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