Table 5.6   Example of P Chart Applications in Health Care

Area	Application	Statistic	Possible Subgroup Strategy
Overall	Mortality	% mortality	Month/diagnosis/patient characteristics
	Satisfaction	% in highest satisfaction category	Service line/location/service
	Financial	% bills > 30 days	Month/payer
ED	Access	% left without being seen	Month/day of week/shift/ethnic group
	Care process	% given ace inhibitor	Day/shift/provider/shift
ICU	Care process	% patients w/ventilator bundle	Week/physician/patient's sex
	Mortality	% mortality	Time/diagnosis/patient characteristics
Surgery	Care process	% antibiotic on time	Week/provider/day
	Care process	% antibiotic d/c in 24 hrs.	Week/provider/service
	Care process	% ASA level 3 patients	Month/provider/procedure
	Timeliness	% on-time start	Day/location/provider
Outpatient	Utilization	% keep follow-up appt.	Day/time of day/provider
	Diabetic care	% HbA1c of 7 or less	Month/care option/provider
Long-Term Care	Care process	% with complete care plan	Month/unit/care provider
	Medication delivery	% doses on-time	Day/shift/provider
	Quality of life	% residence in org. involved in social activity	Week/resident/sex/age categories/ day of week/month/quarter
Behavioral Health	Effectiveness	% sober six months post rehabilitation program	Month/program/provider/client
	Satisfaction	% clients in highest satisfaction category	Month/client category/diagnosis/ provider
	Care process	% adhering to medications	Month/program/provider/patient characteristics