

Small Group Discussion: Exploring Common Indicators

Your package includes an abbreviated report of some common quality indicators. Three indicators are included, and the data display will likely be familiar to many of you. Each of the indicators is included in a dashboard on the first page, and displayed from a few different perspectives in the following pages. Interpretation and written analysis has been kept to a minimum.

While reviewing the indicators, there are two key considerations to focus on:

1) **How good is our care? How do we compare to others like us?**

This question considers the absolute level of performance and is typically done relative to a target. Data display will need to facilitate comparison.

2) **Is our care getting better? Are we on track to achieve our objectives?**

This question considers how performance has been changing, and if strategies for improvement have been effective. Data will need to be examined over time.

Working through the indicators one at a time, review the charts and discuss what conclusions you would draw, and what questions you would want to ask of a presenter. Discuss with your table your assessment of each indicator and any additional information that would be useful to guide your questions.

Some questions that may be worth considering while working your way through the report:

- What does this display tell us? What are the strengths and weaknesses of the data display?
- What is the target for this indicator and is it reasonable? Is the methodology used to set the target reasonable?
- How are we performing relative to the target? What are the limitations of analysis using this approach?
- Have we been getting better, worse or staying the same?
- Does this hold true for each facility, or each service line?