



Quality Data Management, Inc.

4015 East Royalton Road, Broadview Heights, Ohio, 44147
Telephone (440) 526-8633 Fax: (440) 526-8695

QUALITY DESKTOP™

A USER GUIDE FOR QUALITY DESKTOP™

September, 2008

Quality Data Management, Inc.
PO Box 470417
Broadview Heights, OH 44147

For Toll-Free Client Service:

1-877-QDM-SUPPort
(1-877-736-7877)

clientservice@qdmnet.com

Quality Data Management, Inc.

QUALITY DESKTOP™

A User Guide: Introduction

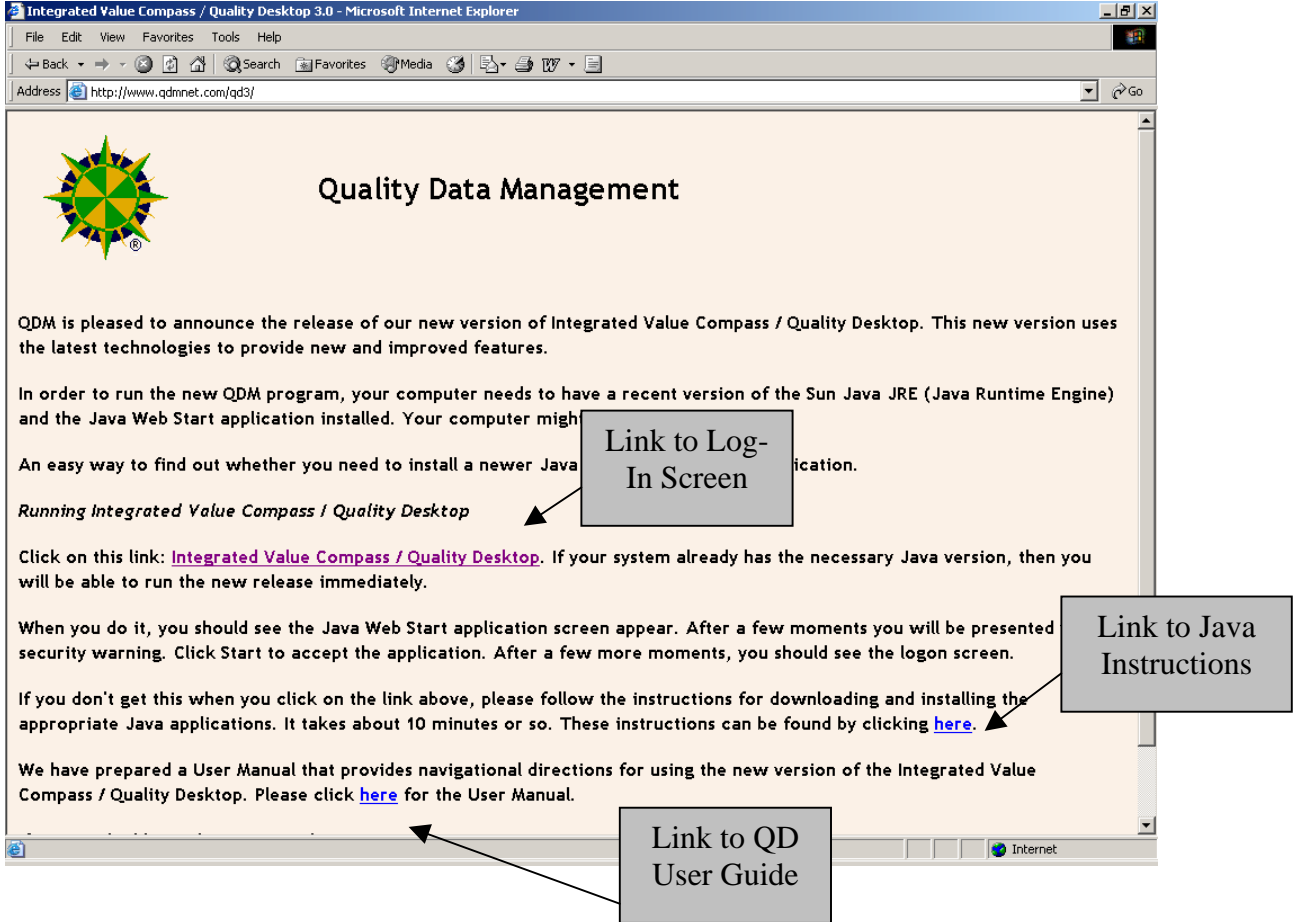
This User Guide has been designed as an overview for the new user and as a quick reference tool for the more experienced user. This guide contains information on:

- ✓ The navigation system
- ✓ Descriptive explanations of all of the menu features
- ✓ User-friendly reference diagrams

This User Guide contains actual screen shots from the Quality Desktop Integrated™ reporting system. While all Quality Data Management patient perception products follow the same logic and design, minor differences exist amongst survey products. We recommend that you save this document on your computer and/or print it for reference.

A USER GUIDE: INTRODUCTION	2
PART ONE: GENERAL NAVIGATION OVERVIEW	4
THE QUALITY DATA MANAGEMENT WELCOME SCREEN	4
THE LOG-IN SCREEN	5
THE PRODUCT SELECTION SCREEN	6
GENERAL NAVIGATION	7
THE HOME VIEW	8
PART TWO: DROP-DOWN MENU OPTIONS; DETAIL DESCRIPTIONS	9
FILE	9
<i>Print Preview</i>	9
<i>Print</i>	9
<i>Copy</i>	9
<i>Preferences</i>	9
<i>Download</i>	9
<i>Close</i>	9
SELECT PRODUCT	10
SELECT DATA	11
DESCRIPTION OF SELECT DATA OPTIONS	12
<i>Data View</i>	12
<i>Focus Chart</i>	12
<i>Report</i>	12
<i>Drivers (Across Organization)</i>	12
<i>Summary Scores</i>	12
<i>Top Box Scores</i>	12
VIEWING ADDITIONAL DATA	14
SEGMENT DATA	15
<i>Subsample</i>	15
<i>Slice Data (Boolean)</i>	15
DISPLAY	16
<i>Bar Chart</i>	16
<i>Control Chart</i>	16
<i>Bar/Control Chart</i>	16
<i>Table</i>	16
DRILL DOWN (SCREENER) QUESTIONS	17
HELP	18
APPENDIX A: FREQUENTLY ASKED QUESTIONS (FAQ)	20
APPENDIX B: CHANGING A PASSWORD	23
APPENDIX C: THE THERMOMETER	24
APPENDIX D: CONTROL CHARTS	27
APPENDIX E: DRIVERS	29
APPENDIX F: FOCUS CHARTS	31
APPENDIX G: VERBATIM QUESTIONS	33
APPENDIX H: THE COPY FUNCTION	35
APPENDIX I: DOWNLOADING DATA	36

Part One: General Navigation Overview



The Quality Data Management Welcome Screen

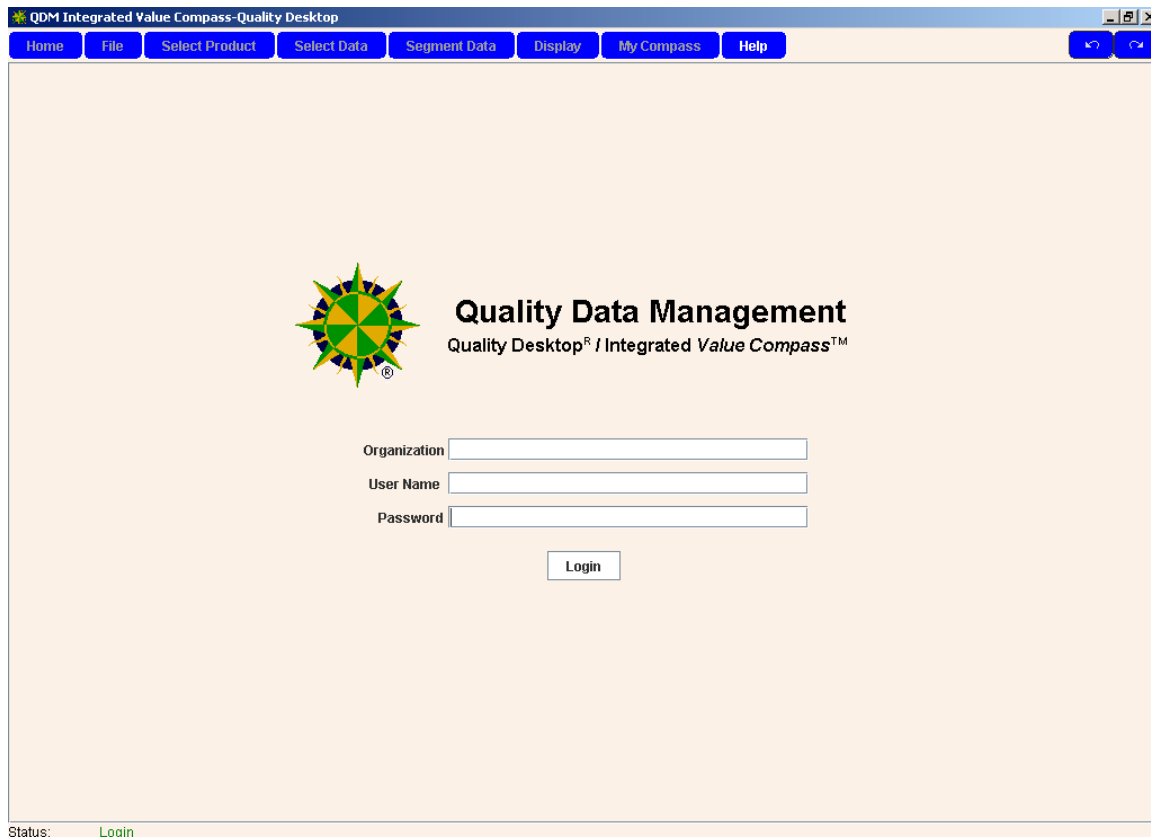
Description

Access screen for Quality Desktop, viewable at: <http://www.qdmnet.com/qd3/>

Navigation

Contains links to the Log-In Screen, Java Download Instructions, and to the Quality Desktop User Guide

Quality Data Management, Inc.



The Log-In Screen

Description

Log-In screen grants access to Quality Desktop

Navigation

- Appears after clicking the link on the Welcome Screen or otherwise accessing the system
- Necessary fields: Organization, User Name, Password
- For security purposes, Quality Desktop will “time out” after 20 minutes. If this should occur, click OK and return to the Log-In screen.

Quality Data Management, Inc.



The Product Selection Screen

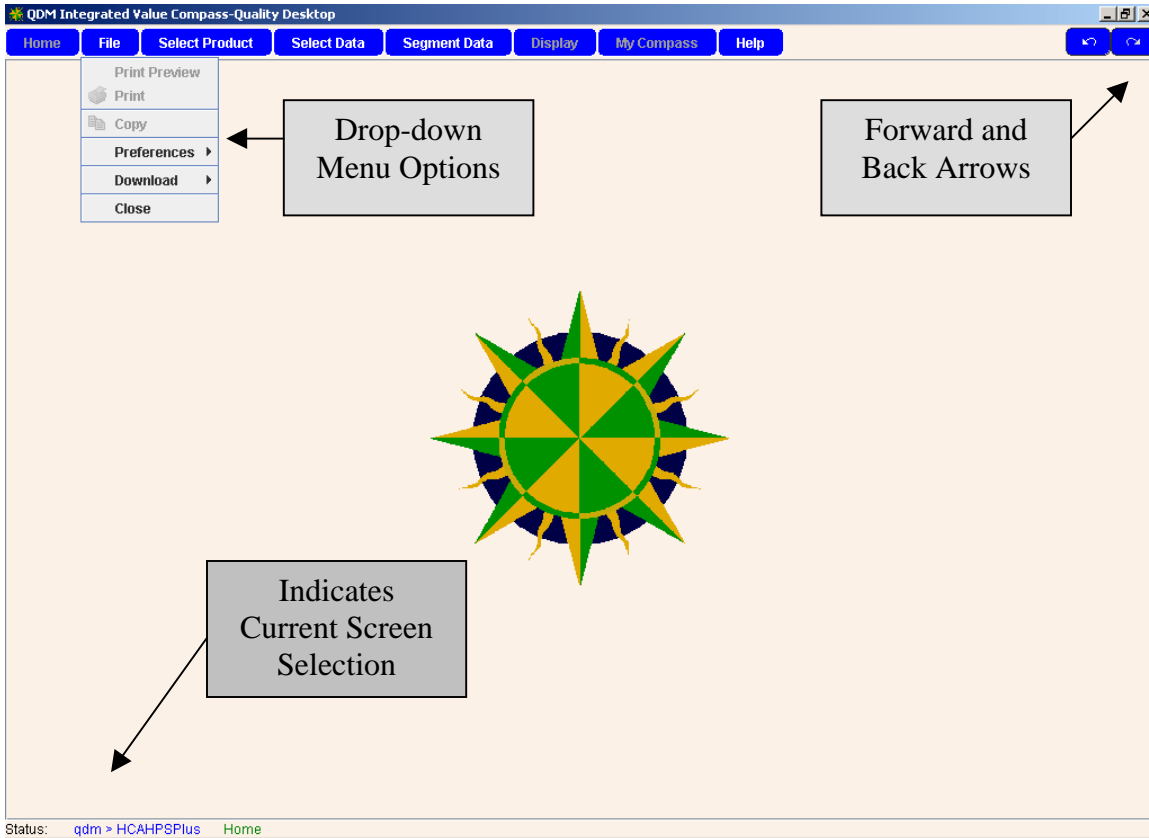
Description

Each organization's contracted surveys will appear

Navigation

Select the desired survey product

Quality Data Management, Inc.



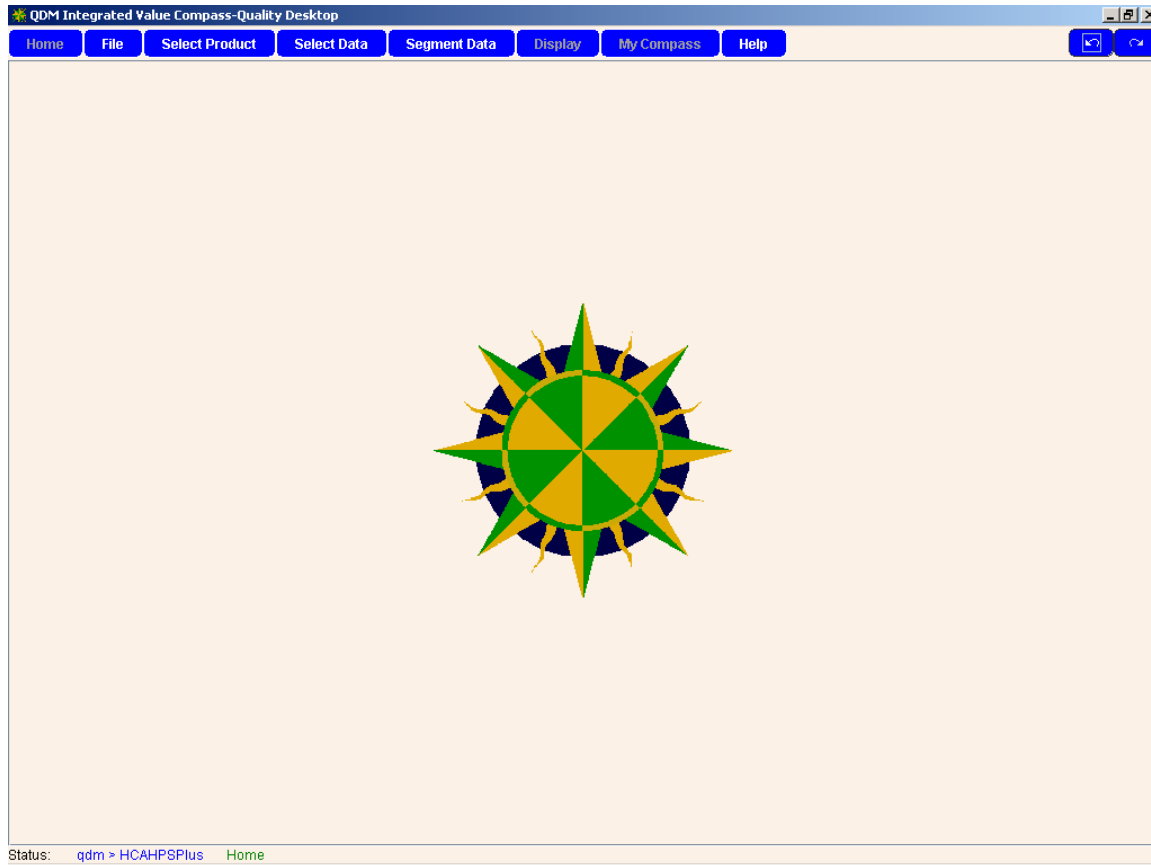
General Navigation

Description

Drop-down menus exist for each menu item.

Navigation

- Click on the top menu line items
- Select from the drop-down menu that appears
- Verify selections by viewing the lower left bar, containing the survey product name plus item and/or screen selection



The Home View

Description

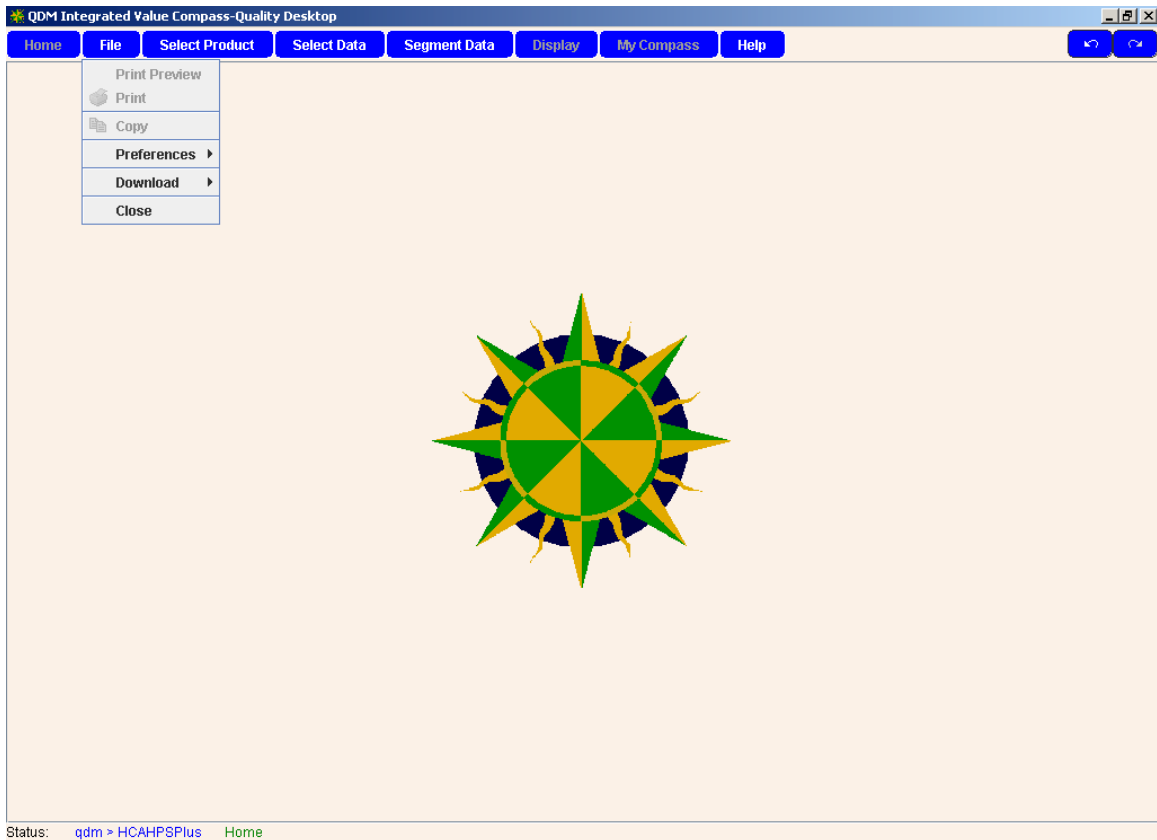
Represents the 'home' or starting point for data presentation

Navigation

- Blue menu items appear at the top of the screen
- Selections include: File, Select Product, Select Data, Segment Data, Display, Help, Forward (arrow), Back (arrow). *Note: My Compass is a placeholder for future end user customization.*

Quality Data Management, Inc.

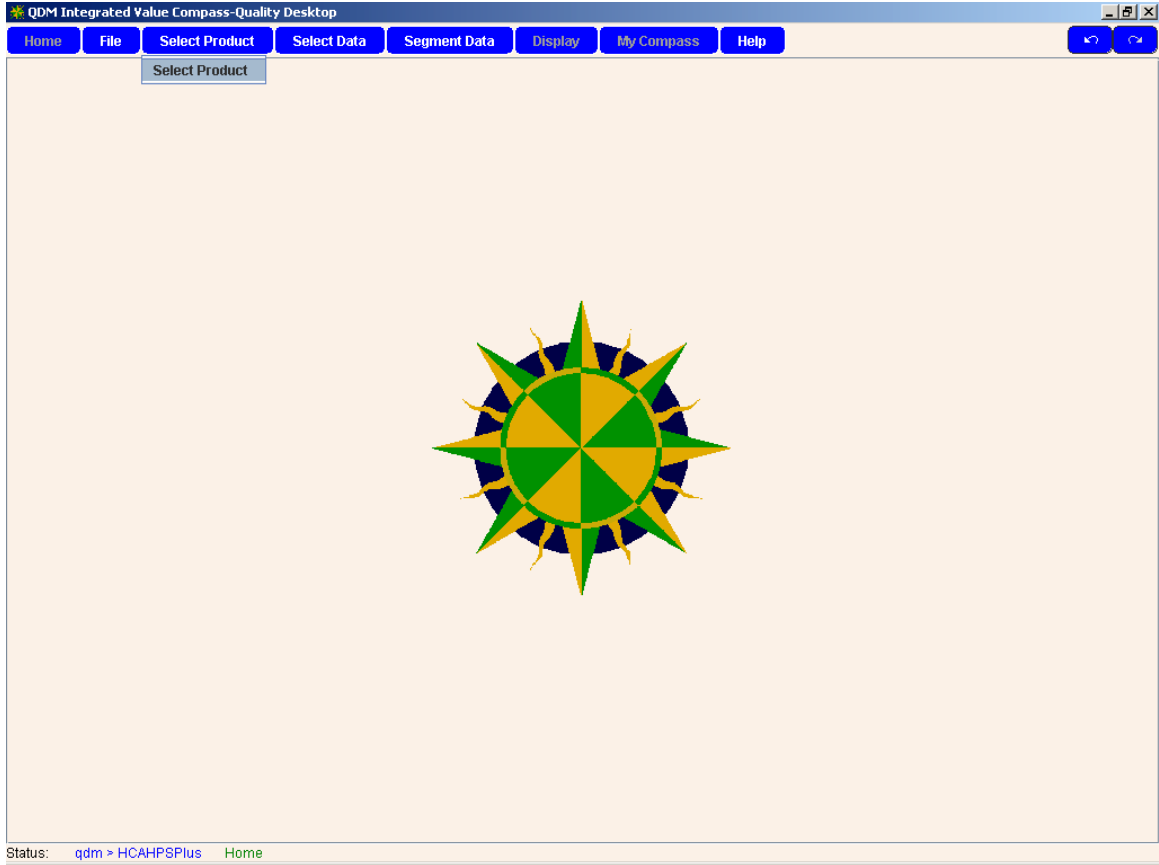
Part Two: Drop-Down Menu Options; Detail Descriptions



File

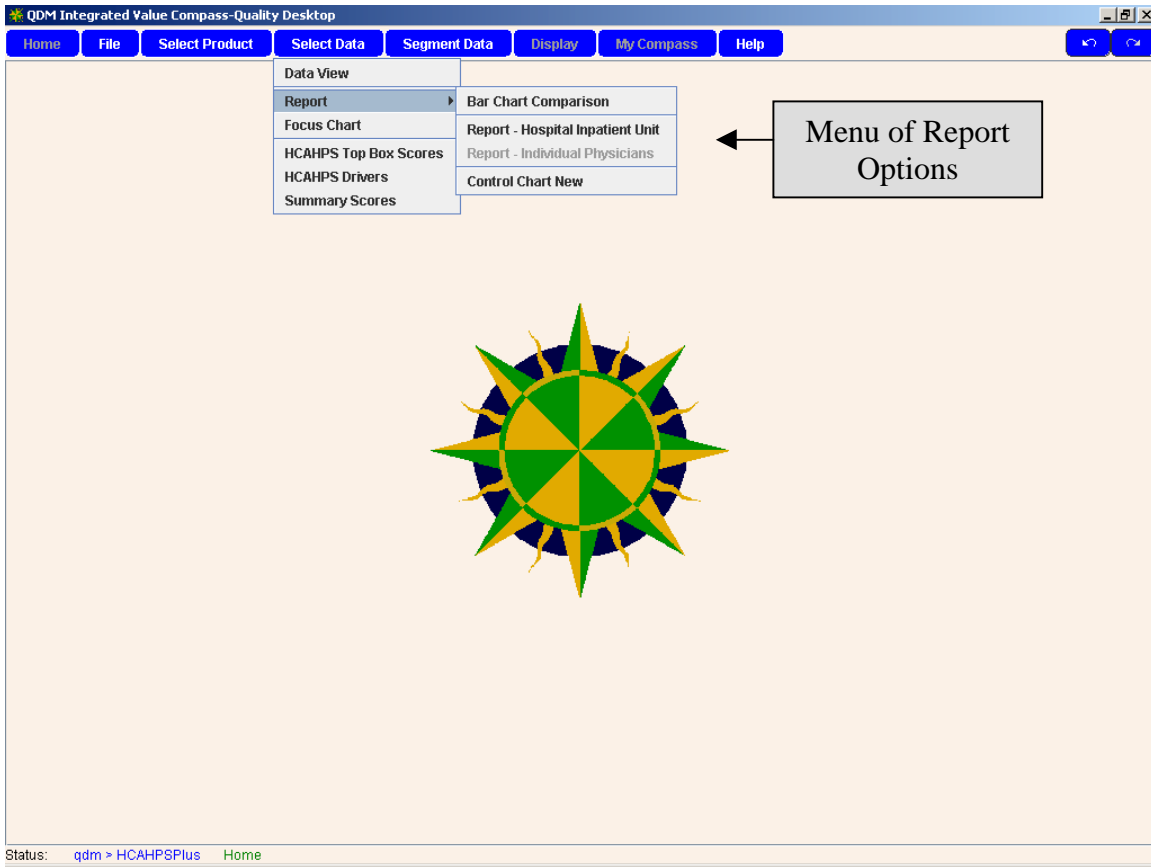
Feature	Description/Application
Print Preview	<ul style="list-style-type: none"> • Preview the screen prior to printing • Use the Next and Previous buttons to scroll between pages • Return to the Print menu to print the view.
Print	<ul style="list-style-type: none"> • Select to print the current view
Copy	<ul style="list-style-type: none"> • Select a measure, copy, and then paste it into another application • Use with Microsoft Word™, PowerPoint™ or Excel™ • Create footnotes and label charts in the exported views. • <i>See Appendix H: The Copy Function, p. 35.</i>
Preferences	<ul style="list-style-type: none"> • Contains three submenus: Login, Change Password, and Display Choices
Download	<ul style="list-style-type: none"> • Select All Data, Summary, or All Verbatims (<i>See Appendix I: Downloading Data, p. 36</i>)
Close	<ul style="list-style-type: none"> • Select to exit the system

Quality Data Management, Inc.



Select Product

Feature	Description/Application
Select Product	<ul style="list-style-type: none"> • To move between one survey and another, click on the Select Product menu option • Returns to the survey product selection screen.

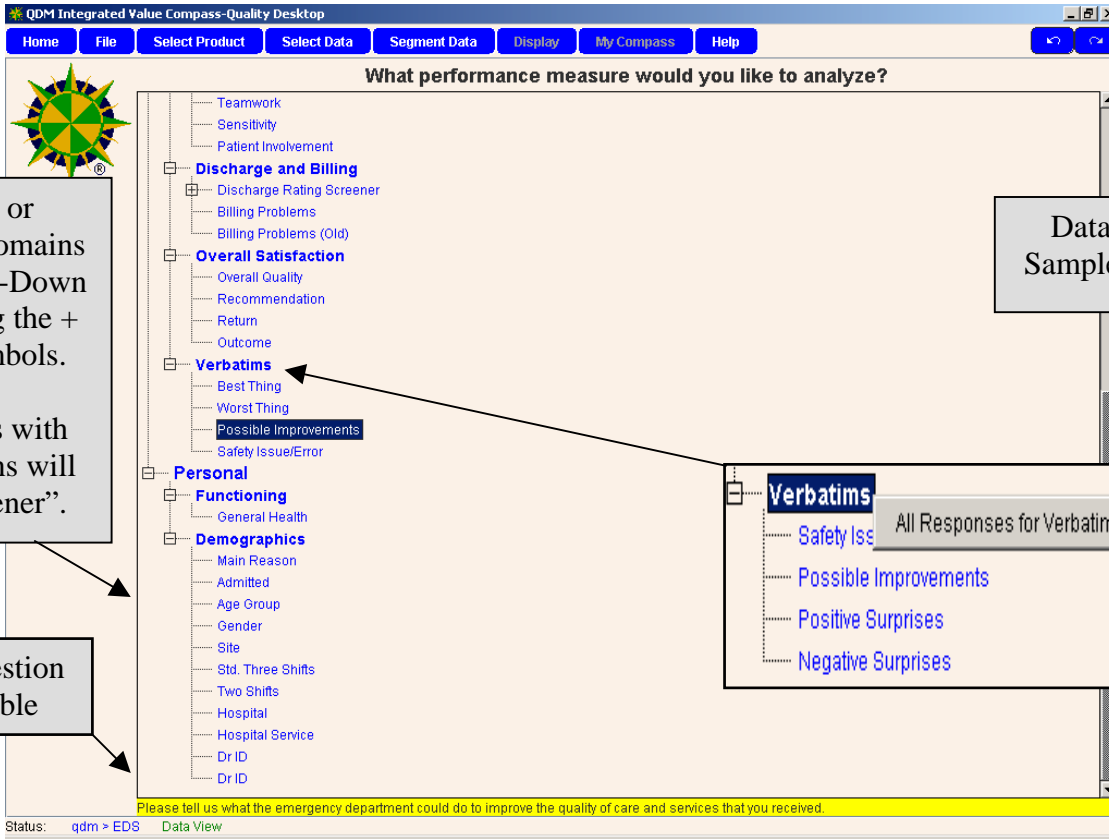


Select Data

- Specific view availability depends on the specific products contracted by the organization
- Descriptions of the available views are presented in the table on the following page.

Description of Select Data Options

Feature	Description/Application
Data View	<ul style="list-style-type: none"> • Select Data / Data View • All survey domains and full questions are in this view as well as the Verbatim responses. • To view full questions, scroll the cursor over the label in Data View. Questions appear at the bottom of the screen in yellow. • Full survey questions can be additionally viewed by scrolling the cursor just below the Bar Chart. <i>(See p. 15 for visual)</i> • All Verbatim responses can be seen at the same time by choosing “All Responses to Verbatims” <i>(See p. 13 for visual.)</i>
Focus Chart	<ul style="list-style-type: none"> • Select Data / Focus Chart • Determine priority focus areas to improve patient perception about quality and loyalty, at the hospital and/or patient care unit level • Top 5 priorities are listed in order of importance/impact • <i>See Appendix F: Focus Chart, p. 31.</i>
Report	<ul style="list-style-type: none"> • Options may include: Bar Chart Comparison, Hospital Inpatient Unit, Individual Physicians, Control Chart New, and Focus Chart • <i>See Appendix F: Focus Chart, p. 31.</i>
Drivers (Across Organization)	<ul style="list-style-type: none"> • Displays the Thermometer values for Drivers of satisfaction • Analytical tool for understanding the key questions and domains (composites) that help explain overall perception of loyalty and quality. • <i>See Appendices C: The Thermometer, p. 24, and E: Drivers, p. 29.</i>
Summary Scores	<ul style="list-style-type: none"> • Displays composite score views for each of the satisfaction domains in the survey product
Top Box Scores	<ul style="list-style-type: none"> • View the percent of respondents who gave a “Top Box” (highest possible response) score on an item. • Represents patients who are totally satisfied



Expand or Collapse Domains and/or Drill-Down Items using the + and - Symbols.

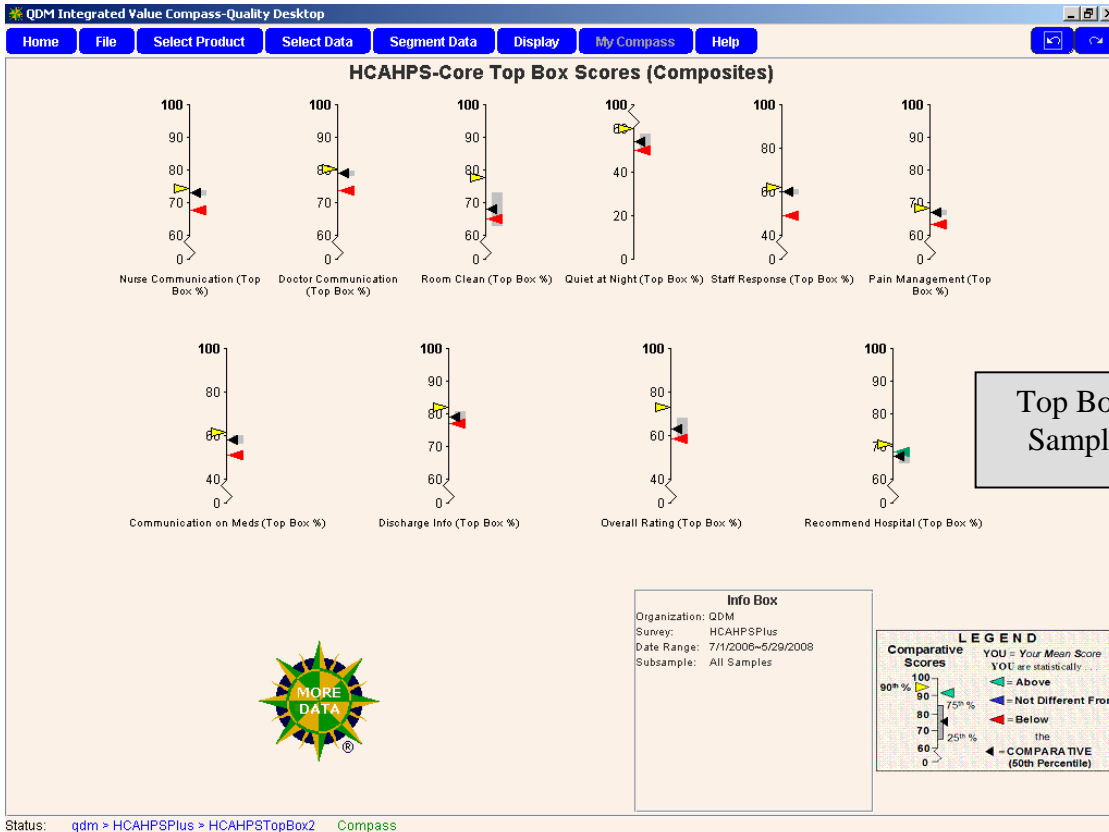
Questions with Drill Downs will say "Screener".

Full Question Viewable

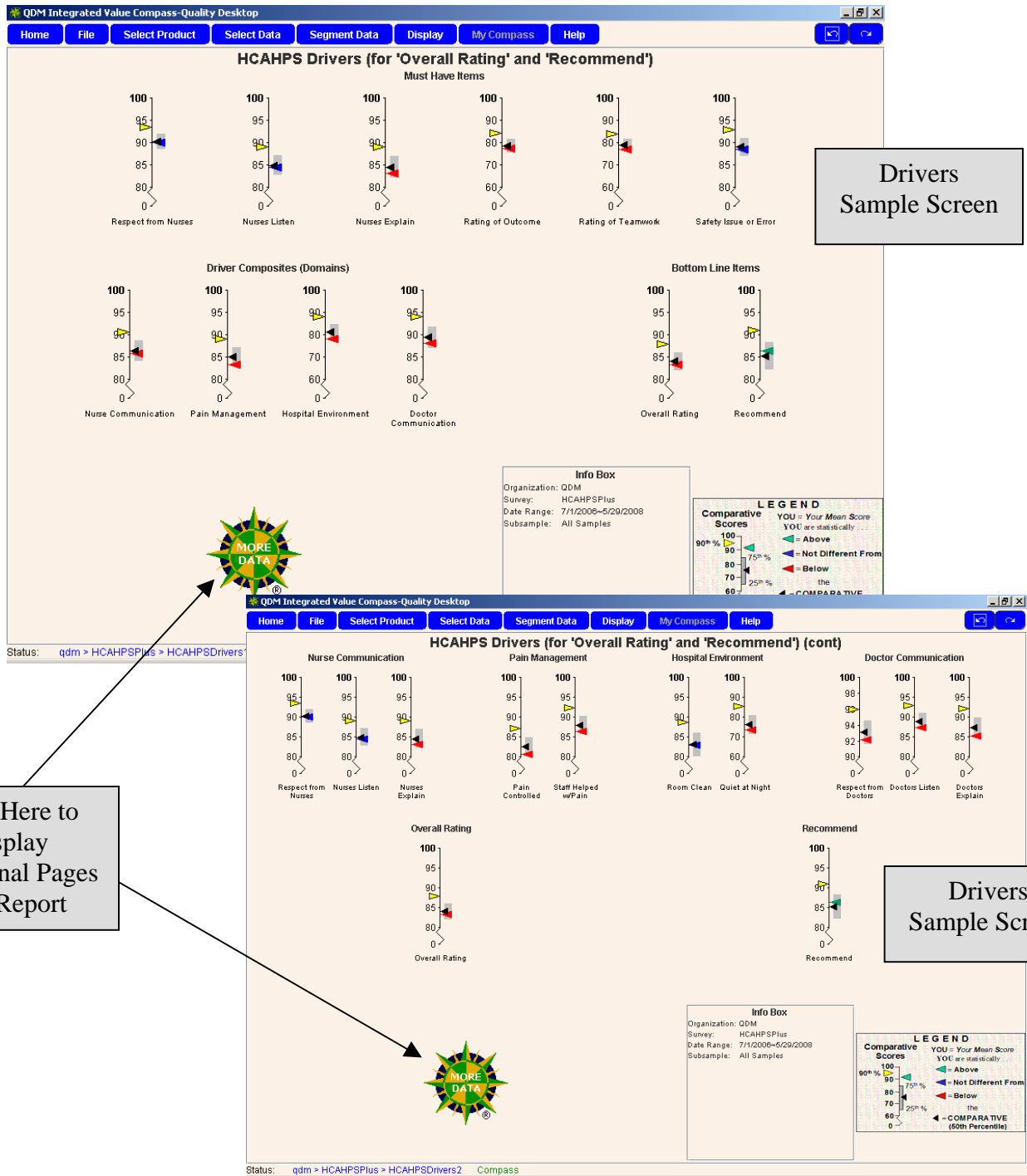
Data View Sample Screen

Verbatims

- Safety Issue All Responses for Verbatims
- Possible Improvements
- Positive Surprises
- Negative Surprises



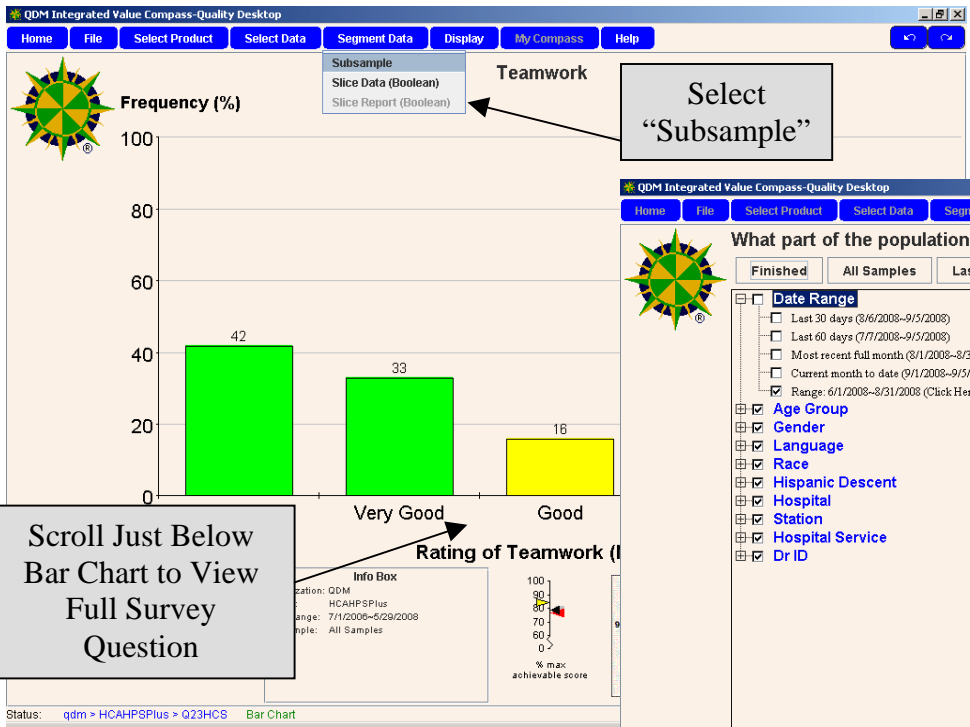
Top Box Scores Sample Screen



Viewing Additional Data

- Some views have more than one page associated with them.
- Look for the message “More Displays” on the QDM logo (the yellow and green compass) on the report display.
- When this message appears, click on the icon to be directed to the next or previous page of the display.

Quality Data Management, Inc.



What part of the population would you like to analyze?

Finished All Samples Last Subsample Expand Collapse

Date Range

- Last 30 days (3/16/2008-9/15/2008)
- Last 60 days (7/7/2008-9/15/2008)
- Most recent full month (3/1/2008-3/31/2008)
- Current month to date (9/1/2008-9/15/2008)
- Range: 6/1/2008-3/31/2008 (Click Here to Change)

Age Group

Gender

Language

Race

Hispanic Descent

Hospital

Station

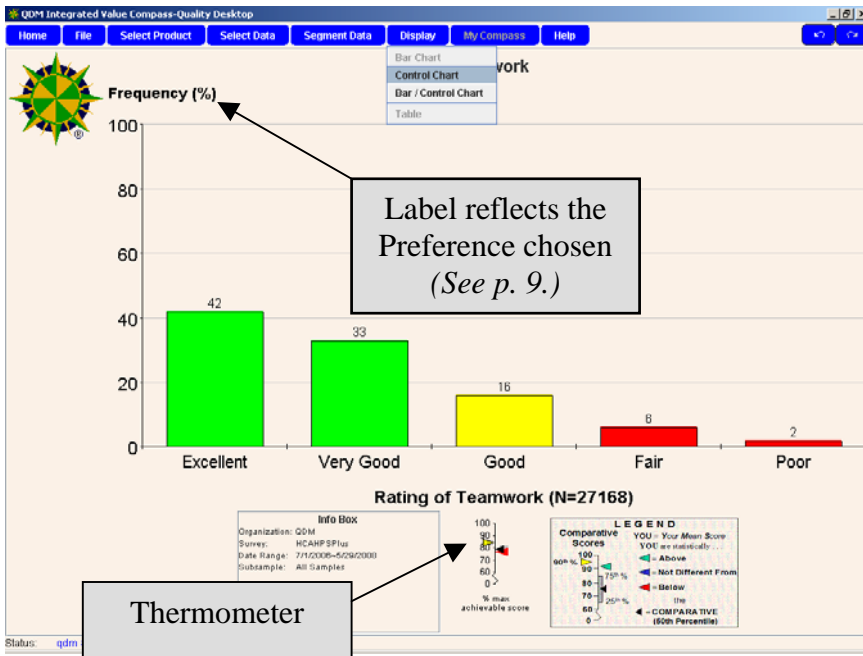
Hospital Service

Dr ID

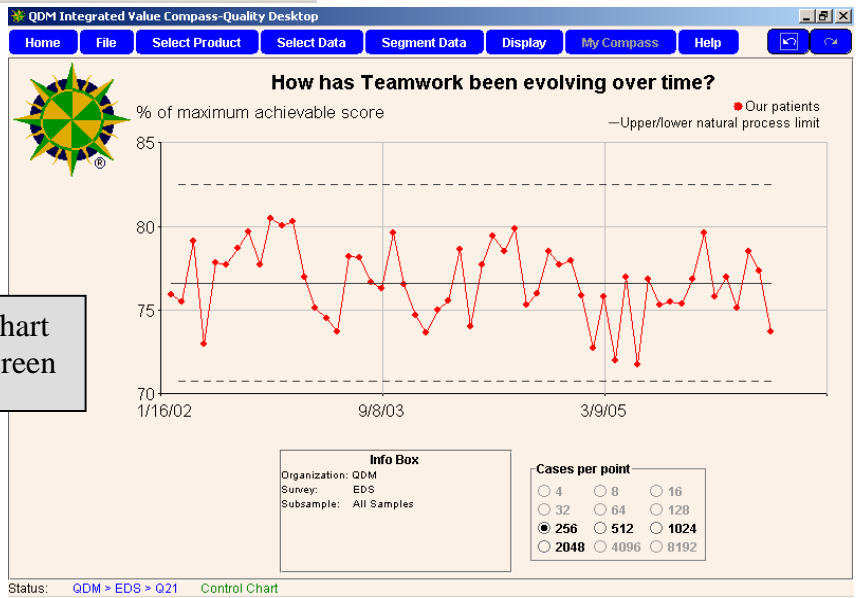
Status: qdm > HCAHPSPPlus Subsample

Segment Data

Feature	Description/Application
Subsample	<ul style="list-style-type: none"> To choose a subsample of the respondent population, select Subsample. After selecting a subsample group, click Finished for changes to take effect. When subsampling by Date Range, the actual First and Last Visit Date available for your subsample criteria will be displayed in the Info Box.
Slice Data (Boolean)	<ul style="list-style-type: none"> To stratify or slice a measure, click Slice Data (Boolean). On the following screen, select a category to break out.

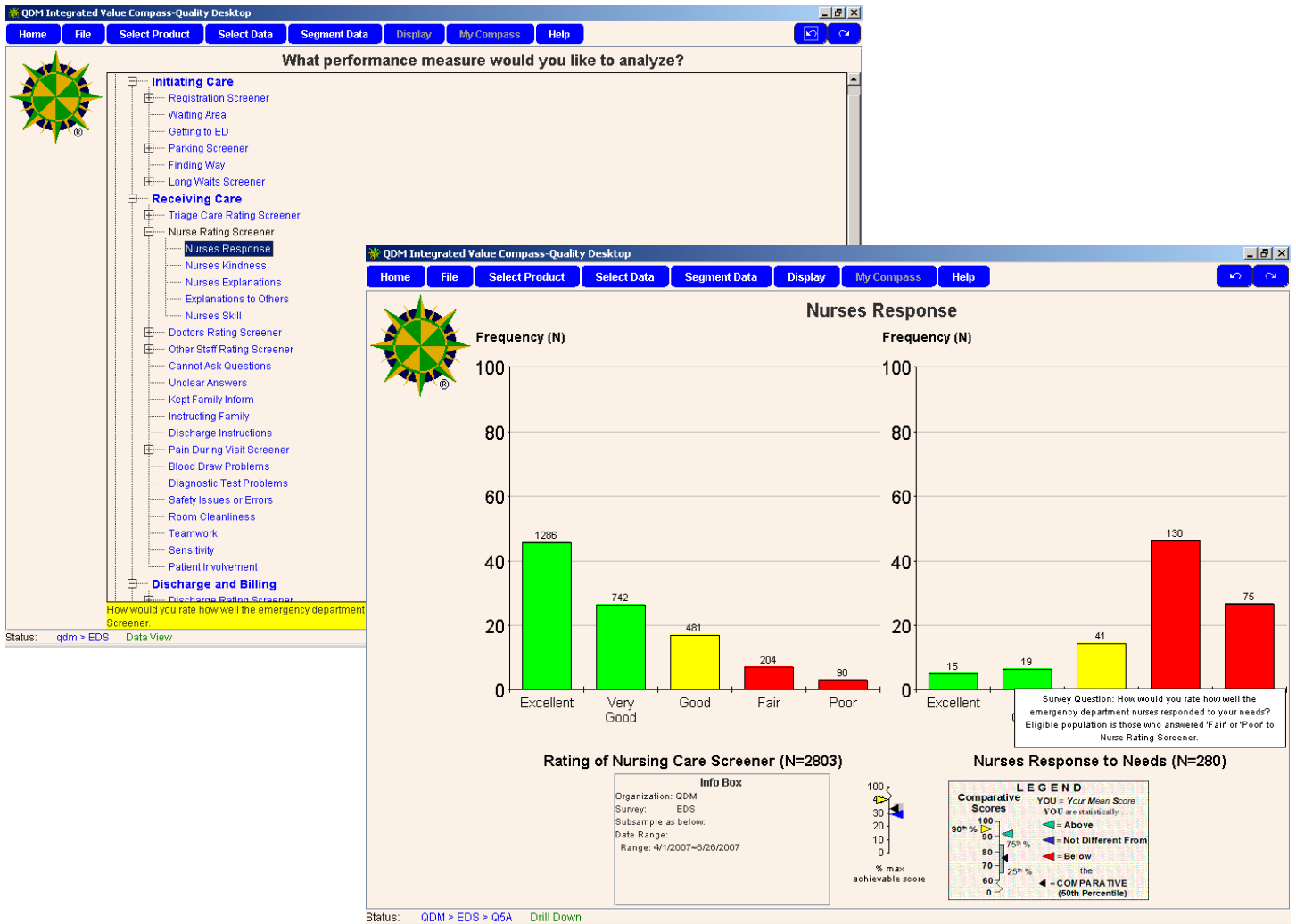


- Data presented in 3 ways:
- Bar chart (distribution)
 - Thermometer (comparison)
 - Control Chart (trend)



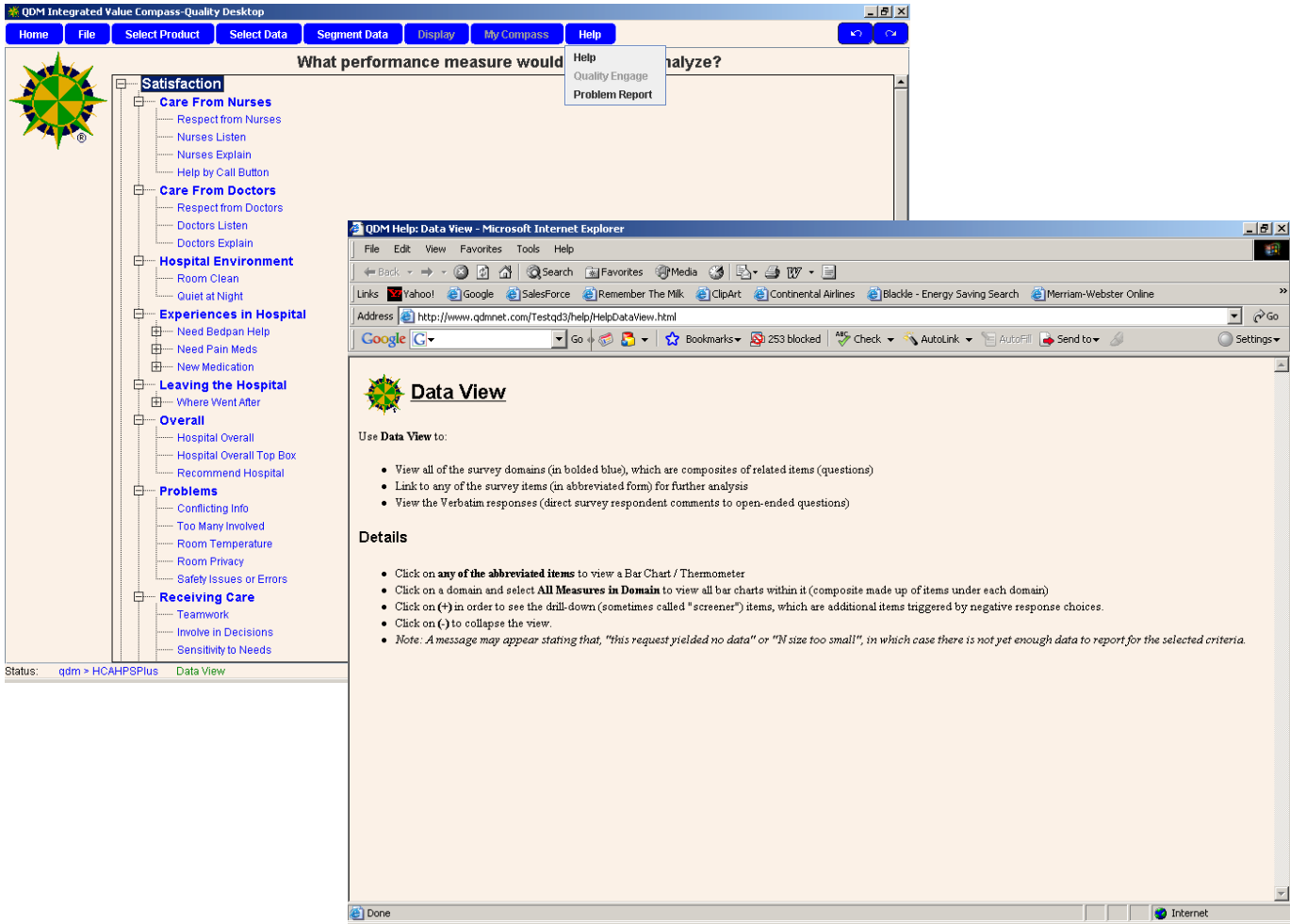
Display

Feature	Description/Application
Bar Chart	<ul style="list-style-type: none"> • Displays a Bar Chart and Thermometer
Control Chart	<ul style="list-style-type: none"> • Displays a Control Chart • Option to select the number of cases (surveys) per point
Bar/Control Chart	<ul style="list-style-type: none"> • Displays a combined Bar Chart, Thermometer and Control Chart
Table	<ul style="list-style-type: none"> • Table for viewing, copying, or printing data in dashboard (Thermometer) screens



Drill Down (Screener) Questions

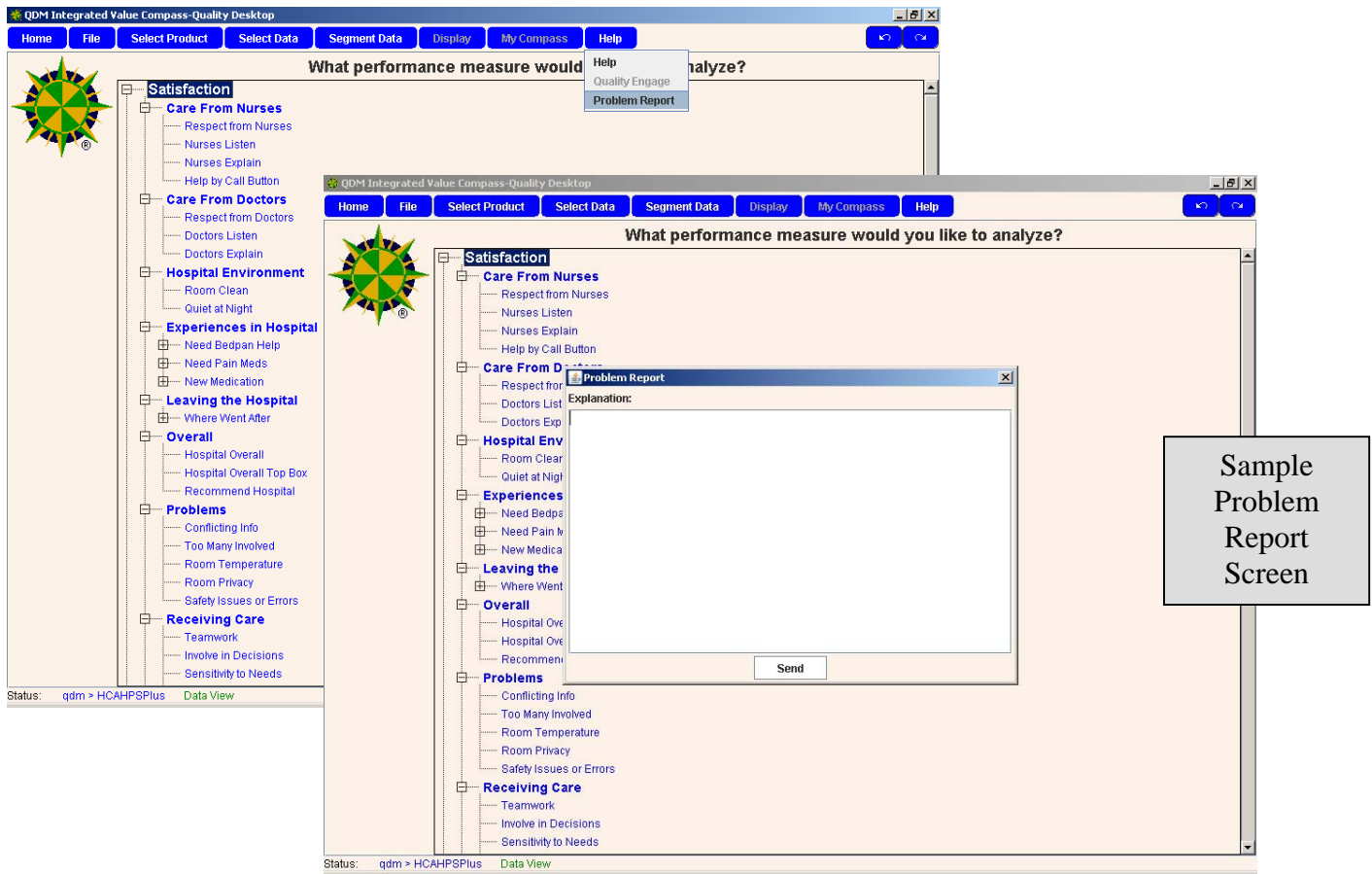
- Based on specific responses to “Screener” questions, additional Drill Down questions may be asked.
- When selecting a single Drill Down question, the Screener question will also appear. To view respondents eligible for the respective Drill Down question, move cursor over the label below the Bar Chart.



Help

Feature	Description/Application
Help	<ul style="list-style-type: none"> Opens a Help screen related to the screen being presently viewed in a separate window When finished, click on the “x” in the upper right-hand corner of the screen to close the Help window
Quality Engage	<ul style="list-style-type: none"> Placeholder for future customization
Problem Report	<ul style="list-style-type: none"> Opens a separate Explanation window Sent directly to Client Services personnel, who will confirm receipt of the report. When sending a Problem Report, include a detailed description of the problem and your contact information.

Quality Data Management, Inc.



The detail you provide in the Explanation does not require your user name, study and whatever buttons were pushed up to the point before you select Problem Report. This information is automatically recorded in the User's Actions along with detail that is captured in your system log including normal output and runtime error messages.

Appendix A: Frequently Asked Questions (FAQ)

What is Quality Desktop™?

Quality Desktop is Quality Data Management's interactive reporting system, which provides continual, real-time feedback over a secure, password-protected, Internet web site. Each client organization has access to its own data from anywhere there is Internet access. The data available on Quality Desktop is updated weekly with completed surveys; hence, the data collected on a given day will be available for review on Quality Desktop within days.

I'm not able to launch Quality Desktop.

If you are unable to launch Quality Desktop, it may be because your system is not running a current version of Java. Alternatively, it may be a firewall issue. In either case, you will need to contact your organization's internal IT department to make changes to your system.

How do I download the latest version of Java if I need it?

Before downloading any new software, be sure to check with your organization's IT department.

The Welcome Screen of the Quality Desktop tool contains three links – one to Quality Desktop, one to the User Guide, and one for downloading the latest version of Java. You may also download it directly from the Java site at <http://java.sun.com/> - on the right side of the screen under Popular Downloads, select Java SE and follow the instructions.

How do I establish or reset my password?

To change your password at any time, select **File / Preferences / Change Password**. You will be directed to the Change Password screen and will be required to enter security information. (*See Appendix B: Changing a Password, p. 23.*)

How often do I have to reset my password?

Presently, Quality Desktop prompts users to change passwords every 6 months for security purposes. You may change your password more frequently, if you choose, by using the Change Password feature under the **File / Preferences** headings.

How often is data updated? When can I be sure all of my data is complete?

Data is updated weekly on Quality Desktop. Quality Data Management (QDM) will continue to collect data until the survey targets are met or until sample is exhausted. However, because there are differences in timing of patient data sent to QDM (e.g. some clients send data the day after discharge while there is a time lag between the date of discharge and the date of transmission for other clients), check with QDM Client Services (888-QDM-SUPPort (888-736-7877) or clientservice@qdmnet.com) or your Account Executive.

How do I reset my Display Choices to view a percent or N size?

Select **File / Preferences / Display Choices**, then choose either “N Size” or “% of Total” to be displayed on each bar of the bar charts. Choosing Percent (%) will place percent of the total N for each response (histogram bar), on the y-axis value. Choosing N will place the N for each response (histogram bar). The y-axis will remain as the percent value.

Where can I view the full survey questions?

Full survey questions are viewable in the Data View and any Bar Chart view or Dashboard view (Top Box, Drivers). In the Data View, scroll the cursor over the label to view questions at the bottom of the screen, highlighted in yellow.

In the Bar Chart view, scroll the cursor just below the Bar Chart to view the text of the actual survey question in a pop-up box.

From a Dashboard view, right-click on the Thermometer and then select Detail.

What questions comprise the domains (composites)?

The questions that comprise the composite scores are found within the Detail box, which can be found by right clicking on any Thermometer on a Dashboard view.

Where can I find my provider ID number? Product? Site/unit name/number?

The first step to finding out how your system refers to your specific department, provider number, or other internal reference terms is to contact your site’s QDM contact. Each of our clients organizes this information slightly different within their own organization. However, if you do not know whom your QDM contact person is, you may contact QDM to find out.

Why is the Date Range in my Info Box different from that which I selected in Subsample Date Range?

When you Subsample by Date Range – Last 30 Days, Last 60 Days, Most Recent Full Month or Current Month to Date – the dates represented by the range will be presented on the Subsample Screen. However, when you choose a date range, the **actual** First and Last Visit Date available for your subsample criteria will be displayed in the Info Box.

When I use the Select Subsample option, why do I receive an error message that my request did not yield any data?

Because Quality Desktop has customizable reporting options, it is possible that a user can create restrictive subsample choices resulting in insufficient, unstable sample sizes (N size). A “small N Size” notation will appear whenever a subsample option results in a small N size value. If an N size is fewer than 6, no graph will appear; if the N size is less than 10, a “small N size” notation will occur. Small N sizes should be avoided, as they can lead to erroneous data conclusions.

How does the Problem Report work, and what can I use it for?

The Problem Report sends a record of the user’s actions to our customer support team. In Quality Desktop, select **Help** from the menu at the top of the page, then **Problem Report**. A Problem Report will open in a separate window, where you may describe the details of your problem and include your contact information so that a Customer Services representative may contact you. (*See page 18-19 of this User Guide for additional information.*)

I’d like to learn more about how to use all of the features of this tool.

Many of Quality Desktop’s features are presented in detail in the User Guide and/or Help screens. To maximize this tool for quality and process improvement purposes, talk to your Account Executive about setting up an individual or group training session.

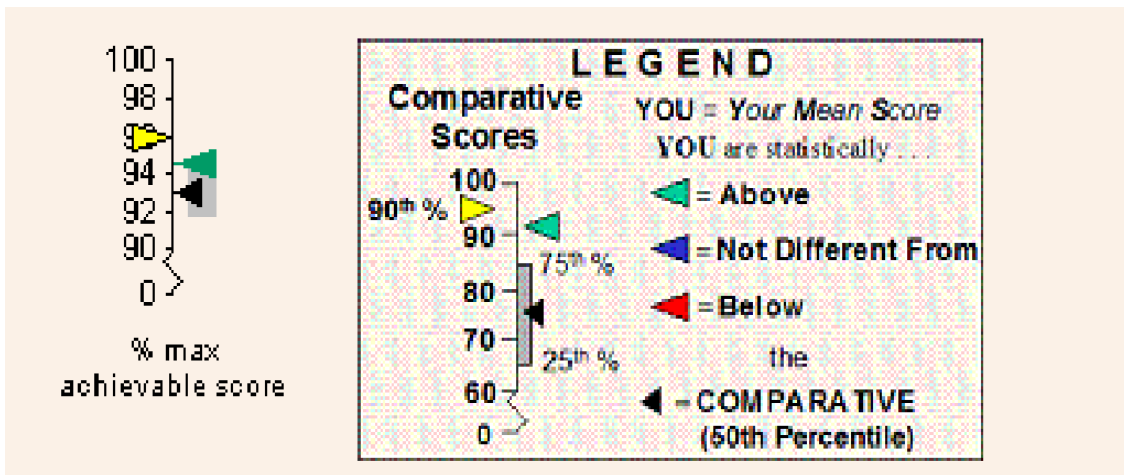
Appendix B: Changing A Password

1. Select **File / Preferences / Change Password**
2. Complete the required fields

The screenshot shows a web browser window titled "QDM Integrated Value Compass-Quality Desktop". The browser's address bar and menu bar are visible. The main content area displays a "Change Password" form. The form includes a logo on the left and a title "Change Password". Below the title, there is a instruction: "Please provide a new password and update the following information: (Fields in red color are required)". The form fields are: "Current Password", "New Password", "Retype New Password", "Challenge Question*", "Answer to Challenge", "Retype Answer", "E-Mail Address" (with the value "clientservice@qdmnet.com"), and "Phone Number" (with the value "440-526-8633"). A "Change Password" button is located below the form. At the bottom of the form, there is a disclaimer: "*The challenge question is provided in case you lose your password and need to reset it at some future date. It should be a question that you know the answer to, like 'What is your dog's name?' This question, and your answer, will help Quality Data Management know that it is really you who wants to reset your password." The status bar at the bottom of the browser window shows "Status: Change Password".

3. *Note that users may maintain current password by confirming it in the **New Password and Retype New Password** fields.*
4. **Challenge Question** provides additional security, but is optional
5. **Email Address** and **Phone Number** are required to ensure that we may contact you regarding your account. *Note: We do not contact end users except when we have received a Problem Report, email, or phone call requesting assistance.*

Appendix C: The Thermometer



Use the **Thermometer** to:

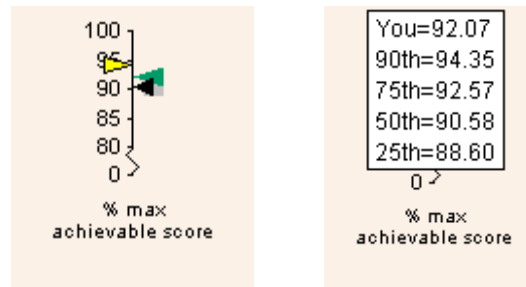
- Evaluate how your organization or unit compares to other organizations on a particular item (question) or composite, including the 90th, 75th, 50th and 25th percentiles of the comparative database
- Establish specific goal targets for improvement
- Determine progress toward an improvement goal

Details

Each Thermometer is comprised of the following elements:

- Thermometers present the mean (average) scores for each item on a 100 point scale. These mean scores are calculated by response distribution (as seen on the Bar Chart).
- **Chevrons:** A chevron is a triangle that points to a value on the scale. A statistical analysis is done to determine whether the scores for your organization are statistically significant when compared to other organizations.
 - The **black** chevron represents the 50th percentile, or the mean score, of the comparative database.
 - A **green** chevron means that your scores are statistically significantly above comparative organizations.
 - A **red** chevron means that your scores are statistically significantly below comparative organizations.
 - A **blue** chevron means that your scores are statistically equal to (or not different from) the comparative organizations.
 - A **yellow** chevron represents the 90th percentile of the comparative database.

- **Range:** The gray box on the Thermometer view indicates the range of 25th and 75th percentile
 - Chevrons within the gray box fall into the middle 2 quartiles for this question
 - Chevrons above the gray box are in the top quartile
 - Chevrons below the gray box are in the bottom quartile
- **Pop-up boxes:** Scrolling the cursor on any Thermometer will provide numerical values for the "You" (your organization or selected subsample of it) and percentile thresholds of comparative organizations for each survey item.



- By clicking on a Thermometer, a menu appears, providing an option to view a Control Chart or further Detail for the selected item.
- **Detail Box/Control Chart:** Clicking on a Thermometer will provide an option to view a Control Chart or gain more Detail about the item. Available information includes the full question, Explanation, Sample Information, Suggestions For Improvement, and Data Source.

Display Specifics [X]

Display: Overall Rating

{HCAHPS Core} Question Q21-Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

Explanation:

1. Driver screen(s) shows questions with greatest influence on "Overall/Recommend"
2. These mean scores (averages) are calculated by response distribution (as seen on bar chart)

Sample Information: N=69

Date Range: 4/10/2008 to 5/29/2008
selectionDisplay

Suggestions For Improvement:

1. Notice relative strengths/weaknesses on drivers screen(s)
2. View focus chart for priority improvement opportunities
3. View bar charts/control charts for key questions
4. View verbatim comments

Data Source:

Comparative values from National CAHPS Benchmark database study

Note: Quality Data Management conducts a "T-Test" analysis to determine statistically significant differences from the comparative value. "Statistically significantly different" means more than 3 standard errors from expected. Keep in mind that the T-Test takes into account both difference from the comparative value as well as "N size", so over shorter periods of time (subsamped date range, it takes a substantial N size and/or difference from the comparative value to be able to determine statistically significant differences.

Appendix D: Control Charts

Use the **Control Charts** to:

- Evaluate data trends (performance) over time
- Identify and reverse significant downward trends in patient perception
- Understand the level of variance in performance that is present for a particular question (aspect of care)
- Determine how much difference, if any, a newly implemented improvement is making

(*Note: See **Rules for Detecting a Special Cause** below.*)

Details

Each Control Chart is composed of the following:

- **Date range (X Axis):** Dates are shown on the horizontal (or X) axis and indicate the period of time over which the data has been collected and will correspond with subsample selections
- **Performance (Y Axis):** The range of mean scores (or averages) are displayed on the vertical (or Y) axis
- **Data Points:** The red points that represent the mean (average) for surveys during the period corresponding to the date range; each point represents the number of surveys as designated by “cases per point”
- **Solid black line:** This line represents the mean (average) for all the data values being displayed
- **Dashed lines:** These two lines at the top and bottom of the chart represent the control limits (see below)
- **Cases per point:** Indicate the number of surveys that compose the mean score for each data point

Data Points

Each data point represents an average value of several responses, so there may be more than one point on the graph for each date. Control Chart data is always presented as a time series, where the horizontal axis is based on time increments (days, in this case) and the vertical axis measures the actual values being tracked. By looking at data over time, one can readily link the outcomes of a process (the values on the vertical axis) with periods of time (shown on the horizontal axis). This becomes a powerful tool for effectively managing the outcome of a particular process.

Control Limits

Control Charts are an excellent tool for differentiating between normal variation and unusual or “special cause” variation that may require management intervention. Control Charts include both upper and lower control limit lines, which are shown as dashed lines in black at the top and bottom of the chart. The control limits are statistically derived numbers that allow a manager to differentiate between normal and special cause variation. These control limits closely approximate 3 standard deviations. The relationship of a data point or series of points against these limits indicates the presence of a common cause or special cause situation. Common cause reflects normal variation for that process. The further apart the control limits, the more variation (i.e. the less consistency) in the process. A special cause situation suggests that something has changed in the process that warrants evaluation. (*Note: See **Rules for Detecting a Special Cause** below for more details.*)

Cases per Point

The user has the option of configuring the number of surveys per data point in a Control Chart. This is accomplished by using the option box in the lower right hand corner. Changing the number of data points allows the user to adjust the sensitivity of the analysis. The higher the number of surveys per data point, the more stable the averages are and the less variation within each data point. Values that would provide results which are not meaningful, such as more than one point per day, are grayed out.

- When surveying first begins, it is useful to set the surveys per point to a low number, so you can begin to see how survey results are tracking over time.
- As survey volume accumulates and N size increases, it is helpful to use a higher surveys per data point value, which will result in a more stable, less variant analysis.
- Additionally, the user is able to show a larger time span on the control chart by selecting the larger survey per point settings.

Rules for Detecting a Special Cause

There are a number of rules for detecting a special cause trend in your organization's data. The most common of these special cause signals are listed below:

1. One or more points outside the control limits – this is the most common indicator
2. Eight or more successive values on the same side of the central (mean) line
3. Three or four consecutive points that are closer to one of the limits than to the central line
4. Six points in a row that are increasing or decreasing

To learn more about control chart methodology, we recommend Donald Wheeler's book, *Understanding Variation: The Key to Managing Chaos*, Knoxville TN: SPC Press, 1993.

Appendix E: Drivers

Use the **Drivers** view to:

- Understand which items (questions) have the greatest influence on key measures, such as "Overall Rating of Care" and "Willingness to Recommend or Return"
- View your organization or unit's performance against driver scores in the comparative database
- Determine priority improvement areas

Details

Driver screens are presented in a Dashboard format with Thermometers displaying the mean scores (averages) between the client organization ("You") and a larger comparative group. Driver dashboards include the following:

- **Bottom-Line Items:** These are the key, outcome-oriented items contained in each survey. For example, items about "Overall Quality or Rating" and "Willingness to Recommend or Return" generally serve as Bottom-Line items. The Drivers model explains the relationship and level of influence the other survey items have on the Bottom-Line items.
- **Must-Have Items:** These are single items that have a disproportionately high influence on the Bottom-Line items, particularly if a hospital or unit is doing poorly on one of these "Must-Have" items. These items generally arrive at attributes that are taken for granted, and are often noticed only by their absence. Good performance on these items is generally necessary, but not sufficient, to have good "Bottom-Line" scores. The "Must-Have" items should be given priority consideration if they are scoring especially low. (*Note: The concept of "Must-Haves" is based on extensive research that forms the Kano Model.*) Not every survey has this category of Driver.
- **Driver Composites (Domains):** The composites are made up of multiple Driver items that cluster together, both statistically and conceptually. The Driver screens present a composite score, as well as scores on the individual items that make up the composite.

Quality Data Management's model is developed and computed using a highly refined statistical method known as Structural Equation Modeling (SEM). This method helps establish a causal relationship between items, ultimately supporting a more precise calculation of relative influence one item has on another.

It is important to note that no model can explain all of the variation in responses. There will always be other factors that influence Bottom-Line measures that cannot be easily measured in a standard patient perception survey (e.g. bad publicity or influence of competitors). However, this Drivers model explains a substantial portion of the variance. The Drivers can be thought of as "levers." Regardless of the starting point, raising (and

Quality Data Management, Inc.

sustaining) improvement on Driver items generally yields improved scores on the Bottom-Line items.

*Note: To view the scores (data only) on the Drivers screen in a table format, go to **Display** and click on **Table**.*

Appendix F: Focus Charts

Use the **Focus Charts** to:

- Determine priority focus areas to improve patient perception about quality and loyalty, at the hospital and/or patient care unit level

Details

In the Focus Chart, items (questions) are plotted as a point on a graph containing the following:

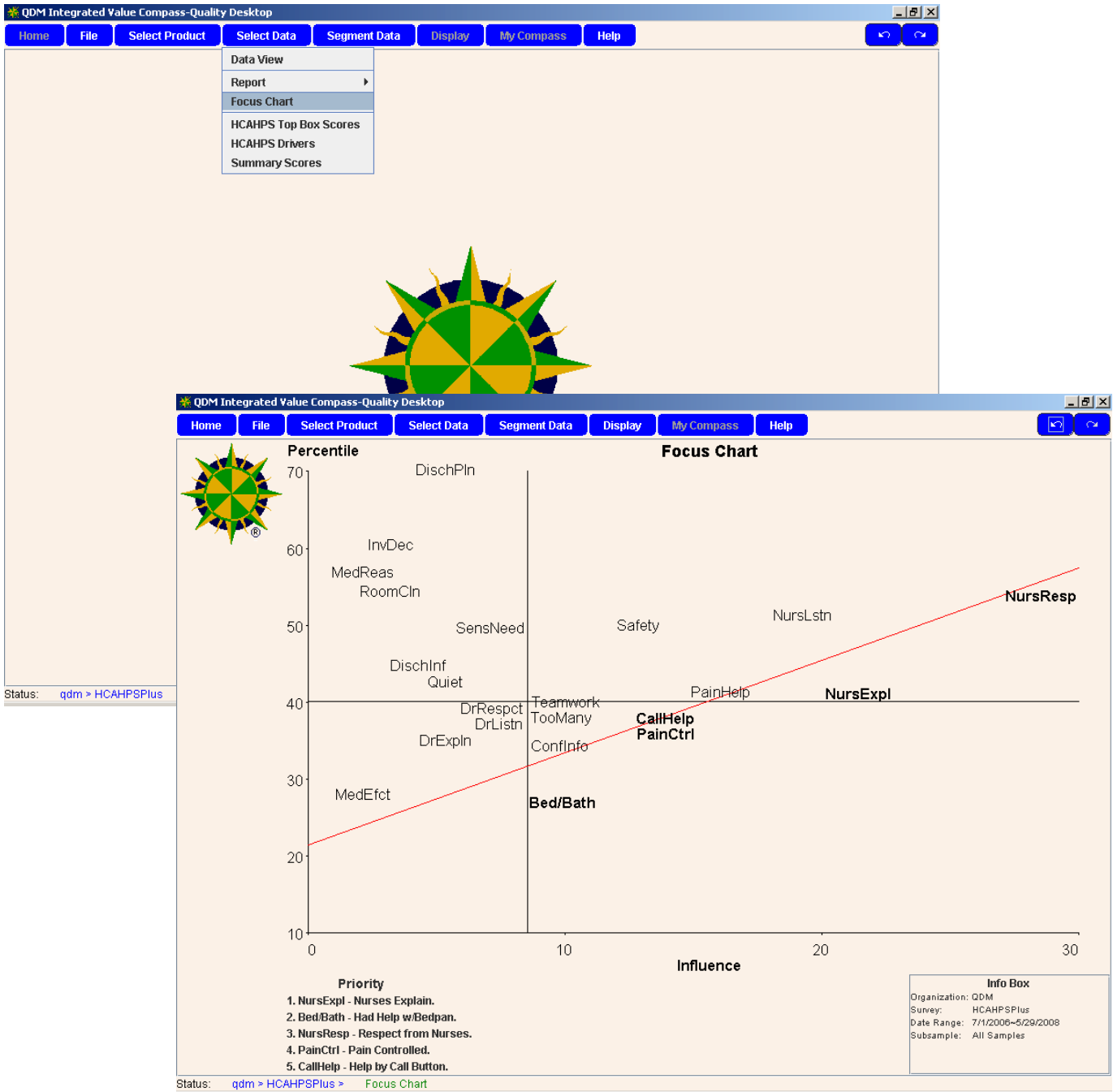
- **Horizontal (or X) Axis:**
 - Shows the abbreviated items in order of their overall influence on key measures, such as “Overall Rating of Care” and “Willingness to Recommend or Return”
 - The strength of influence moves left to right; items on the far right have the greatest influence. The item position on this axis will be the same for all hospitals.
- **Vertical (or Y) Axis:**
 - Shows a hospital or unit’s performance on a particular item relative to the performance of others in the comparative database
 - The higher the performance, the higher the abbreviated item will be presented on this axis
- **Red Line:**
 - The red line is calculated to represent the trade-off between influence and performance.
 - All five items below the red line represent the areas, statistically speaking, that have the greatest potential for improving patient perception of “Overall Rating of Care” and “Willingness to Recommend or Return.”
 - The five items can be further prioritized by identifying those furthest from the red line.
 - The farther an item is below the red line, the larger the opportunity for improvement and thus the higher the priority.
 - These five items are also listed in order of influence below the Focus Chart.

Placement of item names on the Focus Chart is approximate and may be manipulated slightly for visual clarity (or legibility). Influence (X axis) is computed the same way it is on the Drivers model. This method is known as Structural Equation Modeling (SEM), and helps establish a causal relationship between items, ultimately supporting a more precise calculation of relative influence.

The Focus Chart is a dynamic report; it is redrawn as performance changes. No matter a unit’s level of performance, the Focus Chart will always identify the best five candidates

Quality Data Management, Inc.

for improvement. As interventions and resultant improvement occurs, the Focus Chart will automatically adjust to reflect the current data and the best opportunities for improvement.



Appendix G: Verbatim Questions

The screenshot displays the QDM Integrated Value Compass-Quality Desktop application. The interface includes a menu bar with options: Home, File, Select Product, Select Data, Segment Data, Display, My Compass, and Help. A search filter is set to 'doctor or physician', resulting in 140 found items. The list of verbatims includes:

- The **doctor** was suppose to repair a bleeding ulcer, he did not do it. He was suppose to repair a hiatal hernia, he did not do it. The staff, the nurses were very rude to me. (Hosp8 Sta2)
- 08/18/2007 One of the **doctors** did not wash his hands and refused to wash his hands. (Hosp8 Sta2)
- I had one **doctor** who came in the room, and he didn't ask me my name. But he just went into details that I had all these symptoms, different symptoms, which I did not have. (Hosp5 Sta4)
- 08/05/2007 Medicines that were ordered by the **doctor** were not given. (Hosp1 Sta30)
- 08/03/2007 The **doctor** did not come for over about 24 hours after I got into a room. (Hosp4 Sta11)
- 07/31/2007 When I was in the hospital the **doctor** didn't notify my family about me being in the hospital. I thought that was terrible. (Hosp8 Sta6)
- 07/30/2007 I could not understand what the **doctors** were saying. (Hosp4 Sta14)
- 07/21/2007 The **doctor** did not listen to me during a procedure when I told him to stop because I was having pain. He told me that I was in pain, he continued the procedure and caused me to have an 6 inch blood clot in my vein. (Hosp1 Sta5)
- 07/15/2007 The attending **physician** put medical information, as far as medicines, on the wrong chart between me and my next door patient. (Hosp4 Sta12)
- 07/13/2007 The errors were the emergency room **doctor** did not write orders for pain medication when they sent me to the room. (Hosp6 Sta1)
- 07/10/2007 There was a situation where the nurse and **doctors** did not help. (Hosp1 Sta19)
- 07/09/2007 Miscommunication between staff and **doctor**, no follow up, poor follow up. (Hosp4 Sta8)
- 07/07/2007 Well **doctors** listening to me about taking medications and they gave me too much and because of that I could of dyed. (Hosp1 Sta18)
- 07/06/2007 A **doctor** failed to leave information with nurses when I was scheduled for a CAT scan. I didn't know what it was for even that I was to have it until I was told. (Hosp4 Sta7)

Navigation buttons: Previous, 1, Next. Status: qdm > HCAHPSPlus > Safe1AHCS_Verbatim Verbatims

Use the **Verbatims** option to:

- Gain insight into specific patient viewpoints using qualitative data
- Explore opportunities for new services and programs
- Identify problem areas
- Celebrate and reinforce positive events

To view Verbatims, choose **Select Data / Data View**, then scroll down to click on the **Verbatims** domain to select **All Responses for Verbatims**, or to select from the available options to view all responses for one verbatim at a time.

Details

For Quality Data Management's (QDM) range of surveys, each participant is asked a series of Verbatims (open-ended questions). A Verbatim provides the respondent with the opportunity to speak freely about their care experience. Some of QDM's surveys ask three verbatim questions that focus on the following areas:

- Best things that happened

Quality Data Management, Inc.

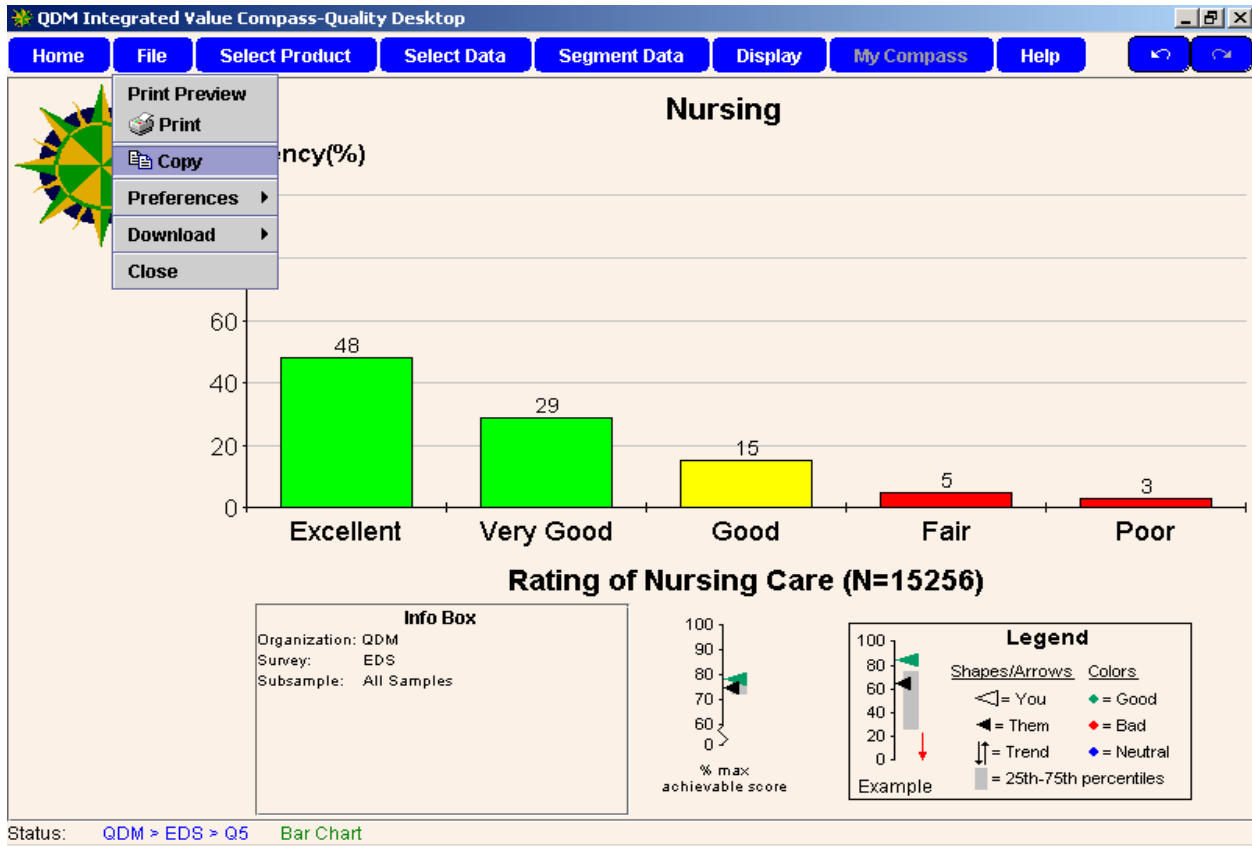
- Worst things that happened
- Possible improvements

In the **Data View** under **Verbatims**, click on Verbatims domain to see **All Responses for Verbatims** or select a topic from the list to view the specific Verbatim responses for an individual Verbatim. The Verbatims are organized by date (the discharge or visit date of the patient respondent-and for inpatient respondents, the unit from which the patient was discharged). Verbatims can be filtered using a particular word, portion of a word, or by multiple words separated by the word 'or.' For example, filtering on “medic” will display Verbatims containing either “medicine” or “medication;” or, filtering on “doctor or physician” will display Verbatims containing either “doctor” or “physician,” or both. Word selections will be highlighted.

All Verbatims can also be stratified in the same way using the **Subsample** feature under **Segment Data**.

Because the Verbatim list is cumulative, reviewing them at regular intervals is recommended. Regular viewing can be effective from both a process and a time management perspective.

Appendix H: The Copy Function



The Copy/Paste function allows a user to create a copy of the view on the screen and paste it into a variety of other software packages (i.e. Excel™, PowerPoint™, Microsoft Word™)

Steps

1. Select a Bar Chart, Control Chart, or Data View measure label.
2. Click on Copy.
3. Open a New document (such as a Microsoft Word document).
4. Select Paste within the Word document.
5. Resize the image and add titles and footnotes as desired.

Appendix I: Downloading Data

Use the **Data Download** option to:

- Export data from a selected screen into an Excel-compatible file

Details

1. **Log into Quality Desktop™**, and choose the desired product (e.g. survey service).
2. To download by a particular subsample, click on **Segment Data**, then **Subsample**.
3. After selecting the subsample criteria, click **Finished**.

To access the Data Download Feature:

To download a summary of the data (i.e. what is seen on the screen), go to the desired screen (e.g. Drivers), and then do the following:

1. Click on **File** and scroll down to **Download**.
2. Click on **Summary (or All Data; All Verbatims)**. On the Data Download page, click on **Download**. *Note - this may take a few minutes.*
3. Once downloading is complete, click **Save**. The system will prepare to save a comma separated value (CSV) file to the selected directory.
4. Edit the name of the file if desired (for example, Drivers_June_October.csv). (*Note: the file must be saved as a CSV file for it to save properly.*)
5. Once saved, **open Microsoft Excel**.
6. **In Microsoft Excel**, click **File**, then **Open** (in the box Files of Type, **select All Files**). Locate the saved CSV file and **open**. (*Note: The file may be edited and then saved as an Excel workbook (.xls file), if preferred.*)

