

# METRICS MATTER: PROFICIENCY FOR THE HEALTHCARE PROFESSIONAL

## Going Beyond Basics in Measurement for Healthcare

(Formerly the Measurement Intermediate Course)

### ABOUT THE COURSE

The 'Metrics matter: Proficiency for the healthcare professional' course is a continuation of the 'Metrics matter: Fundamentals for the Healthcare Professional' course and provides healthcare practitioners with a robust and comprehensive approach to the use of data and statistical methods to make informed decisions.

This course aims to elevate participants' knowledge and skills, from a mere understanding of numbers and simple charts to appropriate analysis and application of both qualitative and quantitative data. Participants will learn how to analyse data, understand the implications of values, trends and variation, and apply systems level thinking for performance assessment.

All modules include interesting activities and hands on sessions for better understanding of the subject matter. The key features and topics of this course include the following with their respective learning objectives.

### THIS WORKSHOP COVERS:

#### MODULE 01

##### Revisiting Basics:

- Revise basics of why measure, what to measure, how to use measures, how to analyse and report data, use of simple charts such as run charts

#### MODULE 2A

##### Reliability, Validity and Accuracy of Data

- Understanding Learn and understand how to ensure data accuracy, reliability, validity and consistency by using scientific methods.

## MODULE 2B

### Concepts and Measures of Variation - Spread/Dispersion:

- Apply concepts, use and application of analytic tools to understand measures of spread/dispersion: e.g. Range, Inter-quartile Range, Standard Deviation etc.
- Understand the principles of confidence levels/intervals and commonly used tests of significance

## MODULE 3A

### Statistical Process Control Charts and Its Use

- Understand how to diagnose and manage variation, revisit common cause and special cause variation.
- Develop knowledge and skills on depicting variation using commonly used statistical process control (SPC) charts.
- Know and understand different types of SPC charts for different data types and other, other charts and graphs to study variation.

## MODULE 3B

### Benchmarking and Its Role in Healthcare

- Understand the role of benchmarking in healthcare, its definition, how and when to use different types of benchmarking
- Understand how to select an appropriate source of benchmarking comparative data and how to apply a step-by-step process for benchmarking

## MODULE 04

### Using Qualitative Data in Healthcare

- Understand how and when to use qualitative data, methods of collecting and measuring qualitative data
- Understand how to develop and use surveys and questionnaires for collecting qualitative data and its analysis and reporting.



## MODULE 05

### Performance Measurement at Systems Level

- Learn and understand system performance measures
- Learn how to create metrics, scoring systems
- Learn and understand how to use the Clinical Value Compass, develop Balanced Score Cards (BSC) and Dashboards, including its benefits, differences
- Learn how to improve system performance using Driver Diagrams and its linked measurement indicators

## TARGET AUDIENCE

All staff including:

- Doctors
- Nurses
- Administrators
- Allied Health Professionals
- Quality Management Professionals

## COURSE DURATION

1 day

## PRE-REQUISITES

Participants should have completed the Measuring Metrics: Fundamentals for the Healthcare Professional Course or equivalent.

SCAN ME



For enquiries, kindly visit our website at:

<https://corp.nhg.com.sg/Quality/Pages/Training.aspx>

Or email us at: [ihq@nhg.com.sg](mailto:ihq@nhg.com.sg)

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