Looking at your OPOC-MHA data

There is no "right" way to look at data.
There is no specific order in which you should look at data.
Be guided by curiosity and ask lots of questions.
Start broad, build specificity.
Be mindful of biases and assumptions.
Consider the questions below . . . ask others of your own.

First Glance
What is my overall impression?
Does anything stand out?
Are there any immediate surprises?

People
Who answered the survey?
Who answered the survey differently?
Whose perspective is represented?
Whose is missing?
Is the sample representative of our client population?
Am I happy with the response rate?

Comparison
How do our results compare to the provincial data?
How do our results compare to like similar service types?

Alignment
Do the findings align with my expectations?
Do the findings align with organizational/regional/LHIN/provincial priorities for action?
Are there specific questions that are particularly important for our organization?

Themes
Do any themes emerge?

Keep Questioning . . . what else do I need and want to know?