

Measures

Process: These are the practical steps (processes) taken to deliver the outcome, for example the changes you put in place need to be quantified/measured to show what is being done.



Balancing: If changes are done to one part of the system, could they impact another part of the system? Are there any unintended consequences that we need to keep an eye on? For example reattendance rates or unintended delays.



Outcome: What is the end impact you want and why? What is the outcome you need to show to prove you have made an improvement to the core problem? For example % reduction in attendances or reduced waiting times as well as % reduction in patient complaints or improved satisfaction.



“Without data, you’re just another person with an opinion.”

W E Deming, Data Scientist

Based on Avedis Donabedian’s (2005) three components approach

