HOW TO VIEW KEY DRIVERS

Key Drivers are those factors that have the most influence on the Overall Quality of Care question score. The Key Driver page will show the top three key drivers for the area of care you select, as well as the scores for the Overall Quality of Care question. You may click on options in a drop down menu to get a specific area of care and trend the data by time period.

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Viewing Key Drivers

Key Drivers are those factors or questions that have the most influence on the “Overall Quality of Care” score (or the “Overall Quality of Doctor’s Care” if looking at key drivers for specific medical providers in the VMG Provider study). They tell us what issues have the most influence on patient’s perceptions of overall quality.

Key Drivers are run once per year and are calculated using Discriminant Analysis or Stepwise Regression, depending on the number of responses.

The Stepwise Multiple Regression uses the mean score for the analysis, and is conducted after the first quarter so the maximum number of responses can be used. Discriminant Analysis focuses on those who answered “excellent” and identifies which issue(s) is most influential in their answer. Only units or segments of the research that have an adequate number of excellent responses can use Discriminant Analysis. If an area does not have an adequate number of Excellent responses they will still receive Key Drivers, but the analysis will be based on the mean score (using Stepwise Multiple Regression). Stepwise regression will pinpoint the key drivers that will move the very good to excellent, the good to very good, the fair to good and the poor to fair. The “Overall Quality of (Doctor’s) Care” question is used as the dependent variable in both methods.

This page shows the top three key drivers for the VMG Provider project in total and the score for the Overall Quality of Care question. The #1 Key Driver is shown below.
The white bar signifies that the surveys have not been completed or are currently being processed for that time period. A blue bar means the interviews are done for that time period and indicates the percent of respondents that said “excellent”.

The light blue background shows the % excellent score that is needed to reach the 90th percentile. The red boxes indicate at what percentile you are at currently. The norm year and number of responses are also included on the graph.

**How to View Key Drivers**

From the Applications drop-down menu or the Easy-Access menu, select “Key Drivers” and choose the study you want.

Use the drop-down menu for your specific area of care (a nursing unit for example) and the trend time period, and then select “graph it”.

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**The PRC Key Drivers Page**

This application provides you with continuously updated graphs of your studies’ top priorities. Based on a statistical model called stepwise multiple regression, Key Drivers help you focus on those aspects of your studies that “drive” your customers’ overall perceptions.

To start looking at Key Drivers, select a study from the list below, then click Go.
From the Key Drivers page, you may select the “Customize This Page” option under the Utilities drop down menu to make revisions. This screen and its options are shown below.

The “Customize This Page” option allows you to show Key Driver graphs side-by-side or as single large graphs going down the page. You may also select what options appear on the graphs (Excellent Percentile Goal, Excellent Percentile Ranking, Mean score information). Currently the percentile goal setting is at the 90th percentile.

**How to Print Key Drivers**

At the bottom of the Key Driver page, choose “open a printer-friendly version of this page”.

Here you may make layout changes or choose to print in color or black and white. Use your web browser’s “Page Setup” menu to adjust additional printing options. To print, click “file”, “print” in the web browser.