Institute for Healthcare Improvement
Open School

How Can Data Drive Reliability?

Learning Objectives

- Discuss why measurement is important when creating a reliable process or system.

- Recognize that displaying data can help engage and motivate teams and staff.

- Discuss a leader's role in designing reliable processes.

Description: When designing a process or system, it's critical to understand how reliable (or unreliable) it is. Simple, intuitive measurements can help you track your successes and engage staff in the work they are doing. In the final part of this five-part series, IHI Executive Director Frank Federico, RPh, discusses the role of measurement and the role of leadership in achieving reliable designs.

Watch the video at https://youtu.be/4CbcMXyNktU or read the transcript.

Discussion Questions

1. Why does Frank say that a sample is sufficient for measuring whether a process is reliable even if it's not statistically relevant? Do you agree with his explanation?

2. Have you ever displayed data (positive or negative) for a team of which you are a part? What was the team's reaction? How did it influence the work moving forward? Why is a run chart, i.e., displaying data over time, particularly effective?

3. Frank says, "Let the people who do the work collect the information because then they own it and are part of it." Why would it be helpful for the people doing the work to feel a sense of ownership? How else can you create a sense of ownership for the people doing the work?

4. Frank says it's important for both the leadership of a system and the team members who work within a system to play roles in creating reliable processes. What do you see as being the responsibilities of leadership? What do you see as being the responsibilities of the team members?

5. Pause the video at the end when Frank presents his list of key questions to consider when designing reliable systems. Go through the list and discuss why each of the questions might be helpful based on what you've learned in this five-part video series.