



QI TOOLS + RESOURCES

FAMILY OF MEASURES

OUTCOME MEASURES

Typically represent “the client/tenant”

Ensures QI work addresses the six domains of quality

Helps you determine whether or not your Change Ideas are leading to system improvement

Directly related to Aim Statements

Helps you determine whether or not you are achieving your intended outcomes

PROCESS MEASURES

Helps you determine if you are doing the right things to achieve your Outcome Measure(s)

Act as a ‘pulse check’ by assessing the inner workings of your system

Helps you to understand if your changes are having a positive or negative impact

Used to determine the efficacy of your Change Ideas

Identified after you have developed change ideas

BALANCING MEASURES

Helps you determine if the changes you are introducing in one part of your system are impacting another part of your system

Defined at the outset of your project and measured throughout the project life cycle





DEVELOPING QI PROJECT MEASURES

Use these worksheets to draft an Outcome Measure, Balancing Measure and Process Measures for your QI project. As a reminder, as Process Measures are directly related to your Change Ideas, these measures are developed later in your QI project. You will also find a table outlining each of these measures as a reference.

Use the space below to draft an Outcome Measure for your QI project.

Use the space below to draft a Balancing Measure for your QI project.



PROCESS MEASURES

Process Measures assess the inner workings of your system and are used to help you determine if you are doing the right things to achieve your intended outcomes.

Draft a Process Measure for each of the Change Ideas you and your QI team have developed.

CHANGE IDEAS	PROCESS MEASURES