

# So Much Data!

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How do you choose what to focus on?

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[WWW.CAPSTONELEADERSHIP.NET](http://WWW.CAPSTONELEADERSHIP.NET)

# DATA, DATA, DATA

**Need a valid  
“N”**

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**“N”**

# Winning the Data Game

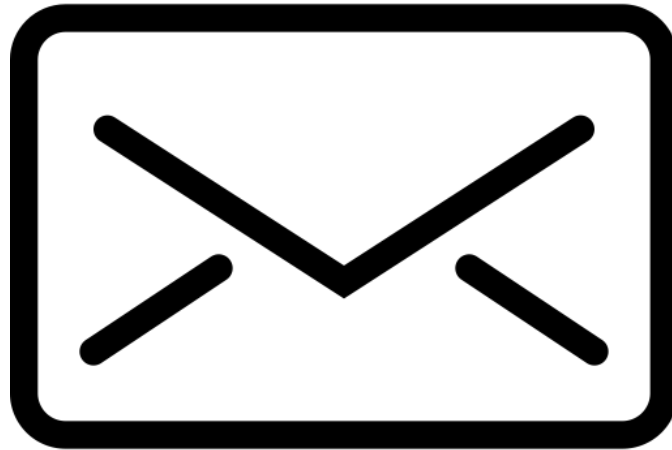
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Remember, if you are always better than your State and National average and better than your own results over time, you will win at the data game!

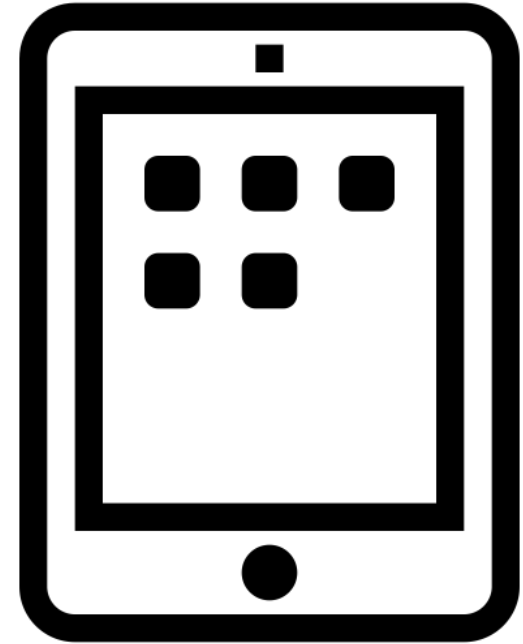
# Winning the Data Game



Phone



Email



On-Site Technology

# What research tells us...

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Nurse Communication is a

**BIG DEAL!**



Where the ER goes, Inpatient follows.

# HOW TO CHOOSE








# AMBULATORY SUMMARY REPORT

## 5.0 Greatest Increase In Scores by Question

n	Question	Trend	Last Mean Period Score $n=103$		This Period Mean $n=107$	All PG Database $N=1806$		AHA Region 5 $N=280$		Onsite/25 beds $N=65$	
			Mean	Change		Mean	Rank	Mean	Rank	Mean	Rank
101	<b>Info N gave to prepare for proc</b> <sup>8</sup>		97.9*	+0.4	<b>98.3</b>	> 95.7	<b>96</b>	> 95.5	<b>97</b>	> 96.3	<b>96</b>
97	<b>Doctor expln why proc important</b> <sup>5</sup>		95.2	+0.2	<b>95.4</b>	93.2	<b>85</b>	> 93.1	<b>91</b>	> 93.2	<b>88</b>

## 6.0 Greatest Decrease In Scores by Question

n	Question	Trend	Last Mean Period Score $n=103$		This Period Mean $n=107$	All PG Database $N=1806$		AHA Region 5 $N=280$		Onsite/25 beds $N=65$	
			Mean	Change		Mean	Rank	Mean	Rank	Mean	Rank
103	<b>Explanations prior to surgery</b> <sup>2</sup>		96.9	-2.2	<b>94.7</b>	94.6	<b>47</b>	94.6	<b>51</b>	95.1	<b>38</b>
101	<b>Doctor response to questions</b> <sup>1</sup>		97.0	-1.9	<b>95.1</b>	95.1	<b>43</b>	95.1	<b>44</b>	95.6	<b>32</b>
104	<b>Nurse response to questions</b> <sup>6</sup>		97.6	-0.5	<b>97.1</b>	95.9	<b>76</b>	95.8	<b>80</b>	96.6	<b>59</b>
106	<b>Degree staff worked together</b> <sup>4</sup>		97.8	-0.4	<b>97.4</b>	96.5	<b>70</b>	96.6	<b>70</b>	97.4	<b>46</b>
99	<b>Nurses concern for comfort</b> <sup>7</sup>		97.5	-0.3	<b>97.2</b>	95.9	<b>76</b>	96.0	<b>76</b>	96.9	<b>51</b>














# AMBULATORY SUMMARY REPORT

## 7.0 Priority Index (Internal)

Current Order	Previous Order	Periods Top 10	Question	Mean Score	Correlation Coefficient	Priority Index
1	4	13	<i>Doctor response to questions</i>	95.1 (7)	.94 (7)	7 7 14
2	6	13	<i>Explanations prior to surgery</i>	94.7 (8)	.94 (5)	8 5 13
3	1	13	<i>Information re what was done</i>	95.5 (5)	.94 (6)	5 6 11
4	5	3	<i>Degree staff worked together</i>	97.4 (2)	.96 (8)	2 8 10
5	2	13	<i>Doctor expln why proc important</i>	95.4 (6)	.92 (3)	6 3 9
6	6	13	<i>Nurse response to questions</i>	97.1 (4)	.93 (4)	4 4 8
7	2	13	<i>Nurses concern for comfort</i>	97.2 (3)	.92 (2)	3 2 5
8	8	13	<i>Info N gave to prepare for proc</i>	98.3 (1)	.48 (1)	1 1 2

# EMERGENCY DEPARTMENT REPORT

## 3.0 Question Analysis

Overall Section	n	Question	Trend	Last Period Mean Score <i>n</i> =98		This Period Mean Score <i>n</i> =95		Small PG DB <i>N</i> =841		All PG DB <i>N</i> =2173		Richland Peer <i>N</i> =8	
				Mean	Change	Mean		Mean	Rank	Mean	Rank	Mean	Rank
	83	Ease giving pers/insur info		88.4*	+5.0	93.4*		91.6	67	90.6	79	91.6	71
Personal Issues				84.4	+7.5	91.9**		> 84.8	92	> 82.9	95	> 86.1	86
Personal Issues <sup>††</sup>				84.4	+7.7	92.1**							
81		<i>Informed about delays</i> <sup>1</sup>		77.4	+12.1	89.5**		> 80.9	90	> 78.2	95	82.4	86
92		Staff cared about you as person		88.8	+5.2	94.0*		> 87.9	90	> 86.1	95	> 89.1	86
85		<i>How well pain was controlled</i> <sup>2</sup>		83.8	+5.6	89.4		> 82.5	88	> 80.9	93	84.1	86
85		Information about home care		84.7	+8.2	92.9**		> 87.1	91	> 85.7	95	> 87.4	86
87		<i>Staff sensitivity to pain</i> <sup>†7</sup>		83.7	+9.1	92.8**		<i>N</i> <7	<i>N/A</i>	> 86.0	99	<i>N</i> <7	<i>N/A</i>
Overall Assessment				83.4	+8.9	92.3*		87.1	82	> 85.6	90	> 87.6	86
93		<i>Overall rating ER care</i> <sup>5</sup>		85.9	+7.7	93.6*		> 87.9	87	> 86.3	93	> 88.4	86
92		<i>Likelihood of recommending</i> <sup>3</sup>		82.1	+8.9	91.0*		86.6	76	85.0	85	86.8	86



# Patient-Centered Care Stoplight Report

Return Dates From Jan 1, 2014 to Dec 31, 2018



May 21, 2018

	Picker Dimensions	Benchmarks	
Overall		NRC 75th Percentile - Employee 2 Year*	NRC 90th Percentile - Employee 2 Year
Where 0 is the worst possible care and 10 is the best possible care, how would you rate this organization in terms of patient/resident care?		54.5% (n=87,934)	67.2% (n=87,934)

2018‡	2017	2016	2015	2014
48.4% PR=63 (n=161)	53.3% PR=73 (n=152)	--	47.3% PR=61 (n=112)	46.2% PR=59 (n=119)

Key Drivers		NRC 75th Percentile - Employee 2 Year*	NRC 90th Percentile - Employee 2 Year
We explain all aspects of care to patient/residents.	Information and Education	61.0% (n=86,282)	69.7% (n=86,282)
According to our policies, there is consistency among clinical/nursing staff when providing patient/resident care.	Coordination of Care	42.6% (n=87,460)	53.7% (n=87,460)
It is obvious to each patient/resident that we are personally concerned for their well-being.	Emotional Support	58.1% (n=87,750)	66.7% (n=87,750)
We are consistent in our methods of caring for patient/residents.	Coordination of Care	56.4% (n=87,185)	64.9% (n=87,185)
We are truly engaged in what patient/residents have to say.	Respect for Patient Preferences	66.7% (n=87,246)	75.8% (n=87,246)

2018‡	2017	2016	2015	2014
48.1% PR=40 (n=160)	46.1% PR=34 (n=152)	--	38.5% PR=16 (n=109)	42.4% PR=24 (n=118)
29.2% PR=42 (n=161)	29.1% PR=42 (n=151)	--	18.2% PR=14 (n=110)	24.1% PR=27 (n=116)
37.9% PR=25 (n=161)	44.1% PR=39 (n=152)	--	34.8% PR=18 (n=112)	38.1% PR=26 (n=118)
43.5% PR=44 (n=161)	44.4% PR=46 (n=151)	--	36.6% PR=26 (n=112)	44.5% PR=46 (n=119)
58.4% PR=49 (n=161)	52.3% PR=32 (n=149)	--	42.9% PR=13 (n=112)	44.9% PR=16 (n=118)

Focus		NRC 75th Percentile - Employee 2 Year*	NRC 90th Percentile - Employee 2 Year
Would you recommend this organization for the care of your own friends and family?	Would Recommend Hospital	53.3% (n=95,447)	66.1% (n=95,447)

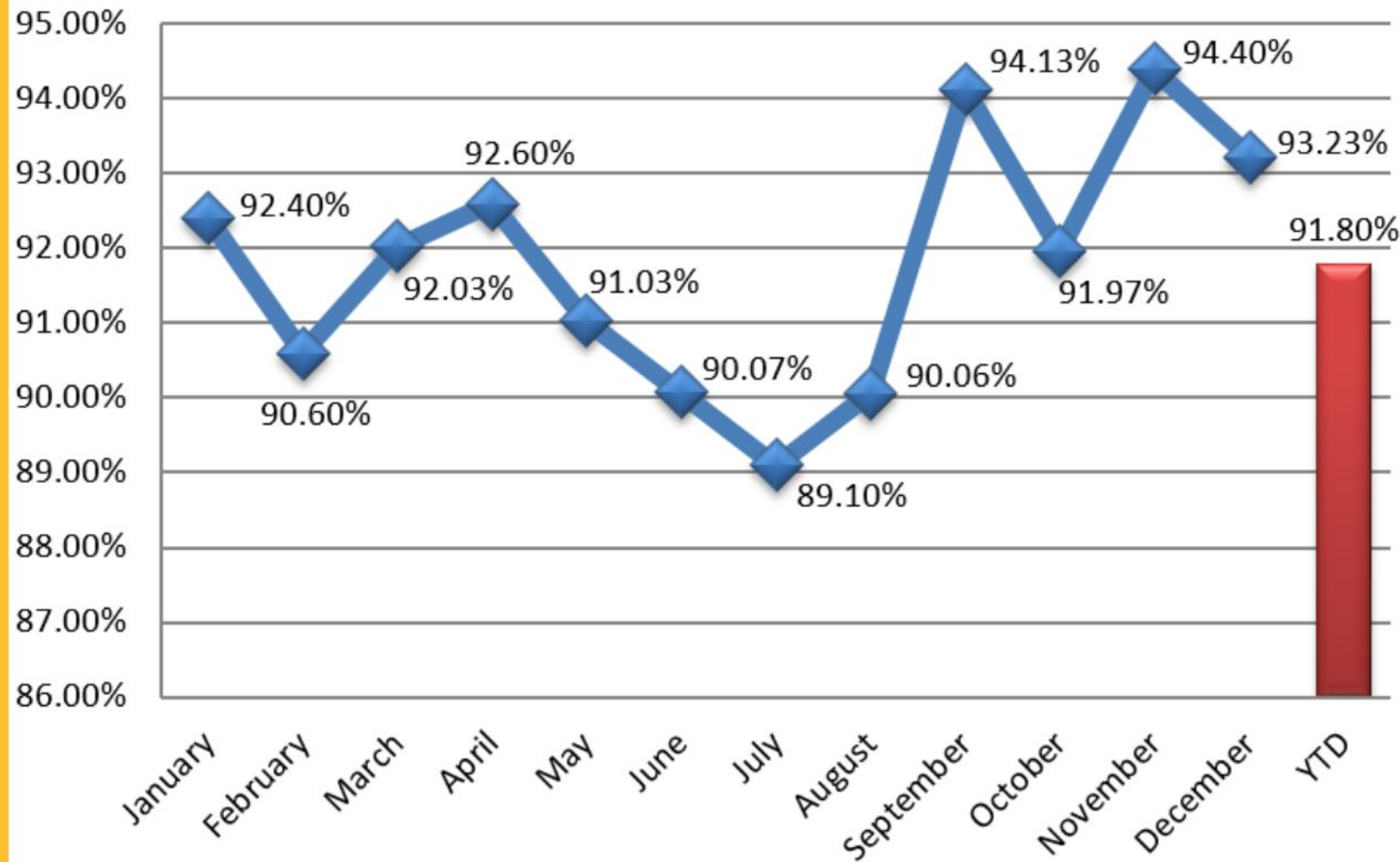
2018‡	2017	2016	2015	2014
62.7% PR=86 (n=161)	67.1% PR=91 (n=152)	--	64.3% PR=88 (n=112)	60.5% PR=83 (n=119)

Highest Scores		NRC 75th Percentile - Employee 2 Year*	NRC 90th Percentile - Employee 2 Year
The physical environment is important to a patient/resident's well-being.	Physical Comfort	80.6% (n=87,115)	86.3% (n=87,115)
Would you recommend this organization for the care of your own friends and family?	Would Recommend Hospital	53.3% (n=95,447)	66.1% (n=95,447)
We are truly engaged in what patient/residents have to say.	Respect for Patient Preferences	66.7% (n=87,246)	75.8% (n=87,246)
We recognize patient/residents' opinions, desires, and beliefs.	Respect for Patient Preferences	70.8% (n=87,328)	79.4% (n=87,328)
When a patient/resident needs help, he or she gets prompt attention.	Physical Comfort	55.3% (n=87,169)	65.5% (n=87,169)

2018‡	2017	2016	2015	2014
71.4% PR=36 (n=161)	73.8% PR=46 (n=149)	--	75.0% PR=52 (n=112)	69.5% PR=28 (n=118)
62.7% PR=86 (n=161)	67.1% PR=91 (n=152)	--	64.3% PR=88 (n=112)	60.5% PR=83 (n=119)
58.4% PR=49 (n=161)	52.3% PR=32 (n=149)	--	42.9% PR=13 (n=112)	44.9% PR=16 (n=118)
58.4% PR=35 (n=161)	57.7% PR=34 (n=149)	--	58.9% PR=36 (n=112)	52.6% PR=22 (n=116)
56.6% PR=78 (n=159)	50.7% PR=65 (n=150)	--	50.0% PR=64 (n=112)	41.2% PR=42 (n=119)



## 2017 Likelihood to Recommend





# Q & A

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**Q:** People not “believing” or wanting to believe the data/survey comments. Resistance to change.

**A:** This is the story about the physician blaming his scores on the weather. When people disbelieve surveys, it’s good to back them up with current and real time data. Another reason to read the Priority Index as well. It validates that it has been the patient’s priority for XXX number of quarters.

# Q & A

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**Q:** How do you select what data trumps the rest? And BUY IN! It lies with every Employee Engagement

**A:** The most vital data is the organization goal data, but you have to coach leaders on what data to use that will lead them to be successful in meeting goals for departments.

# Q & A

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**Q:** I am interested to learn about processes to build in information so it is used and acted upon, and to avoid information overload syndrome.

**A:** Focus on the organization goals and what data you need to guide you. Leaders need to determine their own department goals and what data they will use and communicate it.

# QUESTIONS?

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## REACH OUT TO US!



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# JUST START

