

Translating Data Into Information: Showing Differences in Performances

Key Points

- Generating scores for your report can be challenging. The scores need to be understandable to your audience, accurate, fair, and acceptable to the entities being measured.
- The scores you present in your report depend largely on the measures you have chosen to include in your reporting project. But there are alternative ways to present scores for the same measure. Explore this topic in [Scoring Different Kinds of Measures](#).
- Scores can be adjusted for differences in patients or providers, but some kinds of adjustments are more appropriate for quality reports than others. Explore this topic in [Making Adjustments to Scores](#).
- Combining measures into composite scores, summary scores, or categories reduces information overload and helps consumers understand the information on quality. Explore this topic in [Combining Measures Into Composites or Summary Scores](#).
- Report sponsors need to decide whether the scores will emphasize how well or how poorly the subjects of the report are performing. How you “frame” the score will impact the decisions of your audience. To the extent that it’s feasible, it is important to use a consistent frame (either positive or negative) for scores throughout your report. Explore this topic in [Framing Scores as Positive or Negative](#).

To learn more, go to [Generating Scores that Show Differences in Performance](#).

Questions and Tasks

- ☐ What type of scoring would be best suited for the measures you have chosen to report?
Type your response here.
- ☐ What adjustments could you make to your scores (e.g., for age, medical history, provider size)? Which should you make?
Type your response here.
 - What are the implications of making each adjustment?
Type your response here.
 - Do you have enough information to make the adjustments you think are needed? If not, what additional information do you need?
Type your response here.
 - Might any of these adjustments cause the scores to mask important disparities in the quality of care received by different groups (e.g., different income or ethnic groups)?
Type your response here.
- ☐ Can you combine the measures you are reporting into composites or summary scores? Will you? Indicate why or why not.
Type your response here.

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- ☐ If you are creating a composite or summary score, will you weight the measures in each category unevenly? If so, how will you determine the appropriate weights? Be sure to assess the impact of different weighting strategies on the composite or summary score and whether you can justify your weighting scheme.

Type your response here.

- ☐ Will you frame scores as positive or negative in your report? Document your rationale.

Type your response here.

- Do any scores need to be framed differently than the others? How can you explain this to users of your report?

Type your response here.

- How will you test the frame you choose with your audience? Be sure to document your findings and note any implications for changing your approach.

Type your response here.

- Learn more about [Translating Data Into Information](#).
- List [all topics in the Checklist](#).