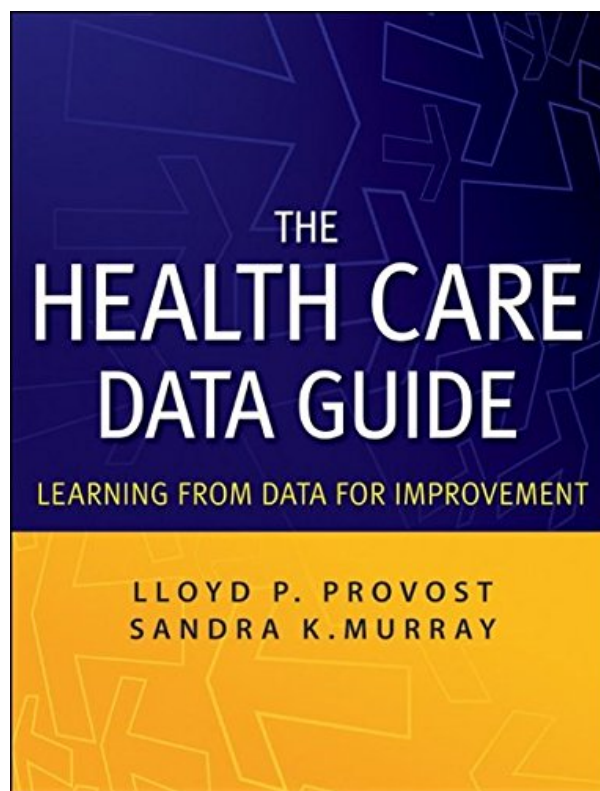
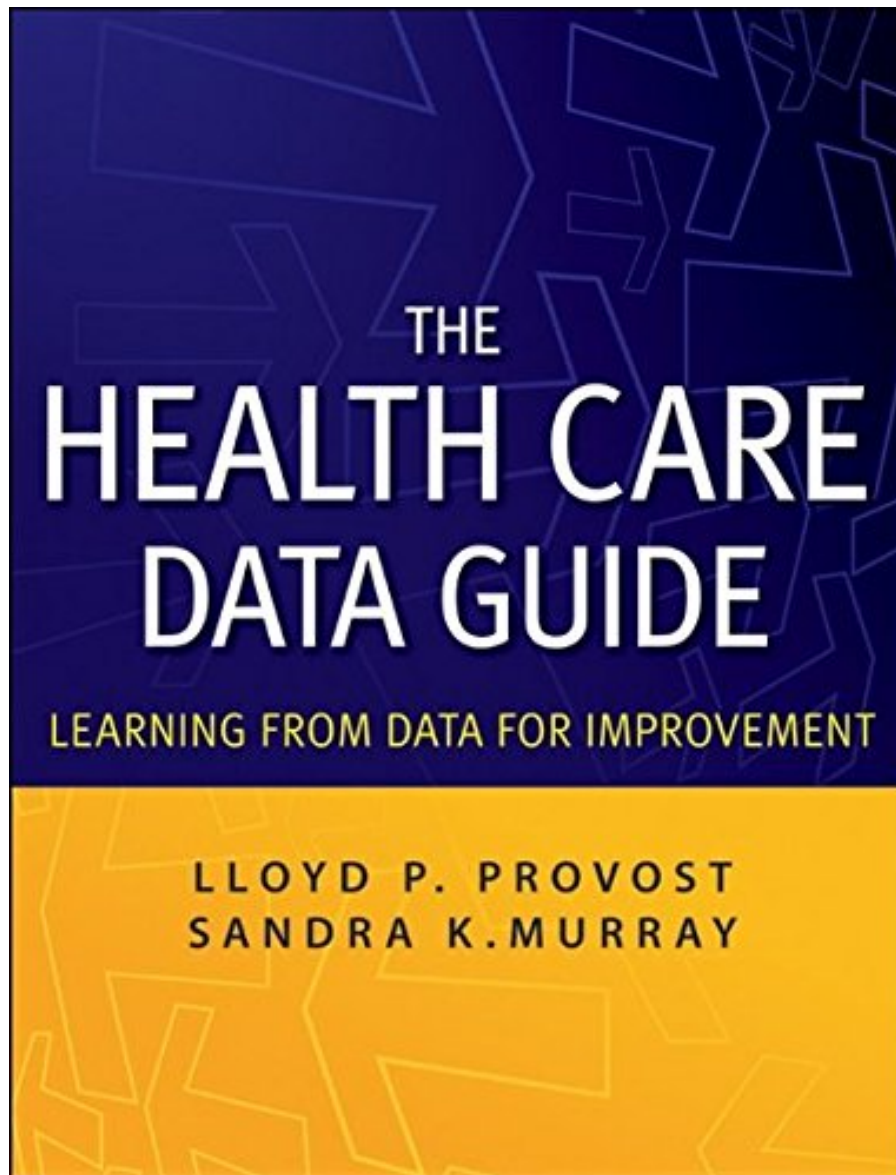


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About the Author

Lloyd P. Provost is a cofounder of Associates in Process Improvement, the developers of the Model for Improvement roadmap and the Quality as a Business Strategy template for focusing organizations on improvement. Lloyd is a senior fellow at the Institute for Healthcare Improvement, where he supports the use of data for learning in programs.

Sandra K. Murray is a principal in Corporate Transformation Concepts, an independent consulting firm. She is faculty for the Institute for Healthcare Improvement's year-long Improvement Advisor Professional Development Program and their Breakthrough Series College. Sandra has taught numerous programs through the National Association for Healthcare Quality. Her active cohort of client organizations encompasses the spectrum of health care delivery.

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The Health Care Data Guide is designed to help students and professionals build a skill set specific to using data for improvement of health care processes and systems. Even experienced data users will find valuable resources among the tools and cases that enrich The Health Care Data Guide. Practical and step-by-step, this book spotlights statistical process control (SPC) and develops a philosophy, a strategy, and a set of methods for ongoing improvement to yield better outcomes.

Provost and Murray reveal how to put SPC into practice for a wide range of applications including evaluating current process performance, searching for ideas for and determining evidence of improvement, and tracking and documenting sustainability of improvement. A comprehensive overview of graphical methods in SPC includes Shewhart charts, run charts, frequency plots, Pareto analysis, and scatter diagrams. Other topics include stratification and rational sub-grouping of data and methods to help predict performance of processes.

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