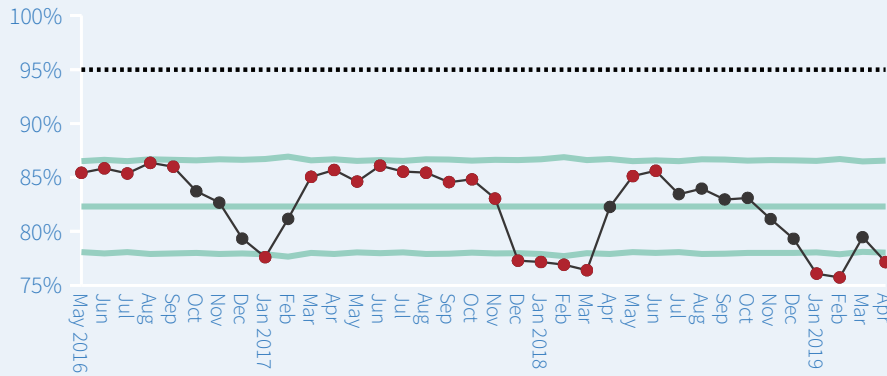


Control chart - % of patients within the A&E 4 hour standard



KEY:



- Upper control limit
- Mean (average)
- Lower control limit
- Performance
- Out of control
- ⋯ Target

Is the system **in control**?

The system is not in control  
(the variation is not random)

Is there any **special cause** variation?

- Outlier:** beyond control limits?  
Several extreme values YES
- Shift:** a run either side of mean?  
Shift in typical performance YES
- Trend:** a run rising or falling?  
none found NO
- Outer third:** close to control limits?  
Run of unusual performance YES
- Inner third:** a run close to mean?  
none found NO

What is **usual performance** if the system is in control?

Breaches would be the norm  
Action needed at system level

For an explanation of A&E control charts: <https://blog.gooroo.co.uk/?p=8589>

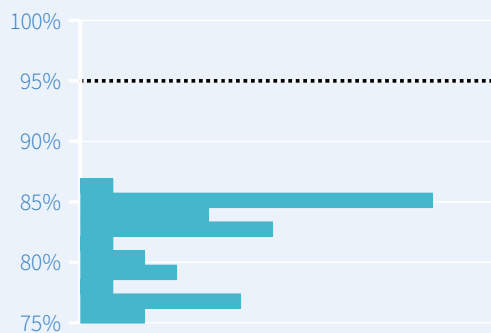
For more A&E control charts: <https://gooroo.co.uk/reports/>

Want to tackle A&E waits by modelling demand & capacity across the whole hospital?

Or use control charts to solve bed and theatre pressures?

Gooroo Planner does both - just email [info@gooroo.co.uk](mailto:info@gooroo.co.uk) for a free on-site demo.

Distribution of points in control chart



A system in control shows a single peak that tails off either side.

Anything else suggests the system has not always been in control, or has shifted from one state of control to another.