

# Quality Control Charts



## THE CONCEPT:

Innovative data collection and analysis provides a picture of how consumers are progressing in treatment (positively or negatively, and at what rate in those directions). It is a qualitative way of assessing service outliers, for more strategic and effective utilization management.

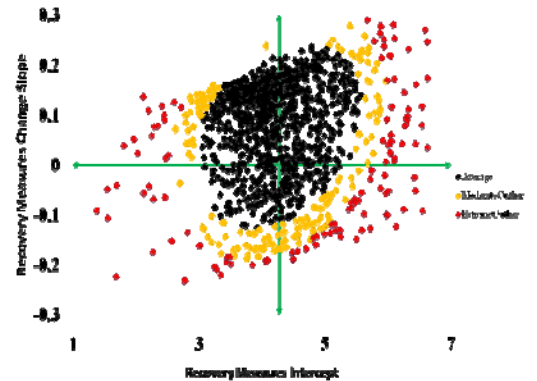
*“Increase service quality through outcomes data analysis”*

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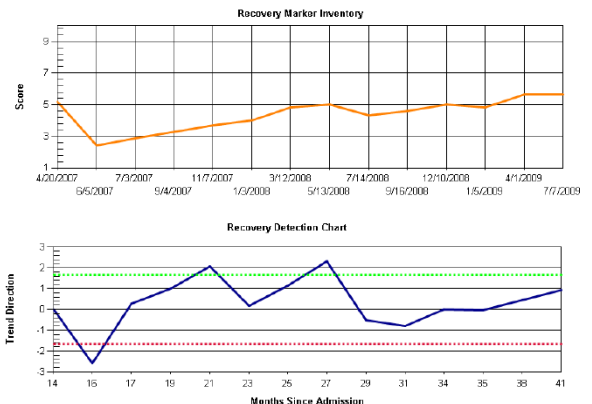
An overall perspective of consumers across the system, or within a single program, can be produced. In the graph to the right, we show individual consumer's starting point (horizontal axis) and rate of change over time (vertical axis) in a selected outcome. This allows for identification of outlying consumers who may need a change in services or can help to identify successful components of a treatment program.

## System/Program Review



Control Charts for individual consumers can also be produced, where changes in the specified outcome over time can be objectively identified. This can be combined with automated reports to help reduce the burden of caregivers in identifying consumers with changing clinical needs. The above example shows a raw plotting of the outcome of time (top) with the control chart (bottom) displaying when a positive or negative change has occurred, green and red dotted lines respectively.

## Consumer Review



## Benefits of Quality Control Charts:

- **Objective Identification of High/Low performing consumers and/or programs:** Automated notifications when significant changes in a consumer or program has been detected.
- **Increase System Efficiency:** Ensure consumers are receiving appropriate services for their needs, quickly identify consumers with changing needs, and identifying programs that result in better outcomes.
- **Optimize Resource Allocation:** Allocate resources to more efficient programs, thereby increasing services provided while decreasing costs.

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