Three Types of Measures

**Outcome Measures:**
Focus on the patient care results, in health-related QI work

**Process Measures:**
Focus on the workings of the system. These are things (interventions) we can measure which are designed to achieve the desired outcomes

**Balancing Measures:**
Ensure that those changes that improve one part of the system are not causing new problems to occur in other parts of the system

**Pressure Ulcer Example**

**Balance Measures**
- No increase in obesity rates in this cohort
- No increase in hospital length of stay

**Process Measures**
- Use of Braden scale scoring for risk assessment on admission and every 24 hours
- Nutritional intervention
- Mechanical loading and support surfaces

**Outcome Measure**
Reduction in hospital acquired pressure ulcers