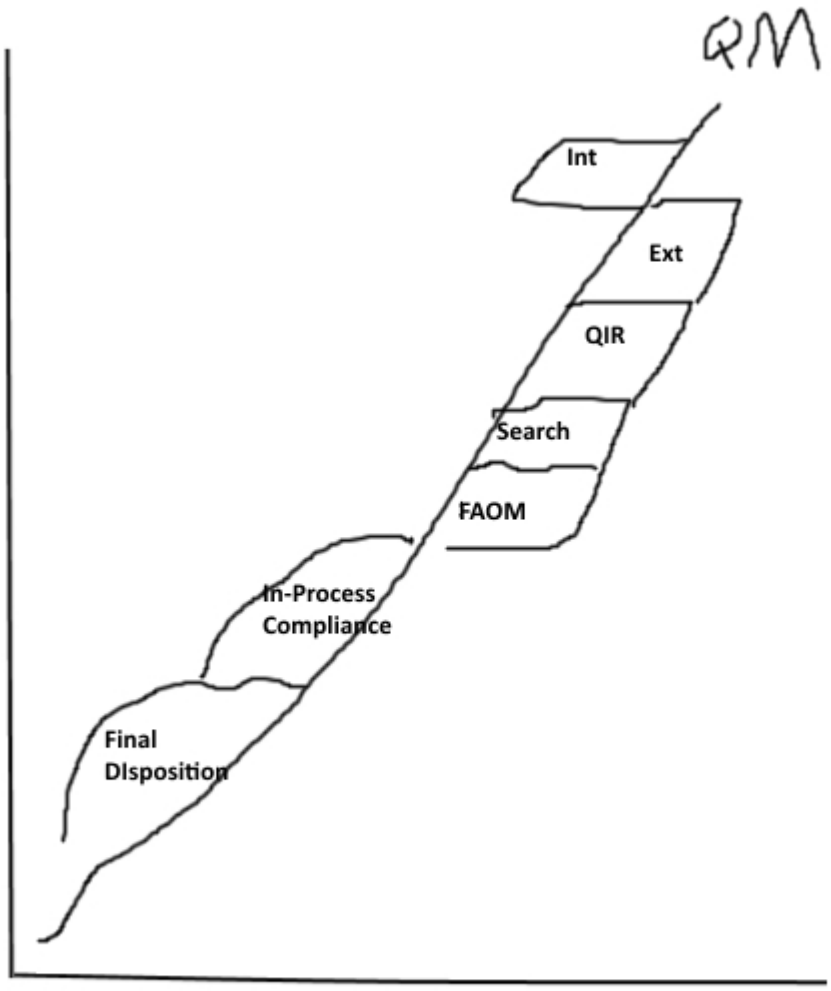
From: Mike Mazarick
Sent: Tuesday, April 12, 2016 10:53 AM
To: QualityMetrics2017
Subject: an idea on how to measure data

A central part of the concept is that changes in the data over time represents either spending too much time and achieving the quality or spending too little time and achieving the quality. In this case, all metrics can be either transcribed to time or money and the effectiveness and objectiveness of any measure can be determined by how easy it is to translate it into either time or money. This means that the level of quality is relative to whatever it was last time you looked and the data will show (for a given level of quality) that either too much or too little time/money was spent on achieving this level of quality.

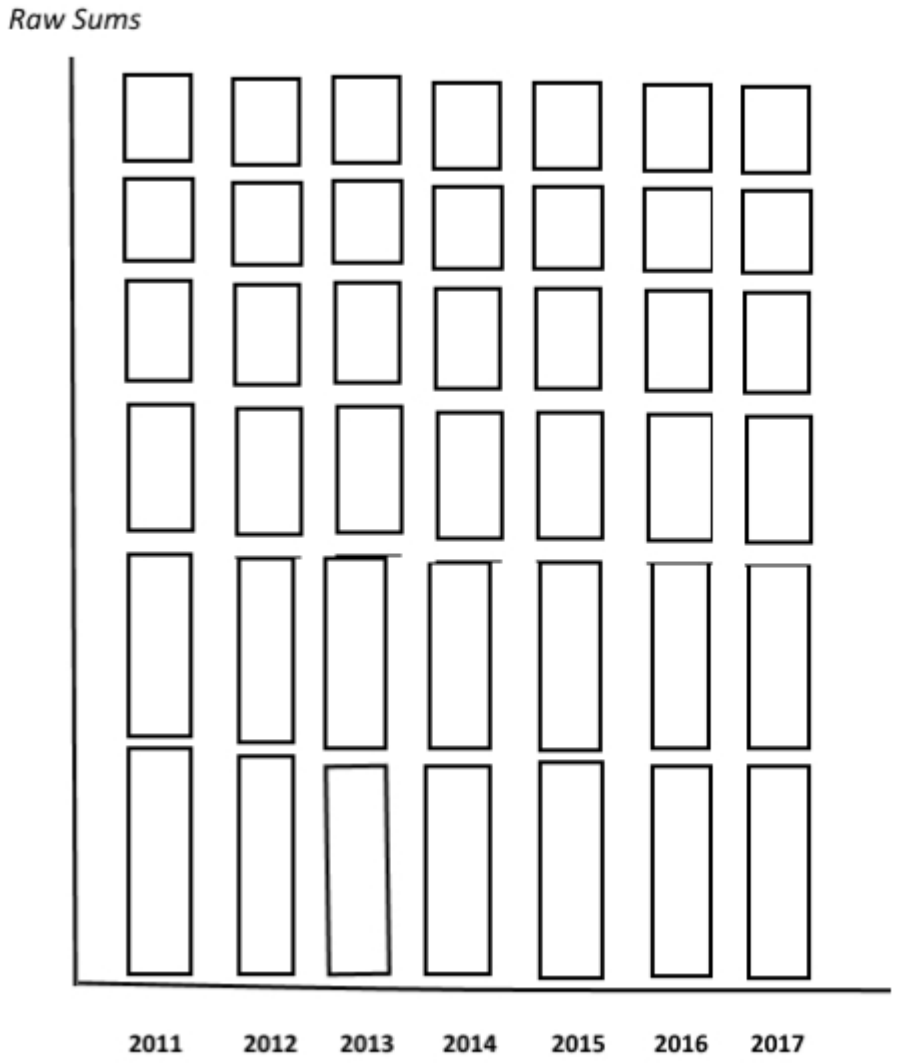
This concept can be best shown by a graphic (it is conceptual and not finished)…

Overall Quality Metrics – **it should be noted that everything is based on the last input (a delta of last year's data) and the metrics should aid the decision on whether to increase or decrease the budget for that component each budget cycle. That is why QMs are a given and the component parts that make up QMs have a total of 100%, but are either performing too well (too much budget) or not performing well (too little budget)**. It is important to put the touch of experience on this because we don't want to put money down a rat hole. This is an exercise on optimizing the budget.

About 10% of any budget has to be devoted to trying new things, some of which may work out, some may wildly exceed, and some will not work out and need to be dropped. If there is a budget of component parts that equals 100%, each of the budgets has to devote about 10% towards trying new things. I understand why the Composite Metric was dropped – this is akin to "zero based budgeting" and the composite number is similar to the number at the top of the graph that shows totals. When you are looking at budgetary and metric trends over many years, having a total each year is very optional.



Here’s a rough pix of what the raw numbers should look like:



I've got to get prepared for the short meeting on this topic and meet the regional directors. It took me 20 minutes the last time, so it will probably take 20 minutes again.

Mike

Raw Sums

Quality Composite	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Final Disposition Compliance	265	260	255	255	255	260	240
In-Process Compliance	240	240	240	240	240	240	240
FAOM Review	252	252	252	252	252	252	252
Search Review	270	270	270	270	270	270	270
QIR	300	300	300	300	300	300	300

External Quality Survey	200	200	200	200	200	200	200
Internal Quality Survey	300	300	300	300	300	300	300
Composite Score	261	260	260	260	260	Discontinued	-

% Accuracy/Preciseness

Quality Composite	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Final Disposition Compliance	85%	85%	85%	85%	85%	85%	85%
In-Process Compliance	85%	85%	85%	85%	85%	85%	85%
FAOM Review	85%	85%	85%	85%	85%	85%	85%
Search Review	85%	85%	85%	85%	85%	85%	85%
QIR	95%	95%	96%	96%	98%	98%	99%
External Quality Survey	82%	82%	82%	82%	82%	82%	82%
Internal Quality Survey	88%	88%	88%	88%	88%	88%	88%
Composite Score	86%	86%	87%	87%	87%	Discontinued	-

Budget

Quality Composite	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Final Disposition Compliance	$100	$97	$97	$95	$95	$93	$93
In-Process Compliance	$100	$97	$97	$95	$95	$93	$93
FAOM Review	$100	$97	$97	$95	$95	$93	$93
Search Review	$100	$97	$97	$95	$95	$93	$93
QIR	$100	$97	$97	$95	$95	$93	$93
External Quality Survey	$100	$97	$97	$95	$95	$93	$93
Internal Quality Survey	$100	$97	$97	$95	$95	$93	$93
Composite Score	$100	$97	$97	$95	$95	Discontinued	-

Delta Budget

Quality Composite	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Final Disposition Compliance	$0	$3	$0	$2	$0	$2	$0
In-Process Compliance	$0	$3	$0	$2	$0	$2	$0
FAOM Review	$0	$3	$0	$2	$0	$2	$0
Search Review	$0	$3	$0	$2	$0	$2	$0
QIR	$0	$3	$0	$2	$0	$2	$0
External Quality Survey	$0	$3	$0	$2	$0	$2	$0
Internal Quality Survey	$0	$3	$0	$2	$0	$2	$0
Composite Score	$0	$3	$0	$2	$0	Discontinued	-