



## Steps to Analyzing Data and Improving Performance

1. **Identify issues** through periodic review of data. Who should be on the **quality assurance/ data team**?
2. Select **relevant and available data**? How should the data be **displayed**?
3. **What do the data tell you?** Can you **drill down** to get to the **root causes and contributing factors** with the data you have?
4. Based on your analyses of your data, what are the **initial hypotheses** about what **factors are contributing** to the issue?
5. What **additional data or analyses** do you need to test your hypotheses and get to the **root causes and contributing factors**?
6. What are your **conclusion(s) about the root causes and contributing factors** after you review the additional data?
7. What steps are needed to address the causes or contributing factors? **Who will do what and when?** What **resources** are needed? Who is **accountable** for the solution?
8. How will you use data to **measure and track ongoing progress**?
9. What process will you use to ensure that **necessary adjustments in strategies are made** as needed?