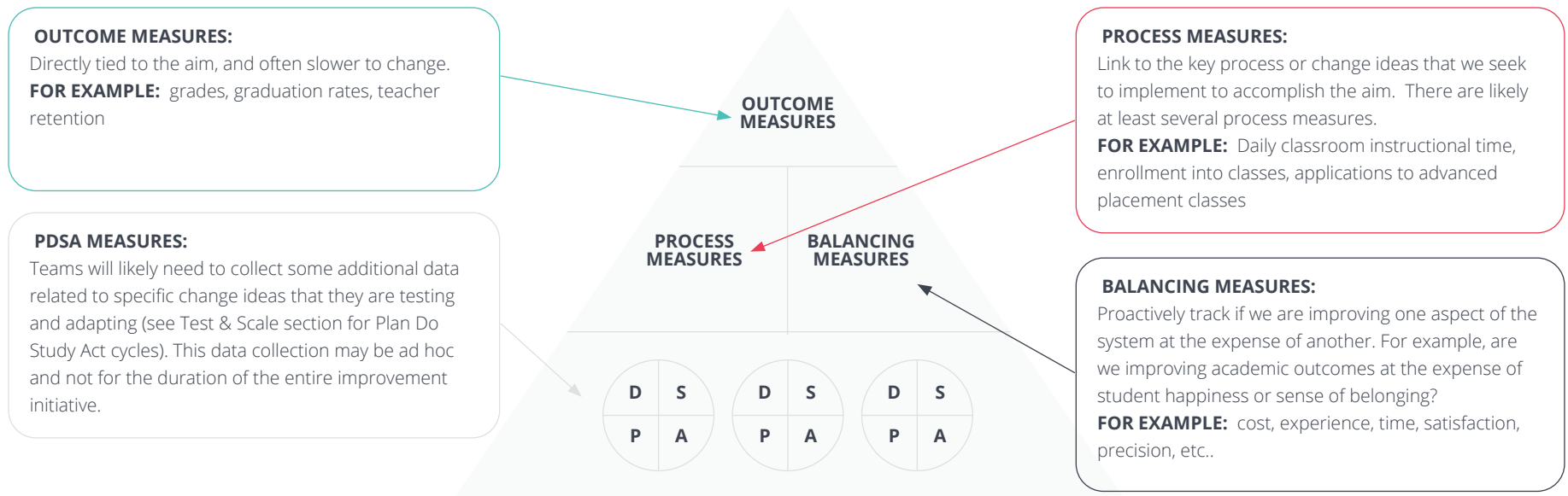


Types and Families of Measures

When designing a measurement strategy, it is best to prioritize a small number of measures (for example no more than 10-15) that encompass different views of the system that we seek to improve. This portfolio should include a mix of outcome measures (aligned with your aim), process measures and balancing measures.

OUTCOME	PROCESS	BALANCING
What is the outcome/result?	Is each step/part of process performing as planned?	Processes that may be unintentionally affected from the improvement efforts
Align with SMARTIE aim	Reveals places where process may break down	What happened to system as the outcome & process measure improved?



Measurement Worksheet

Measurement is vital to your improvement work as it shows progress towards your aim. Creating a portfolio, or dashboard of measures, allows your improvement team to create a measurement strategy that will tell the story of your improvement efforts.

Dashboard of Improvement Measures

Outcome Measures: Linked the result that we want to accomplish in our aim.

MEASURE TITLE	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE

Process Measures: Correspond to processes that link closely to accomplishing outcome goals.

MEASURE TITLE	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE

Balancing Measures: Look at if we are improving one aspect of the system at the expense of another.

MEASURE TITLE	MEASURE DESCRIPTION	NUMERATOR	DENOMINATOR	DATA SOURCE

