

### STEP 3: PROCESS, OUTCOME & BALANCING MEASURES

Use a balanced set of measures for all improvement efforts: outcome, process, and balancing measures.

**Outcome Measures:** How does the system impact the values of patients, their health and wellbeing? What are impacts on other stakeholders such as payers, employees, or the community?

**Process Measures:** Are the parts/steps in the system performing as planned? Are we on track in our efforts to improve the system?

**Balancing Measures** (looking at a system from different directions/dimensions): Are changes designed to improve one part of the system causing new problems in other parts of the system?

#### OUTCOME MEASURES

Reflect the impact on a patient and demonstrate the end result of doing things. This measure should directly link to and “prove” if your overall aim has been achieved. Examples are mortality, hospital acquired infection or falls rates.

#### PROCESS MEASURES

Reflect the things that you do (processes) and how systems are operating. They show how well you are delivering a change that you want to make. Examples are % of hand-

#### BALANCING MEASURES

Measure whether unintended consequences have been introduced elsewhere in the system. E.g. A balancing measure is readmission rates when measuring length of stay as an outcome. Knowing potential risks as a consequence of change will help you determine what needs to be measured