
What data should I display (e.g., in the break room, at a meeting, etc.)?

Knowing what data to display and how often to display it is tough for many. Every question cannot be a top priority, which means that data from every question should not be displayed. Instead of displaying all survey data, share data from the one or two questions that relate to your biggest improvement efforts whether those are your Key Drivers of Excellence® or other questions from the survey.

Those who struggle the most are doing one of two things: either ignoring the data entirely, or overwhelming everyone with information from every question. In the latter instance, overwhelming staff with data often leads to underwhelming leaders with improvement. When there is too much data to attend to, the focus becomes lost and improvement efforts become stagnant since there is no direction to follow. Narrowing the focus allows staff to concentrate on specific areas that will help improve the care given to the patients.

Updating the data being displayed is an important aspect of sharing the data with staff. Weekly, monthly, or quarterly updates are all appropriate as long as the updates are done consistently so staff is aware of when to look for new scores.

Caution should be observed with the quantity of data: update data weekly, but don't update weekly data. In other words, share up-to-date information with staff but don't share just one week of data. With very small sample sizes come very large variances in scores. Viewing data at a quarterly or yearly time period gives a more accurate picture of the patients' perception of care.

Lastly, it is important to display data in such a way that it is easily understood by all staff members. EasyView® has many applications that lend themselves well to data sharing, with Target Tracker and the Dashboard being two of the best.

