Table 5.1   Applications of Shewhart Charts for Continuous Data in Health Care

Area	Application	Measure	Possible Subgroup Strategy	Chart
Overall	Chronic care Satisfaction Satisfaction Financial	Number in registry Employee satisfaction score Patient satisfaction ratings Revenue ($) Accounts receivable	Month/specific disease/provider Employee categories Month/unit provider/DRG Week/service line/ DRG Week/payer	I $\bar{X}$ and S $\bar{X}$ and S I I
ED	Access Productivity	Waiting time Visit time Patients seen/hour	Day of week/time of day Provider/shift/type patient Month/provider	$\bar{X}$ and S $\bar{X}$ and S $\bar{X}$ and S
ICU	Productivity	Number of bed turns Average LOS	DRG/provider/age Month/ DRG /payer	I $\bar{X}$ and S
Surgery	Workload Timeliness	Number of surgeries Minutes from scheduled time	Week/provider/procedure/location Day/location/provider	I $\bar{X}$ and S
Outpatient	Workload Diabetic care	Number of patient visits Average HbA1c	Day/provider Month/care option/provider	I $\bar{X}$ and S
Long-Term Care	Workload Quality care	Number of resident days Number of medication doses Hours of social activity	Month/unit/payer Day/shift/staff category Week/resident/sex/age	I I $\bar{X}$ and S
Behavioral Health	Workload Satisfaction Care Process	Number of client visits Client rating of provider Days sobriety	Day/provider/type visit/location Month/client category/diagnosis Program/patient characteristics	I $\bar{X}$ and S $\bar{X}$ and S