Administration of the QI Maturity Tool

Experiences and Lessons Learned from Two States

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Overview

- **Review of QI Maturity Tool**
  - Domains
  - Psychometric properties

- **Administration and Methods**

- **Key Findings and Lessons Learned**
  - Differences
  - Implications

- **Next Steps and Conclusions**

Review of QI Maturity Tool

- **Purpose:**
  - Identify features that enhance/impede QI
  - Monitor impact of efforts
  - Define potential cohorts for MLC evaluation

- **Instrument Development:**
  - Literature review

- **Survey Administration:**
  - 37 item tool (Likert scale)
  - Part of a larger web-based survey to administrators

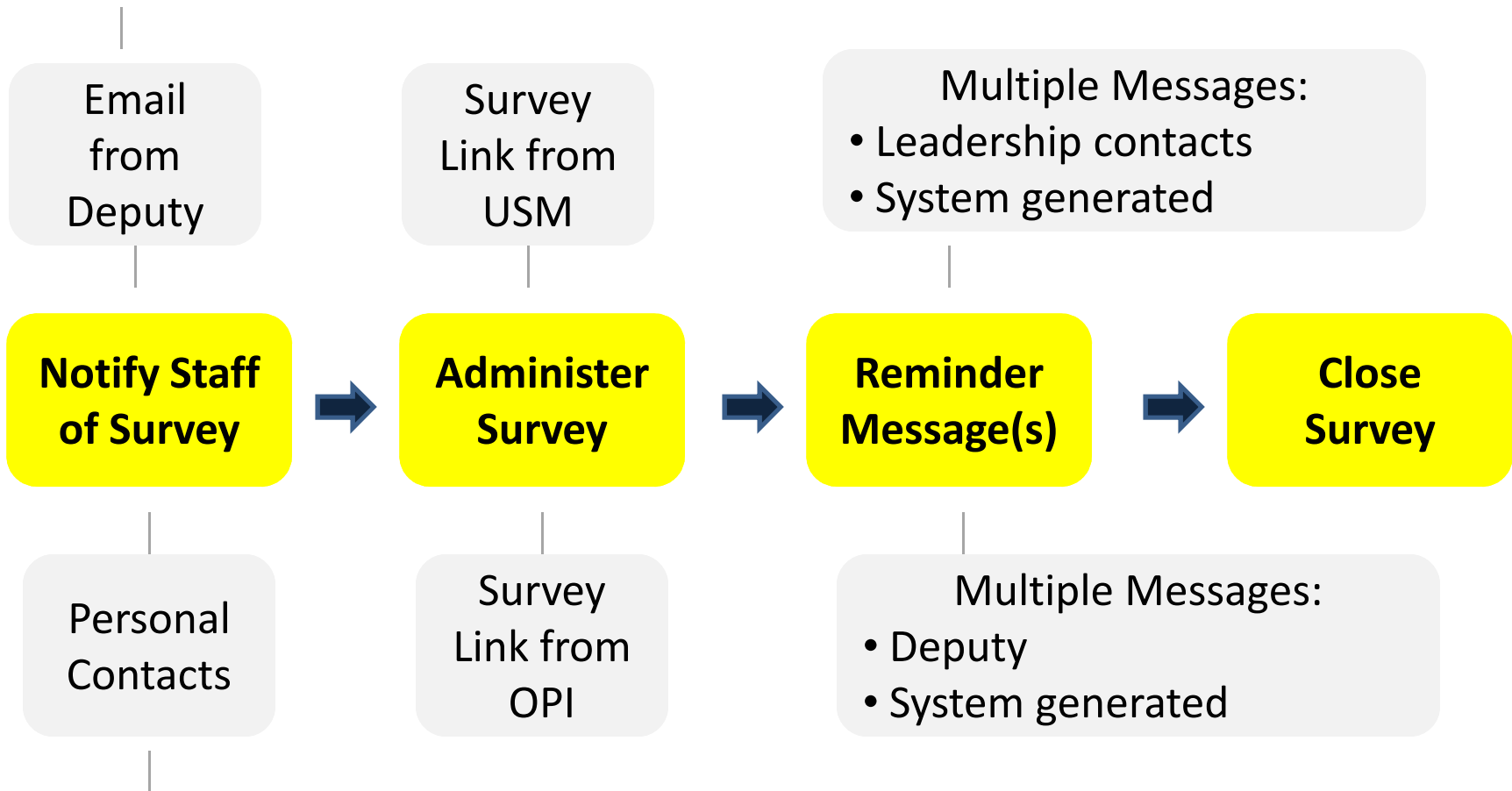# Elements of QI Maturity Tool

- **Domains:**
  - Organizational culture
  - Capacity and competency
  - Practice
  - Alignment and spread

- **Psychometric analysis:**
  - Validity testing
  - Internal consistency reliability

Current Study

- **Addressed Documented Need:**
  - Broader distribution among all staff

- **Survey Administration:**
  - Maine
    - All staff (n=371)
    - Spring, 2011
    - Existing survey
    - Linked to training dataset
  - Minnesota
    - All staff (n=1,111)
    - Summer, 2011
    - Modified survey
    - Based on list from Human Resources

Administration Processes

Maine – Academic Model

Email from Deputy	Survey Link from USM	Multiple Messages: • Leadership contacts • System generated

Notify Staff of Survey → **Administer Survey** → **Reminder Message(s)** → **Close Survey**

Personal Contacts	Survey Link from OPI	Multiple Messages: • Deputy • System generated

Minnesota - Practice Model

Results

- **Maine**
  - 77% response rate
    - Varied by item

  - **Quick Statistics…**
    - 15% were program managers or part of senior management team
    - 20% were employed by agency for < one year
    - 25% had missing data

- **Minnesota**
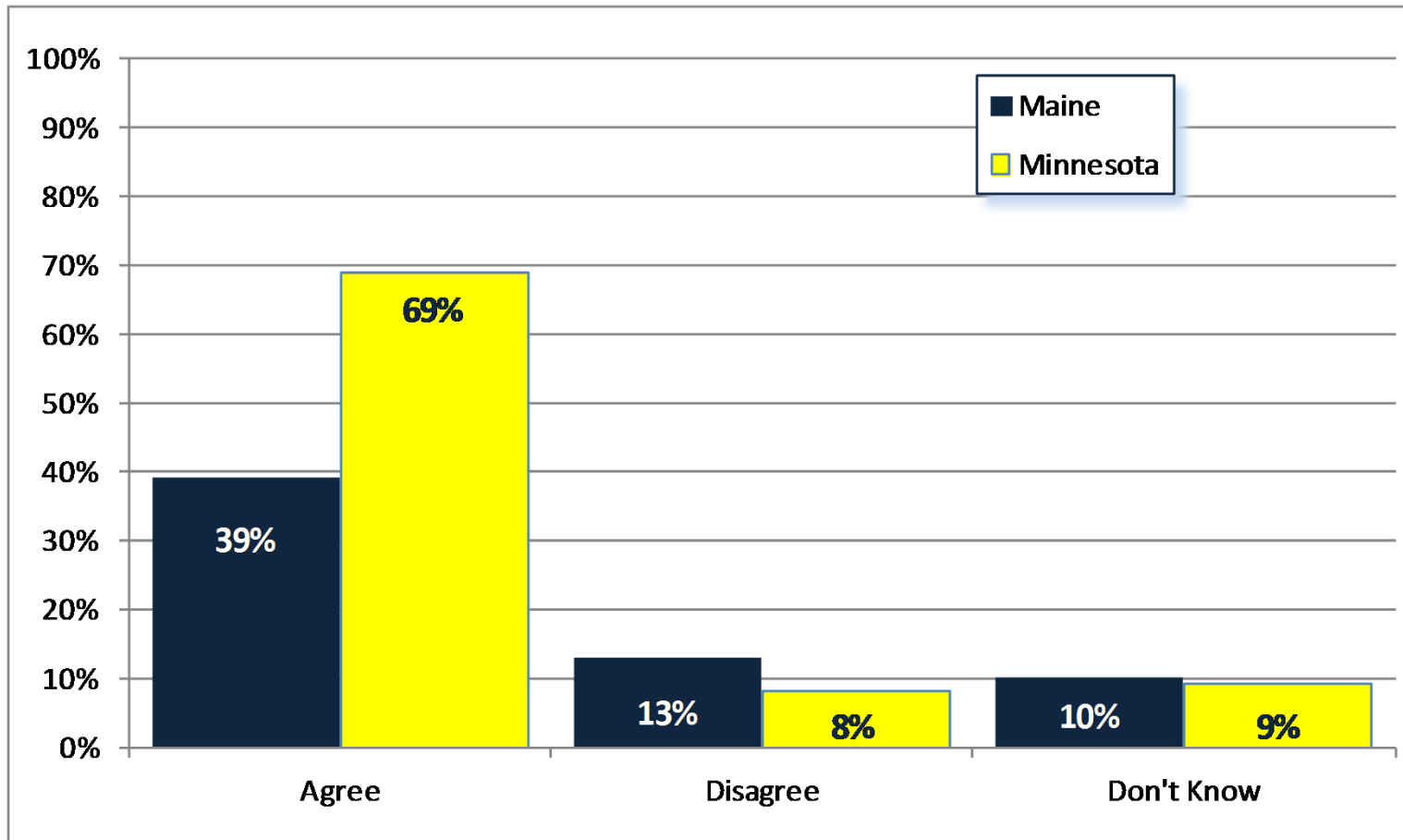 - 73% response rate
    - Varied by Division

  - **Quick Statistics…**
    - 5% were program managers or part of the senior management team
    - 40% were employed by the agency for less than 5 years
    - 8% had missing data
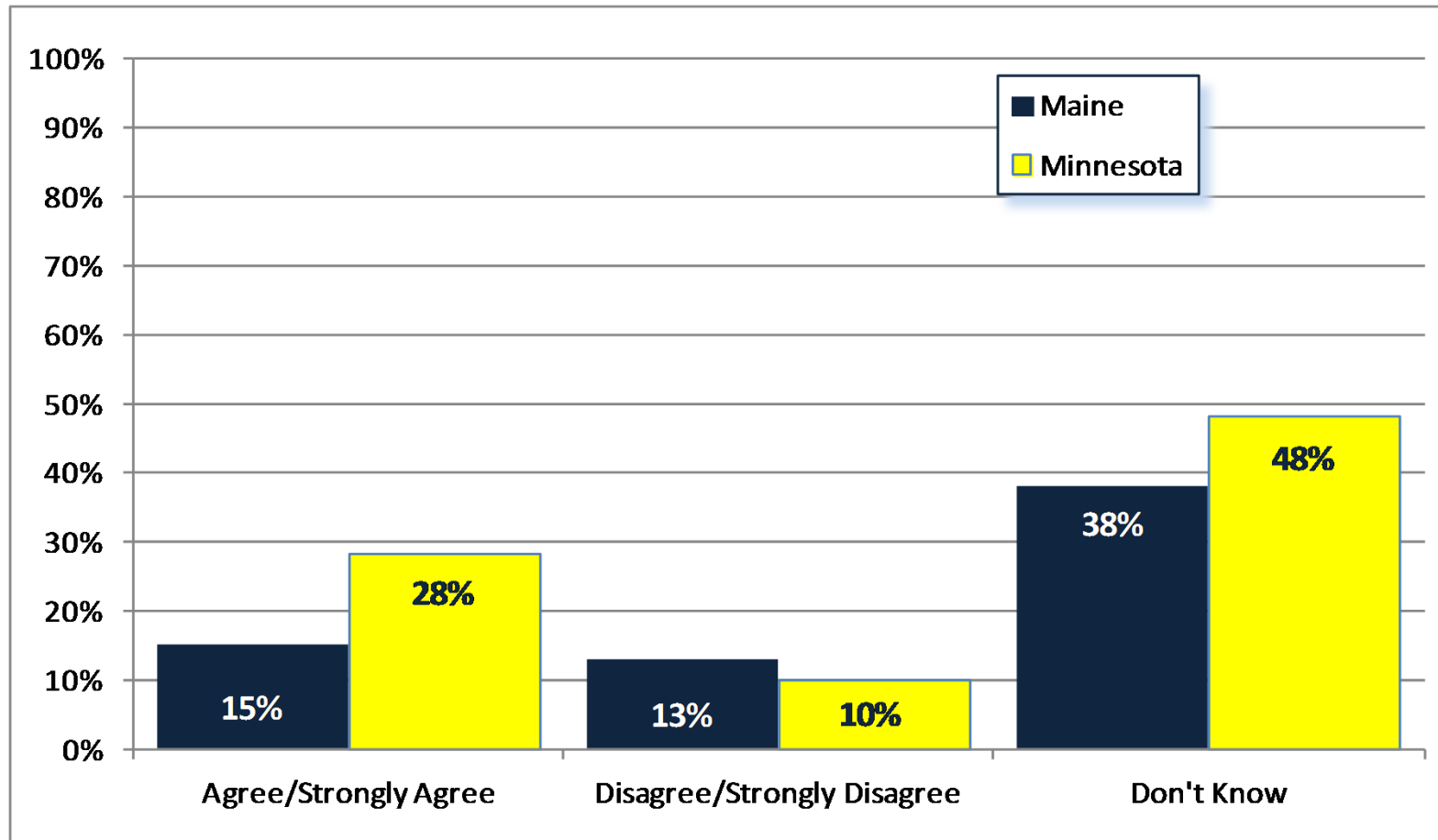
QI Organizational Culture

Leaders are Receptive to New Ideas for Improving Quality

Notes: This chart represents one of several items used to assess QI culture
Excludes missing and neutral responses
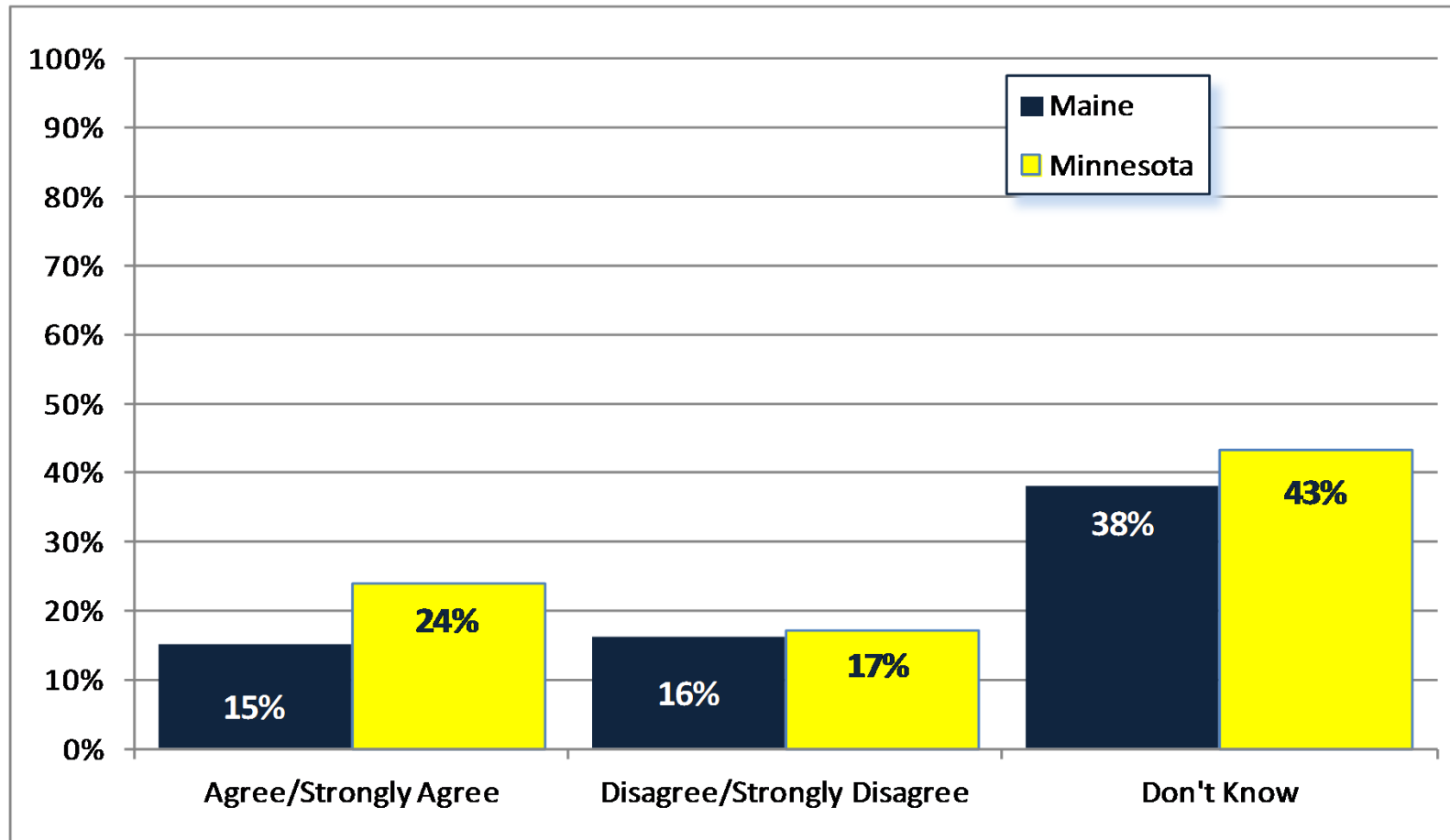
QI Capacity – Leader Skills

Leaders in Agency/Division are Trained in Basic QI Methods

Notes: This chart represents one of several items used to assess QI capacity
Excludes missing and neutral responses
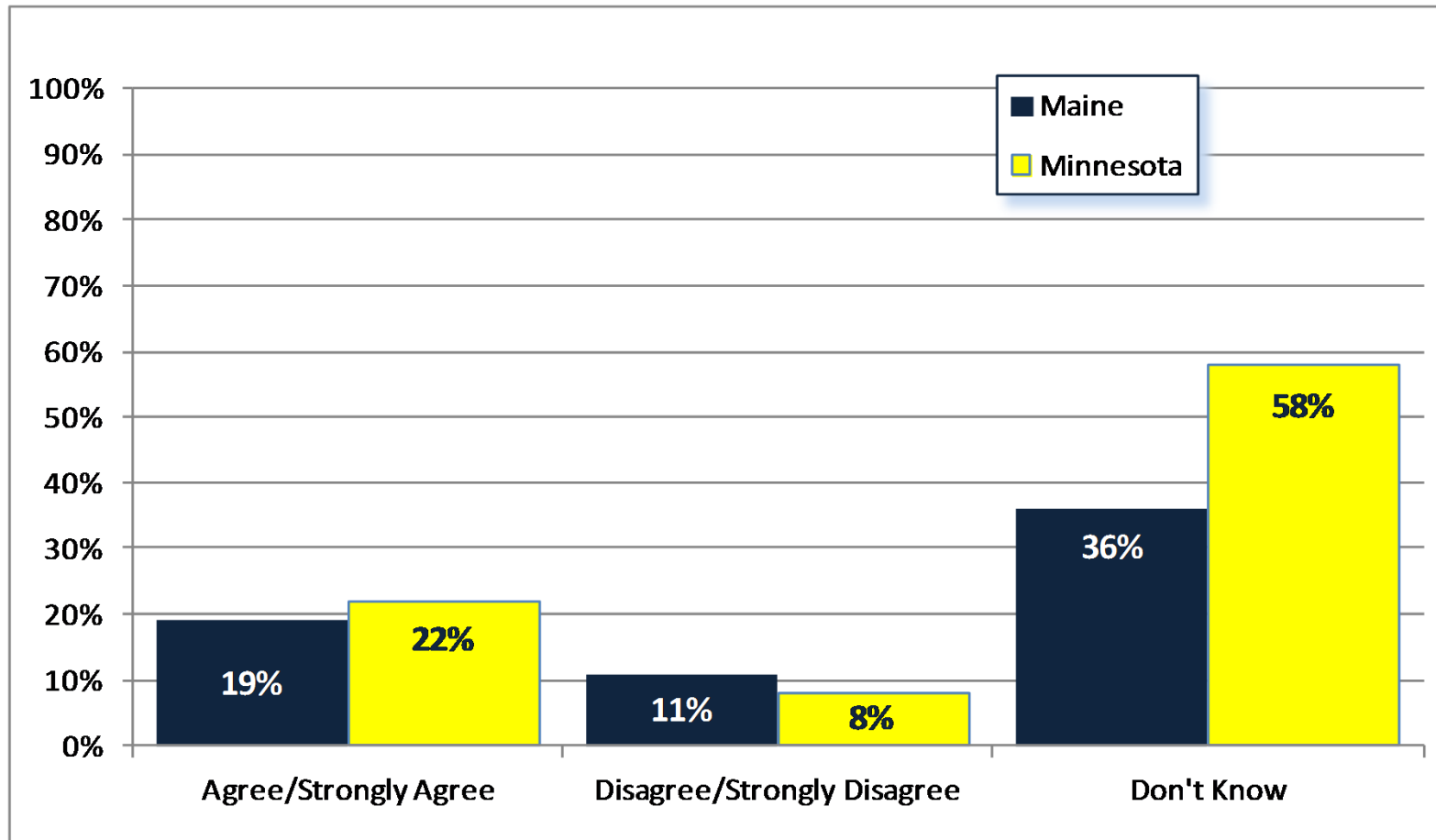
QI Capacity – Staff Skills

Staff in Agency/Division are Trained in Basic QI Methods

Notes: This chart represents one of several items used to assess QI capacity
Excludes missing and neutral responses
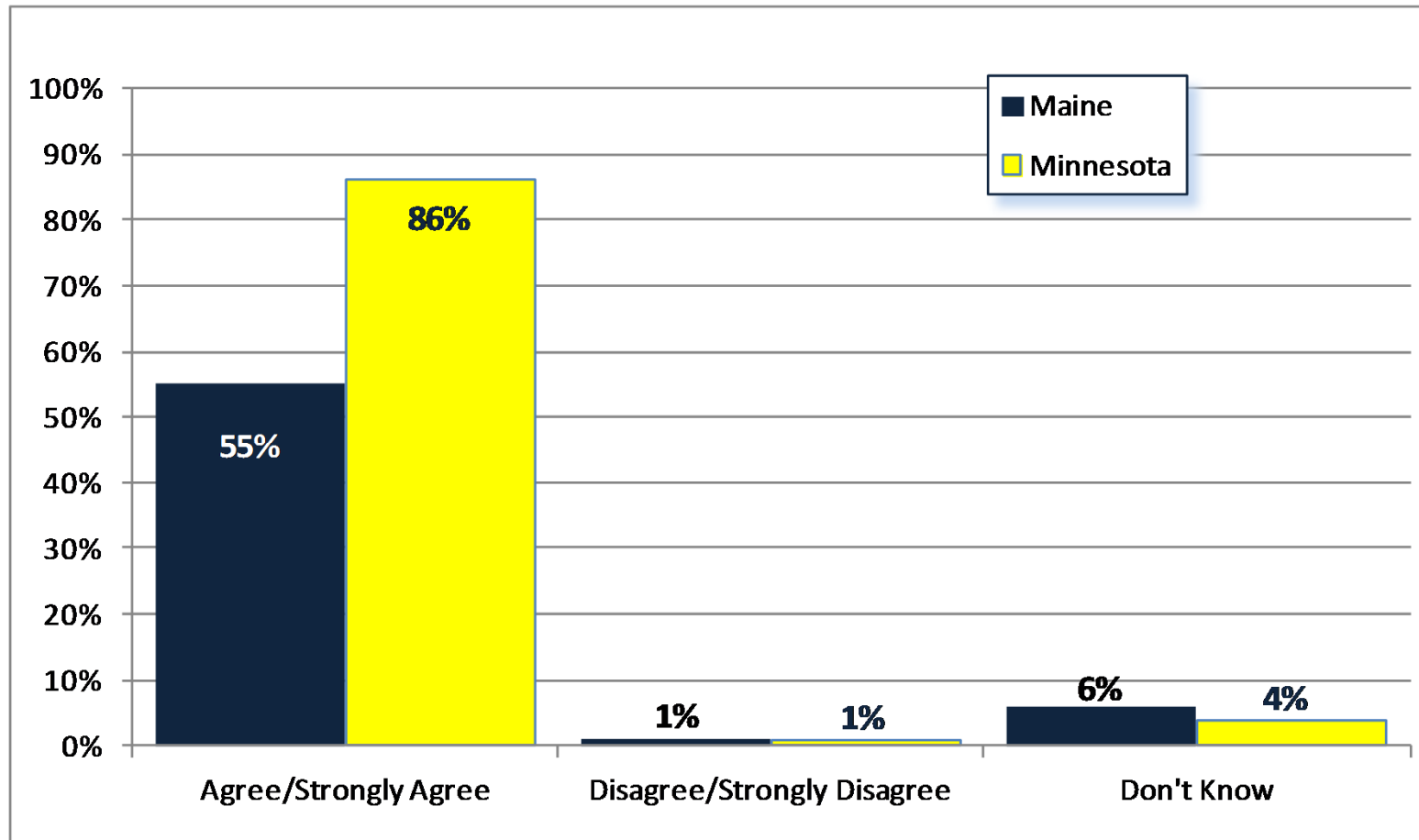
Agency QI Plan

My agency has a QI Plan

Notes: This chart represents one of several items used to assess QI capacity
Excludes missing and neutral responses
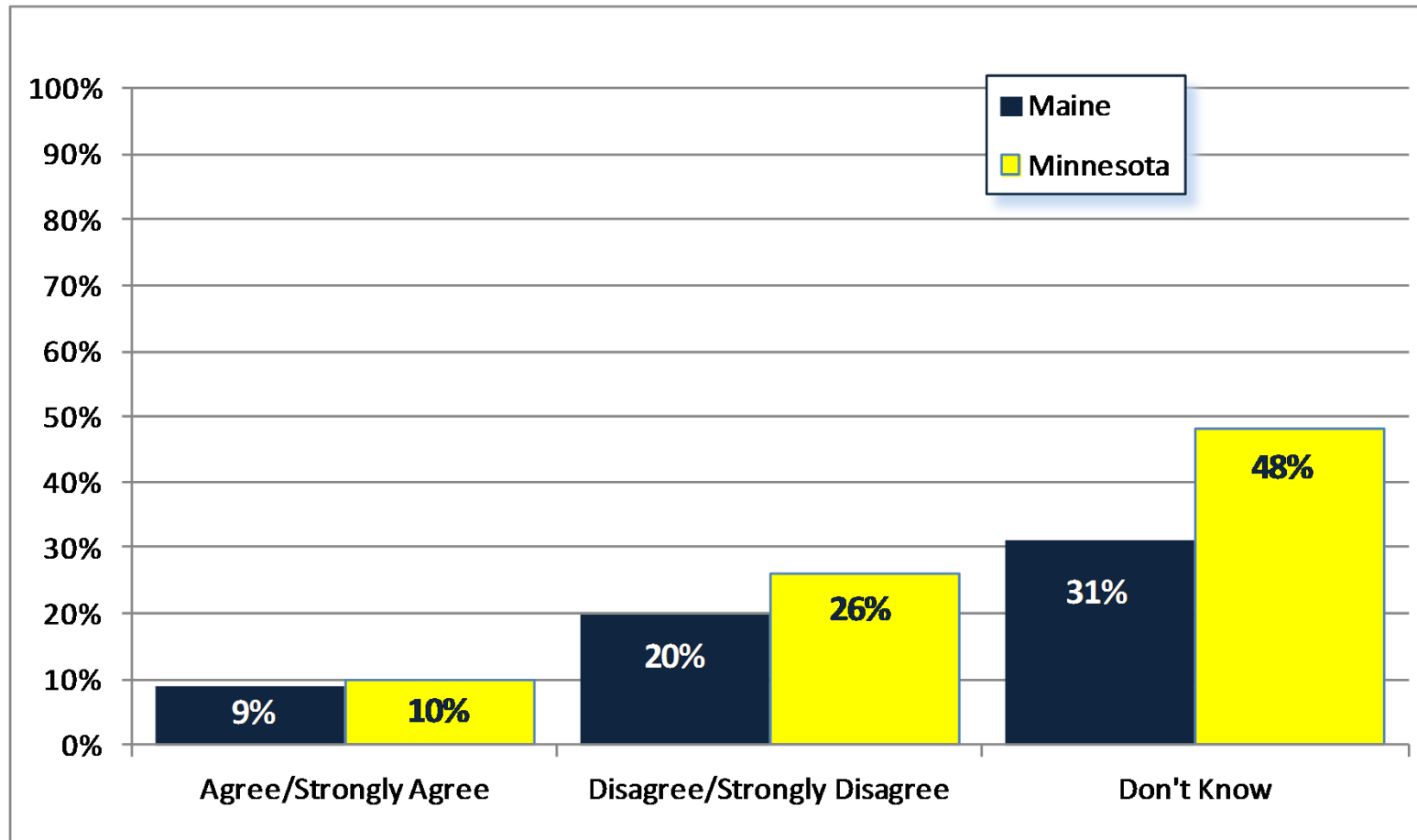
QI Perceptions

Spending Time and Resources on QI is Worth Effort

Notes: This chart represents one of several items used to assess QI alignment
Excludes missing and neutral responses

QI Spread

QI Mostly Happens in One Program Area

Notes: This chart represents one of several items used to assess QI alignment / spread
Excludes missing and neutral responses

Major Differences

- **Agency Administrators vs. All Staff Survey**
  - More missing data
  - More don't know responses

- **Additional respondent differences based on…**
  - Staff role
  - Training experience
  - Length of employment
  - Division

Lessons Learned

- **Survey results vary based on respondents**

- **Lessons learned…**
  - Linking data
  - Disseminating findings

- **All staff survey may provide more complete picture, but challenges include…**
  - Missing data
  - Don't knows
  - Inability to respond for agency/division

Next Steps

- **In-Practice**
  - Decrease "I don't know" responses
  - Maintain high response rate
  - Decrease missing data

- **The QI Maturity Tool**
  - Shorten instrument
  - Finalize additional psychometric testing
  - Develop scoring algorithm

Conclusions

- **The QI Maturity Tool may be a promising approach for…**
  - Systematically measuring QI culture, capacity, practice and diffusion
  - Monitoring efforts and change over time
  - Developing a comparative database for PHSSR research

Questions?

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