



Qualitative Methods for QI/Patient Safety

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Session's objectives

- Define Qualitative Inquiry in context of QI study design option
- Brief review of the appropriate types of qualitative methodologies for QI.
- Brief review of data collection instruments
- Overview of QI examples that lend to qualitative analysis

Qualitative Inquiry Defined

- What it is **NOT** (Portela et al., 2015):
 - Hard science approach
 - Not to test hypothesis
- **Explores** phenomena and events as they occur in natural setting (Glasser & Strauss, 1997; Pope et al., 2002)
 - Interpret subjective **meanings** attached to individuals
 - Knowledge; expectations; perceptions; attitudes to inform changes in intervention
- Offers variety for identifying:
 - Obstacles to change
 - Explain the “**why**” does(not) work
 - Allows for cautious inferences re: “**how**” to further improve

Methodologies

- ***Ethnography***
- Netnography
- Grounded Theory
- ***Phenomenology***
- ***Case Study***
- Narrative Study

Common Data Collection Mechanisms

FORMS OF QUALITATIVE DATA

Interviews: face-to-face, online, via phone

Focus groups: in-person, online, via phone

Social media: message boards, Twitter/LinkedIn/Facebook posts

E-mail responses

Images

Comments on patient charts

Patient diaries

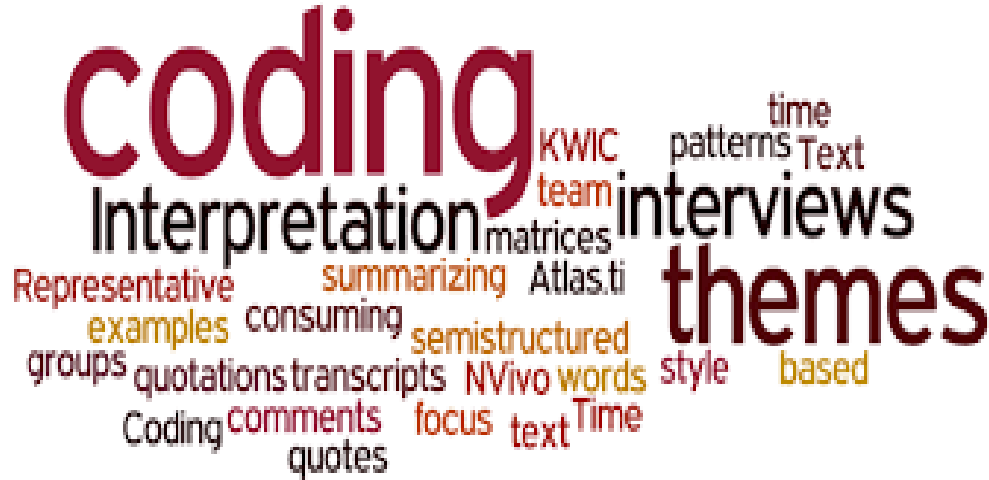
Documents/images: organizational (e.g., records, communication policies, practice logs), public (e.g., archived documents), and personal (e.g., patient diaries)

Responses to open-ended program or activity evaluation questions

Single or ***combination***

Combination/"Triangulation" of data sources ↑ Trustworthiness (Lincoln & Guba, 1985)

Coding Process → Interpret → Recommend



QDA Miner - C:\temp\Candidates.WPJ

Project Cases Variables Codes Document Retrieval Analyze Help

CASES:

- Bradley
 - Bradley - Foreign Policy #1
 - Bradley - Announcement #2
- Buchanan
- Bush
- Forbes
- Gore
- McCain

DOCUMENTS:

SPEECH **NOTES**

Arial 12

When it came to race, the town was a little ahead of its time. The little league was integrated before the schools. As a teenager, I remember our team walking out of restaurants in the boot heel of Missouri because they wouldn't serve our black catcher. Racism disturbed me then, and still angers me now. For me, the only thing deserving of hate is hate itself.

Many of you here knew my parents. They believed in America and its promise. And they gave me the confidence of my own convictions.

My father never went to college. At 16, he quit high-school and went to work for the railroad to support his widowed mother and two sisters, and later got a job here at the local bank, "shining pennies" as he called it. He worked his way up assistant cashier, cashier, manager, vice-president - until eventually he was the majority shareholder.

My father's dream.

But my father struggled in ways that few could know - today we would call him disabled - he suffered from calcified arthritis of the lower spine. I never saw him drive a car, or throw a ball, or walk farther than a few blocks. My mother dressed him every morning and I tied his shoes, attached his suspenders, picked up the paper from the doorstep.

I once asked him, as a son sometimes asks his father, what had been his proudest moment. He said that during the years of the Great Depression he had never foreclosed on a single home; he always managed to work something out. He also told me that the color of someone's skin could never predict whether he would repay his loan on time. He'd say, "Character is where you find it."

My mother was as exuberant as my father was reserved. #She and my father married late in life, and I was their only child. I was also her greatest project.

She graduated from Central Methodist College, and then became a fourth grade teacher. Teaching for her was not only about transmitting knowledge, but also imparting values - every day she began her class with a lesson about some character trait such as honesty, courage, integrity, trust. Decades after she left...

VARIABLES:

CANDIDATE Bradley

TOPIC Foreign Policy

GLOBALIZAT 1.00

ETHIC 3.00

POWER 0.00

CODES:

- Topics
 - Economic
 - Local Economy
 - Globalization
 - Social
 - Ethic
 - Power
 - Other
 - Race/Ethnic relation
 - Freedom
 - Environment
 - Values
 - Liberal

1 / 12