Measuring the **Performance of the Process**

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

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**Measures in Quality Improvement**

**Outcome Measures**
- Measures the goals
- Results of actions we do every day
- Influenced by multiple factors

**Process Measures**
- Measures something that leads to the goal
- Something we can influence

**Balance Measures**
- Measures what we do not want to see negatively impacted

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**Examples**

**OUTCOME**
- Output from the process
  - e.g. urinary tract infection rate
  - e.g. equipment failure rate

**PROCESS**
- Action to get to the outcome
  - e.g. removed the Foley before 48 hours
  - e.g. performed preventive maintenance within 96 hours

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

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**Writing a Successful Quality Improvement Goal**

Who is going to do what by when

- 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