



# 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**

This material was prepared by Mountain-Pacific, the Medicare Quality Improvement Organization for Montana, Wyoming, Hawaii and Alaska, under a contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contents presented do not necessarily reflect CMS policy. 8thSOW-MPQHF-HQI-07-11