How small is too small?

* Missed Opportunities
  - It is best to measure missed opportunities rather than the percent of performance.
  - One out of 10 seems reasonable, right? Form yourselves in groups of 10 and decide which of you will not receive the right lifesaving care.
  - Quality improvement is not about percentages. It is about misses and mistakes.

* The Power of One
  - Can one case make a difference? Remember, in collecting data there is human impact.
  - The power of one allows you to evaluate how a new or current process performs. Do not wait for more than one missed opportunity to evaluate the process.
  - In quality improvement, one is not a lonely number if there is another one on the way.

* Drop the Denominator
  - When collecting data on a small population, forget the denominator and assess each and every missed opportunity.

* Directional vs. Definitive
  - Sampling data is directional.
  - 100 percent data collection is definitive.

* Inference or Actual
  - Sampling data infers performance.
  - 100 percent data collection defines actual performance.
  - References to “statistically significant” are valuable if conducting research—not when dealing with human lives.

“The only time you are too small is if you don’t exist.” —Mike McInerney

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Remember, the right care for every person, every time

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