



OANHSS

Data Sanity: Dealing with Data through Statistical *Thinking*

Have you ever asked the question “What am I supposed to do with all this data? Statistics used in improvement initiatives are often misunderstood and present many challenges to organizations. The ineffectiveness of the most common data analyses and displays will be demonstrated. This all-day workshop will suggest an elegantly simple – and very counterintuitive– alternative: statistical THINKING. Participants will be introduced to the language of “data sanity” as the catalyst for transforming their organizations through more productive conversations about data and quality improvement.

Participants will:

- Understand how “process-oriented thinking” is the underlying foundation of any organizational improvement approach.
- Recognize inappropriate approaches used with everyday organizational data and their resulting negative effects.
- Make the crucial distinction between “common” and “special” causes of variation.
- Utilize the misleading power of “plotting the dots” to change organizational conversations to increase effectiveness.
- Apply a “common cause strategy” to solve a longstanding organizational problem.
- Use a supplied Excel macro to analyze data and become more effective as a quality improvement “change agent.”

Davis Balestracci is the founder and principal of Harmony Consulting and is an author who has written books on data as well as quality improvement. Davis holds a Masters degree in statistics and is a senior member of the American Society for Quality. He is known worldwide for a provocative, challenging, yet humorous and down-to-earth public speaking style. Davis is a regular presenter at the prestigious Institute for Healthcare Improvement for both the U.S. and European forums and teaches and consults worldwide.

WEDNESDAY JULY 13, 2011

8:30 A.M. - 4:30 P.M.

Le Jardin Conference and Event Centre
8440 Hwy #27, Woodbridge

Who Should Attend?

- CEO/Administrators
- Senior Managers/Department Heads
- Directors of Care
- Quality Control

Fees

MEMBERS \$225

NON-MEMBERS \$245

Fee includes lunch, breaks and resource material

Three easy ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at **www.oanhss.org**.
3. Contact Nina Zivkovic at 905-851-8821 ext.246 or nzivkovic@oanhss.org to request a registration form.



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REGISTRATION FORM

PLEASE PRINT OFF THIS REGISTRATION FORM AND FAX TO 905-851-0744

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ Postal Code: _____

Tel: _____ Fax: _____

Email: _____

Registration Fee:

\$225 MEMBERS \$245 NON MEMBERS Fee includes lunch, breaks and resource material.

Method of Payment:

Cheque enclosed (payable to OANHSS) Fax (cheque must follow by mail) VISA

Card # _____ Exp. Date _____

Cardholder's Name _____ Signature _____

Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.

Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.



Please send registration form and cheque to:

Nina Zivkovic, Ontario Association of Non-Profit Homes & Services for Seniors

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

905-851-8821 ext.246, nzivkovic@oanhss.org

www.oanhss.org

FOR OANHSS USE ONLY

Delegate #: _____

Date Received: _____

Date Entered: _____

Fees Paid: _____