RETAIN Annual Convening
Using Data for Continuous Quality Improvement

RETAIN | Retaining Employment and Talent After Injury/Illness Network

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Introduction and Session Objectives

- Facilitator: Christina Jones, RETAIN TA Data Architect
- Session Objectives
  - Approaches for identifying systemic problems in program implementation
  - Case study – practical methods for using data for CQI
  - Follow-up group discussion
    - Additional strategies being used
    - Key successes in CQI
    - Barriers and challenges for implementation

Continuous Quality Improvement

What does this mean?

What does mean for you?

The Center for Medicare and Medicaid Innovation (CMMI) defines CQI as the tools and methods of process improvement through which a project can increase its likelihood of success by clearly defining its goal(s) at the outset and reaching consensus among all project partners about what changes are required to achieve the goal(s).

Case Study

Case study is for demonstration purposes – there is no RETAIN WI.

Scenario:

- Let's say there's a RETAIN WI
- They are beginning their 2nd year of the program
- Led by the WI Department of Economic and Workforce Development & University of Madison Health, Madison w/partnerships with Aurora Borealis Health Care [Milwaukee], Berlin Health [Green Bay], Gundersen Health System [La Crosse], and BetaCare [Appleton]
- To date, they have served >1000 participants and 600 of those participants have exited the RETAIN WI program

Problem Statement: Why aren't rural RETAIN WI returning to work?

Approaches for identifying systemic problems

- Root cause analysis & process mapping
  - Step 1: Identify what happened
  - Step 2: Determine and specify what should have happened
  - Step 3: Determine the causes
    - Five Whys
    - Fishbone Diagram
    - Process mapping
- RETAIN TA Resource: Continuous Quality Improvement Strategies (Sept 2019) – https://retainta.org/mod/folder/view.php?id=98

Step 1: Identify what happened

Rural RETAIN WI participants are enrolling but not returning to work after six months.

Let’s go to the Jamboard to see the data

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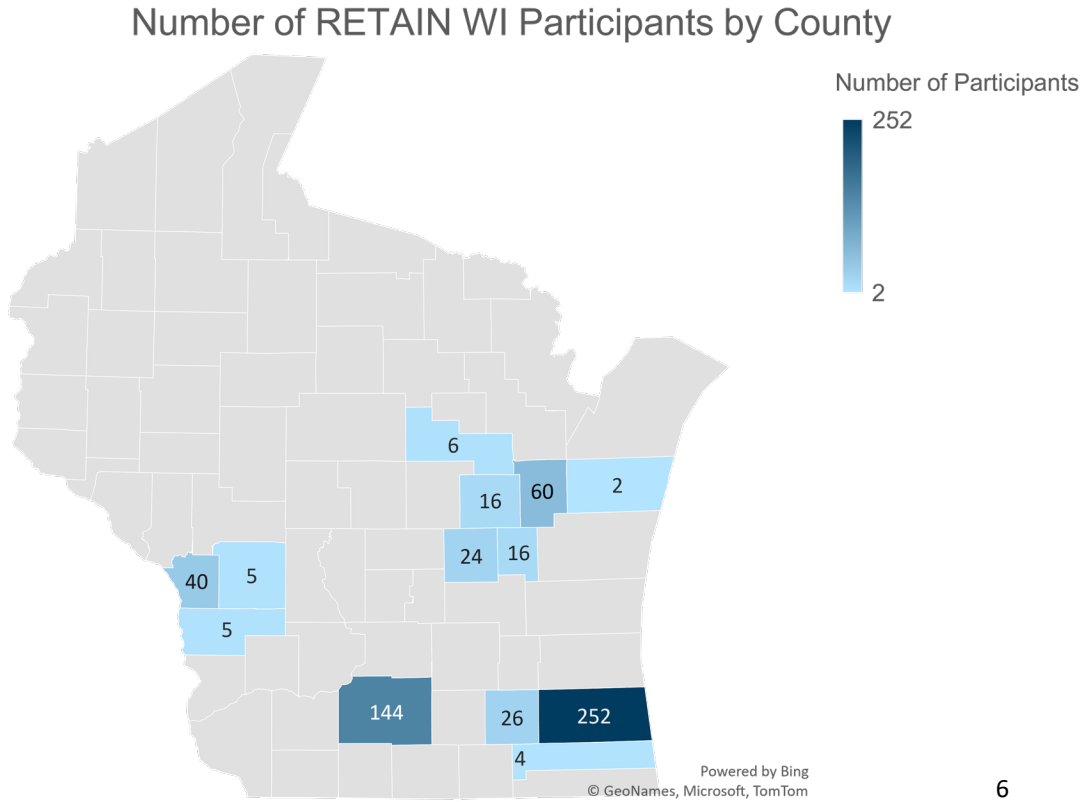

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Step 2: Determine and specify what should have happened

Rural RETAIN WI participants are enrolling but not returning to work after six months.

Discussion

- In an ideal circumstance, what would we have expected to happen?

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Step 3: Determine the causes

Rural RETAIN WI participants are enrolling but not returning to work after six months.

Let’s go back to the Jamboard to do some more data investigation

Case study is for demonstration purposes – there is no RETAIN WI.

Step 3: Determine the causes – fishbone diagram

Rural RETAIN WI participants are enrolling but not returning to work after six months.

Discussion [Jamboard to assist]

- Upon review of WI data, what are some potential causes?
- What are some items you would want to follow-up with and who would you talk to?

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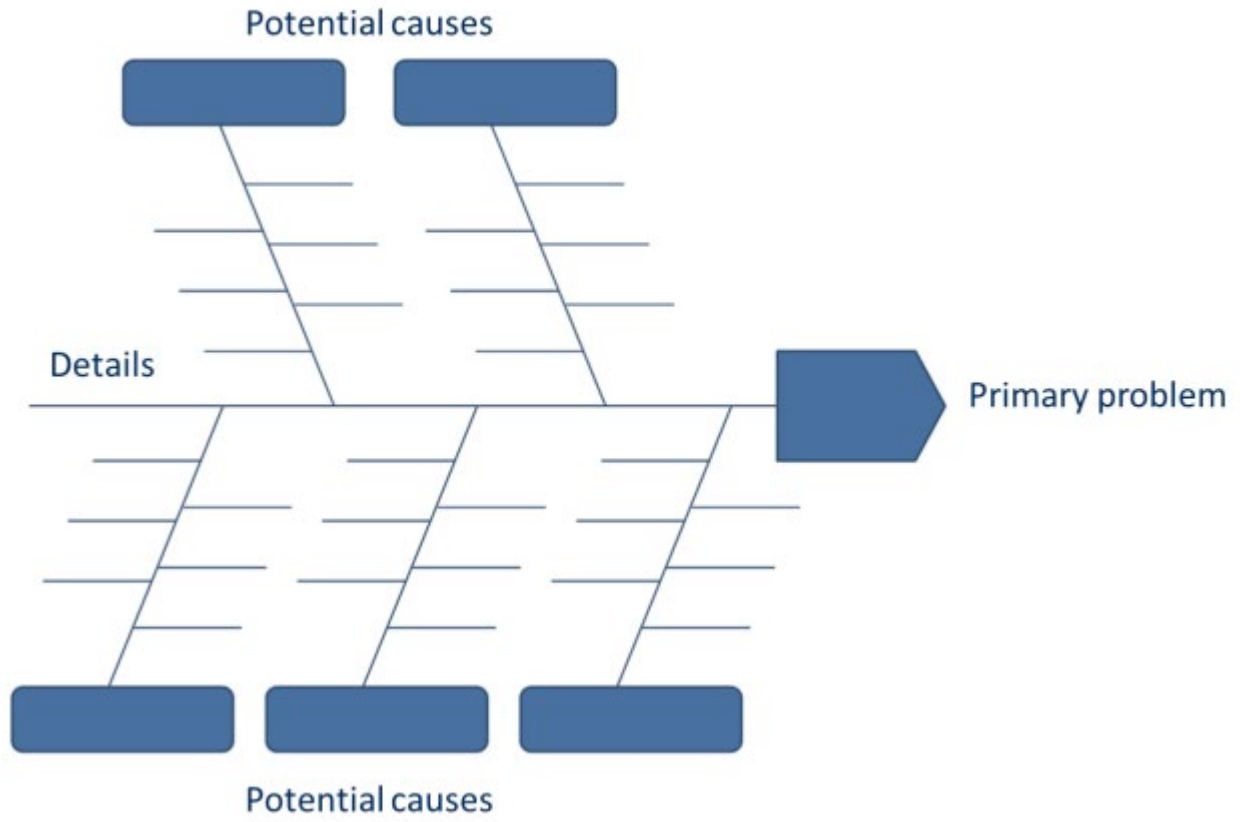
Figure 2. Fishbone Diagram Template



Case Study – What did we learn?

- Data doesn’t have to be scary!
- Data has value for everyone
- Data often gives us an unbiased picture of what’s happening
- Root cause analysis is just one of many tools that you can do to investigate challenges in program implementation

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Group discussion

- What are other ways you use data?
- What are other CQI strategies that you are currently using?
- What are some key successes that you've had with CQI
- What are some barriers and challenges for implementation