

## EMPOWERING EXCELLENCE

# Leveraging Data for Quality Improvement

Harnessing the power of data is pivotal in driving operational excellence and continuous quality improvement. Data serves as the backbone for identifying challenges and opportunities, pinpointing areas that, when improved, significantly enhance organizational value. It is instrumental in crafting superior workflow practices, bolstering quality assurance, and fostering performance enhancement initiatives. Moreover, data brings an unparalleled transparency to the decision-making process, offering an objective basis for prioritizing projects, spearheading improvements, and celebrating achievements.

### Collect and Use Data for Quality Improvement

Making changes is at the heart of quality improvement efforts, and using data can help inform the progress and the outcomes of your work. There are a variety of data collection tools available, including the AHCA/NCAL members-only LTC Trend Tracker tool for tracking, trending, and making comparisons with your peer organizations. Data is used for learning and improvement processes, not judgement. Data provides evidence of whether, and how, changes implemented have resulted in improvements. Providers need to leverage operational data to improve and optimize processes before taking on costly or potentially risky endeavors. Data helps providers make better, more informed decisions.

1

**Baseline Data** - Start with where you are currently at by understanding your systems and processes. Identify where your pain points are based on what your data is telling you. These pain points become the areas of opportunity for improvement. Once your opportunity for improvement area has been identified, collect your baseline data. Data collected shows progress over time and can serve as an indicator of the changes implemented are working to achieve the intended outcomes.

2

**Using Data to Learn** - Quality improvement relies on the testing of change. Frequently collecting data is a necessary step to enhance and maximize the learning process. Data collected during tests provides critical insight that teams need to determine the best path forward.

3

**Data Benchmarks and Comparisons** - Data plays an important role in any improvement effort and can help in comparing your results to those of your competitors. Benchmarking is a process used to measure the quality and performance of your organization. Benchmarking plays a significant role in identifying patterns, providing context, and then guiding decision-making processes. Using data to forecast outcomes is important and this predictive analytics helps providers predict future trends. You can use your benchmark data to make informed decisions on quality improvement projects based on how you compare with other organizations and recognized best practices.

4

**Post Quality Improvement Effort** - Even after the quality improvement project has concluded, data continues to play a crucial role in ensuring that any improvements are monitored and maintained for the long-term impact and systematic improvements. Monitoring data often ensures you preserve the advances of the quality improvement effort. Developing a feedback and monitoring system to sustain continuous improvement helps providers preserve the advances of the quality improvement effort.

## What's Next?

Becoming actively engaged in both the [AHCA/NCAL Quality Award Program](#) and [LTC Trend Tracker](#) could serve as fundamental components to improving quality in your organization. The Quality Award Program helps providers to critically think of current operations and promotes forward-thinking in how to stay ahead in an ever-shifting competitive, economic, demographic and technological landscape by leveraging data strengths in new ways.

**LTC Trend Tracker** - a web-based, members only, tool enables long term and post-acute care providers, including assisted living, to access key information that can you're your organization succeed. It is a one-stop-shop that allows your organization to benchmark personal metrics to those of your peers, examine ongoing quality improvement efforts, and gain timely information and valuable insight about your performance as well as your competitors. [Register for LTC Trend Tracker today](#), and:

- Access and leverage data-driven insights.
- Strengthen your commitment to quality improvement.
- Maximize your AHCA/NCAL membership.
- Improve your competitive edge and business outcomes with comparative data.

**AHCA/NCAL Quality Award Program** - a rigorous three-level process that evaluates an organization's capabilities against nationally recognized standards for excellence, the [Baldrige Criteria for Performance Excellence](#). The framework utilizes systems-based quality improvement principles to improve performance in the areas of leadership, strategic planning, customers, workforce, operations, and data/knowledge management. Participants move through progressive award levels – Bronze, Silver, and Gold, each requiring a more detailed demonstration of superior performance, and are recognized nationally for their achievements. [Learn more about the Quality Award Program](#), and:

- Obtain an outside, non-biased, evaluation of your center.
- Access detailed feedback and guidance for continuous improvement.
- Enhance team engagement and organizational resilience.
- Elevate your performance for national recognition and pride.



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