management level, care providers involved in quality improvement, professionals involved in improvement, and functional or departmental managers who will appreciate and benefit from Davis’s acute awareness of the daily realities of implementing statistical approaches to quality and cultural transformation.

Faculty

Davis Balestracci, M.S. statistics, has uniquely “harmonized” left-brain (analytical) and right-brain (psychological) elements of quality *“with the passion of Beethoven composing symphonies”* in an approach designed to transform organizations. He recognizes the frustrating inherent realities lurking in the everyday world of the quality practitioner related to poor cultural data skills and the resulting wasted time and effort. He delivers a message of “data sanity” through an internationally acclaimed passionate, provocative, challenging, yet humorous and down-to-earth public speaking style. More than one “math phobe” has thanked him for a statistical approach that neither bores nor tortures them, claiming: “Wow...I FINALLY get it!”

Davis was the past monthly statistical columnist for Quality Digest and has just authored a book summarizing his unique road map to excellence, *Data Sanity: A Quantum Leap to Unprecedented Results*, published by the Medical Group Management Association.

Cost to Attend

QHN Member Rate	\$179 + HST
Non-Member Rate	\$349 + HST

For More Information

Contact Katie Hutchinson at 416.351.3760 or at katie.hutchinson@qhn.ca.

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AGENDA

Registration Opens & Light Breakfast

Opening Remarks

Clara Ballantine
Davis Balestracci

Data as a Source of “Waste”: Deja Vu

It’s ALL About “Process”!

- Process-oriented thinking
- The “universal” roadmap – six sources of problems with a process
- The use of data is a process:
 - Operational definitions
 - Data in an everyday context

“Statistics”: It’s Not Just About Clinical Outcomes!

- Trends...more importantly, what a “trend” is NOT
- Meeting: “Statistical” comparison of three hospitals’ lengths of stay
- Let’s “Plot some dots!”: The MRSA “trend” bar graph
- Another useful rule: Runs analysis (Part I)

Break

Common Cause / Special Cause

- Analysis using run charts
 - Meeting: The QA report
 - The “everyday” use of data
 - Five data themes
 - “Complaints”
- Taking run charts one step further: Control Charts
 - “Red... Yellow... Green... ?” Rubbish!
 - Revisiting the MRSA bar graph: No more boring meetings!

Lunch

Common Cause / Special Cause Continued

- Common cause vs. special cause “strategy”
 - The safety “reward” luncheon
 - Common cause strategy: The Pareto “matrix”
- VERY useful Excel macro: clinic / tutorial

Break

Common Cause / Special Cause Continued

- WAGs & SWAGs: Using the p-chart on the c-section data

Summary

- The ten fundamentals of variation
- The eight questions of planning for data collection
- Seven common statistical traps
- Exhaust in-house data
- Lesson learned
- Statistics in a quality improvement perspective
- What can data “sanity” save you?

The detailed supplemental workbook with work sheets will include:

- Questions to ask about a process
- Collect meaningful data worksheet
- Localize recurring problems worksheet
- “Basic” *Quality Digest* columns by Davis:
 - TQM, Six Sigma, Lean and... Data?
 - Collecting Good Count Data (Donald Wheeler)
 - A Common Cause Strategy for Count Data
 - Taking Count Data a Step Further (Statistical Stratification): Part 1 – Rates, Part 2 – Percentages
- Useful References

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