



TOOL: Establishing Measures

The more specific a goal is, the easier it will be to test with the Plan-Do-Study-Act cycle. Try coaching your co-leads to develop SMART goals with their unit-based teams.



POCKET COACHING

Once teams have a goal, they need to figure out what measures, or metrics, are needed to track their progress. Measurement is a critical part of testing and implementing changes; measures tell a team whether the changes they are making actually lead to improvement. This answers the question, **“How will we know that a change is an improvement?”**

Tips for Measuring Data

- » Plot data over time
- » Seek usefulness, not perfection
- » Use sampling
- » Keep it simple
- » Integrate collection, display and analysis into the daily routine
- » Use qualitative and quantitative data

THREE TYPES OF MEASURES

Outcome Measures (voice of the member or patient)	How is the system performing? What is the result? » Tied directly to goal statements » Can be time, clinical outcome, financial or satisfaction
Process Measures (voice of how the process works)	Are the parts/steps in the system performing as planned?
Balancing Measures (viewing system from different directions/dimensions)	Are changes designed to improve one part of the system causing new problems in other parts of the system? » What happened to the system as we improved outcome and process measures?

Three Types of Data:

Accountability	Research	Improvement
Reporting Purposes	Beyond Doubt	Just Enough to Learn
» Specific data	» Lots of data	» Limited data
» Agencies	» Prove hypotheses	» Small samples/tests of change
» State/federal regulators	» Statistical	» Changes incorporated, as needed