

Measuring the **Performance of the Process**

outcome measures

data used to collect information on things like: patient satisfaction, employee satisfaction, FTE numbers, readmissions, overtime, length of stay, infection rates, etc.

an outcome = what we are trying to achieve

Measures in **Quality Improvement**

OUTCOME MEASURES

measures the goals
results of actions we do every day
influenced by multiple factors



OUTCOME

output from the process

e.g. urinary tract infection rate

e.g. equipment failure rate

PROCESS MEASURES

measures something that
leads to the goal
something we can influence



PROCESS

action to get to the outcome

e.g. removed the Foley
before 48 hours

e.g. performed preventive
maintenance within 96 hours

BALANCE MEASURES

measures what we do not want to
see negatively impacted



BALANCING

unintended consequences

e.g. reducing length of stay
but increasing readmissions is
not an acceptable trade-off

WRITING A SUCCESSFUL **QUALITY IMPROVEMENT GOAL**

who is going to do **what** by **when**

EXAMPLES

Huntsman Mammography will reduce time to receive screening results from 6 days to 30 minutes by Q4.

Increase cancer screening at the Health Clinic from 25% to 50% by Q3.

80% of patient request at Clinic 2 will be resolved within two hours.

who: huntsman mammography
what: reduce time to result
when: by q4

who: the health clinic
what: increase cancer screening
when: by q3

who: clinic 2
what: resolve patient requests
when: within two hours