

Worksheet to determine important aspects of care or functions

Department

Person/s completing

1. What are the core processes for this department? _____

2. List the MOST FREQUENT tasks or processes you perform

3. List tasks or processes involving HIGHEST RISK (customers/staff/business)

4. List the most COMPLICATED or PROBLEM PRONE tasks or processes

5. List the HIGHEST COST tasks or processes (\$ or labor intensive)

6. List processes MOST CRITICAL to customer satisfaction (internal/external/ultimate)

7. Which of the listed processes/issues are strongly related to the current agency mission and vision?

8. Which of the listed processes/issues are strongly related to the agency's current strategic, improvement, and operational plans?

9. Which of the listed processes/issues are strongly related to known consumer needs?

10. Which of the listed processes/issues do performance data demonstrate clear and present need for improvement?

a. Why must these processes/issues be improved?

b. What specific risks are associated with failing to improve in these processes/issues?

c. What resources will be needed to improve in each of these processes/issues?

d. What is the "improvement urgency rating" for each process/issue needing improvement?
(1 = not at all urgent, 3 = urgent, 5 = extremely urgent)

11. Which of the listed processes/issues do performance data demonstrate acceptable performance?

a. Is there a need to improve any of these processes/issues that demonstrate acceptable performance? If yes, specify why.

b. What specific risks are associated with failing to improve each process/issue?

c. What resources will be needed to improve in each process/issue?

d. What is the "improvement urgency rating" for each process/issue needing improvement?
(1 = not at all urgent, 3 = urgent, 5 = extremely urgent)

e. Is there a goal to maintain the current performance level of any of these processes/issues that demonstrate acceptable performance? If yes, why?

12. Are there any priorities identified in the mission statement; vision statement; strategic, performance improvement, or operational plans or definition of consumer needs related to your department for which no performance data are available?

a. If not, why not?

b. Should such performance data be obtained? Why or why not?

c. Who will be responsible for collecting these data?

Indicator Measurement Worksheet

Department/Unit _____

Important Aspect of Care/Service

Indicator _____

(numerator = criteria for quality) _____

(denominator = population group) _____

Responsible Monitoring Committee:

Check all that apply:

• Outcome _____

• Process _____

• Sentinel Event _____

• Comparative _____

• Applied to aggregate _____

• Applied to individual or event _____

TFE (Threshold for Evaluation) if established

Desired Performance Level (%) =

Rationale for monitoring (*the condition to which the measure relates, why it is important to measure performance for this condition, and how the measure captures an aspect of quality of performance*) _____

Data Collection

A. Data Source _____

B. Method _____

C. Frequency _____

D. Sample Yes ___ No ___

Sample size and method if yes _____

Data Comparison Frequency _____

Data Reporting

A. Frequency _____

B. Where _____

Date approved by MC _____

Chairperson _____

Date reviewed/approved by CQIC _____

Chairperson _____

TERMS RELATED TO DATA AND MEASUREMENT

Ongoing (performance measurement system) - A performance measurement system that is continuous; there is no defined end date; not a demonstration project.

Measurement - The systematic process of data collection, repeated over time or at a single point in time.

Measure - To collect quantifiable data about a dimension of performance of a function or process.

Defined Measure - A structured measure with defined populations that measure specific events such as measures may have numerators and denominators, take the form of a continuous variable, or result from survey questions.

Data - Uninterpreted observations or facts.

Data collection - The act or process of capturing raw data or primary data from a single or a number of sources. Also called "data gathering."

Assess - To transform data into information through analysis.

Information - Interpreted set(s) of data; organized data that can assist in decision making.

Indicator - A tool used to measure, over time, the performance of functions.

Criteria - Expected level(s) of achievement, or specifications against which performance can be assessed. For example, criteria for appropriate initial care of a patient with a headache may be measurement of body temperature and blood pressure and performance of a neurological examination.

Performance Measure - A measure, such as a standard or indicator, used to assess the performance of a function or process of any organization. A qualitative tool (for example, rate, ratio, index, percentage) that provides an indication of an organization's performance in relation to a specified process or outcome.

Process - A goal-directed, interrelated series of actions, events, mechanisms, or steps.

Process Measure - A measure of performance used to assess a goal-directed, interrelated series of actions, events, mechanisms, steps, such as a measure of performance that describes what is done to, for, or by consumers, as in performance of a procedure.

Outcome - The result of performance (or nonperformance) of a function or process(es).

Outcome Measure - A measure that indicates the result of the performance (or non performance) of a function(s) or process(es).

Satisfaction Measure of Performance - Performance measures that address the extent to which the patients'/enrollees', practitioners', and/or purchasers' perceive their needs to be met (for example, provider and service delivery, administrative and financial aspects, overall satisfaction).

Structure Measure - A measure of whether organizational resources and arrangements are in place to deliver health care, such as the number, type, and distribution of medical personnel, equipment, and facilities.

Sentinel Event - An occurrence that, when noted, requires intensive assessment.

Variance - A measure of the differences within a set of observations.

Variation - The differences in results obtained in measuring the same phenomenon more than once. The sources of variation in a process over time can be grouped into two major causes: common causes and special causes.

Control limit - In statistics, an expected limit of common-cause variation, sometimes referred to as either an upper or lower limit. Variation beyond a control limit shows that special causes are affecting a process. Control limits are calculated from process data and should not be confused with engineering specifications or tolerance limits. Control limits are typically plotted on a control chart.

Reference database - An organized collection of similar data from many organizations used to compare an organization's performance to that of others.

Systematic - Pursuing a defined objective(s) in a planned, step-by-step manner.

Aggregated (measurement data) - Measurement data collected and reported by organizations as a sum or total over a given time period (for example, monthly, quarterly).

Randomization - A technique for selecting or assigning cases such that each case has an equal probability of being selected or assigned; done to stimulate chance distribution, reduce the effects of confounding factors, and produce unbiased statistical data.

Rate/Ratio - Derived by dividing the numerator (for example, cases that meet a criterion for poor care) by the denominator (for example, all case to which the criterion applies) within a given time frame. In other words, the numerator is a subset of the denominator.