



Measuring the impact of your change

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Measurement for improvement

MODEL FOR IMPROVEMENT

* WHAT ARE WE TRYING TO ACHIEVE?

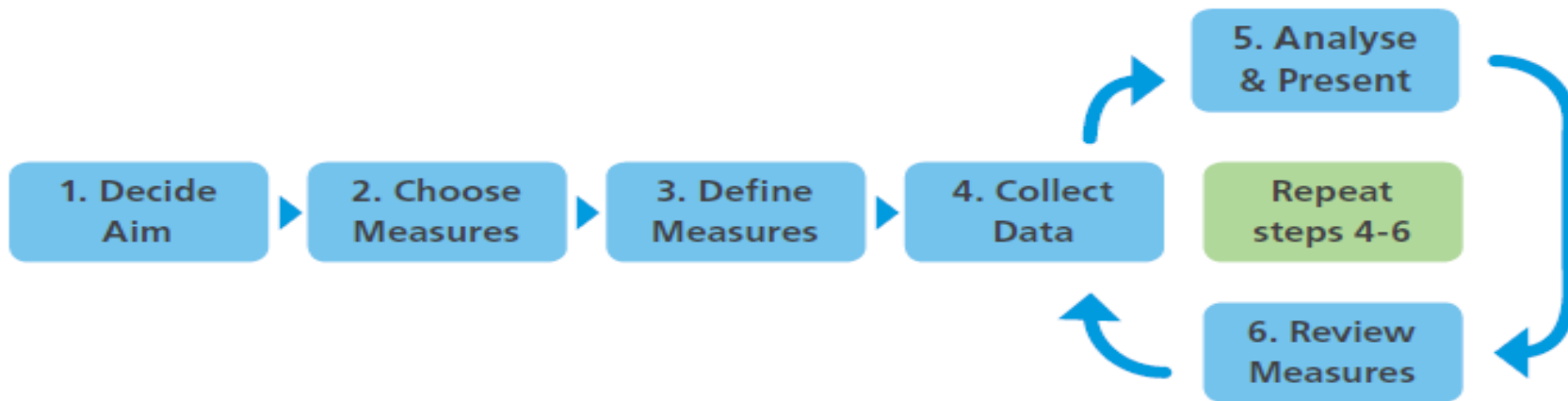
* HOW WILL WE KNOW THAT A CHANGE IS AN IMPROVEMENT?

* WHAT CHANGE CAN WE MAKE THAT WILL RESULT IN AN IMPROVEMENT?

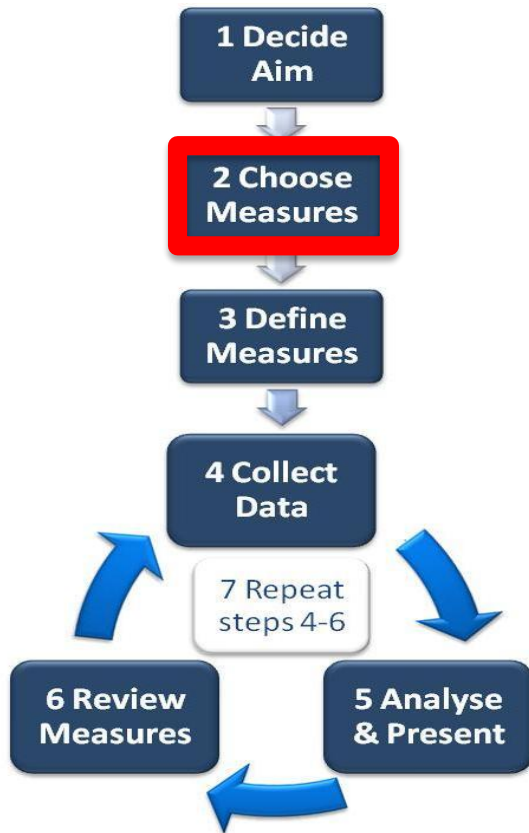
Reference: Langley et al 1996



7 Steps to Measurement for Improvement



Three types of measures



Process
measure

Process measures show how well we do what we say we do

Outcome
measure

Outcome measures show the impact on patients/our aim

Balancing
measure

Balancing measures show any unintended consequences



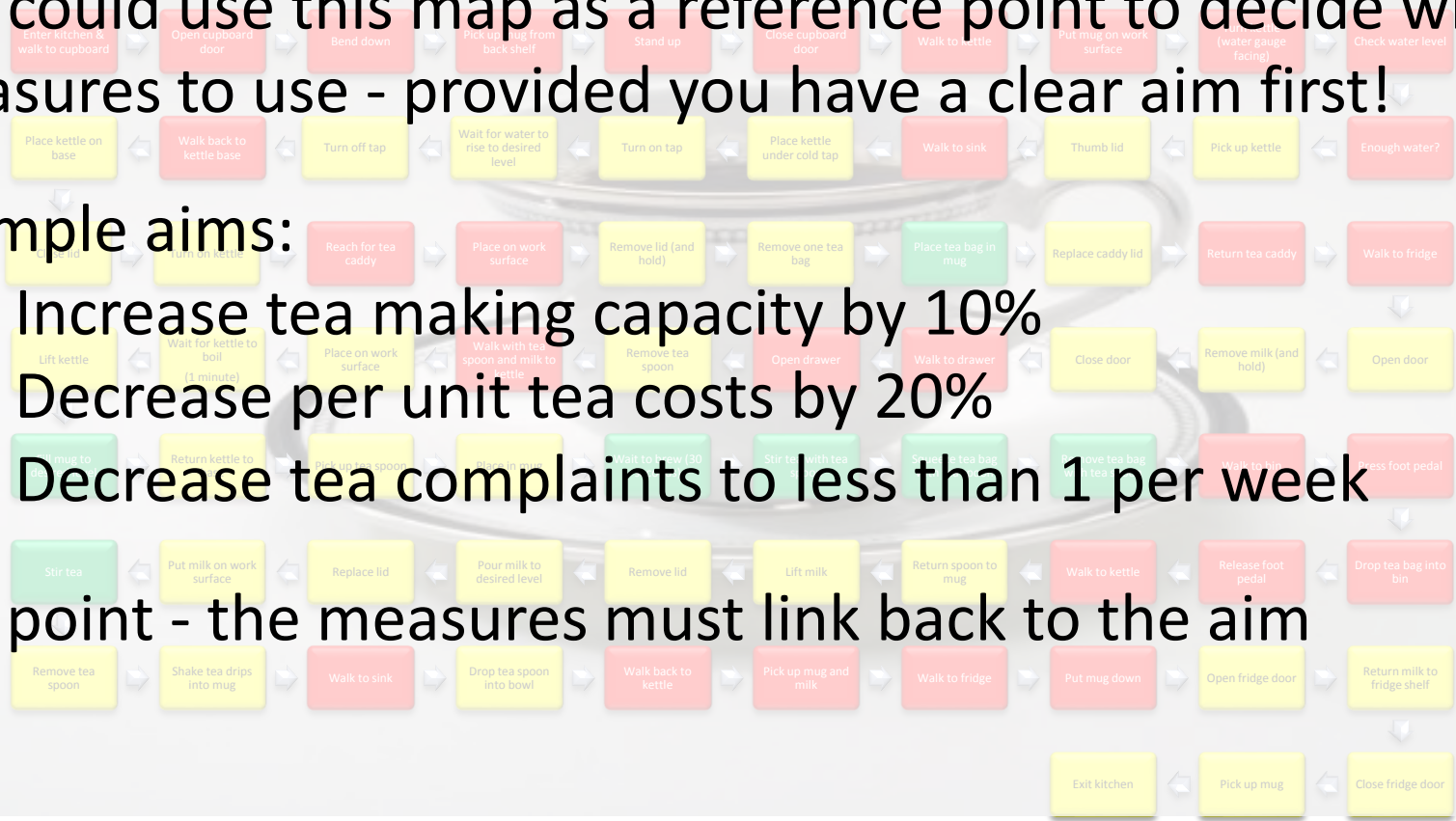
Measurements for making a cup of tea

You could use this map as a reference point to decide what measures to use - provided you have a clear aim first!

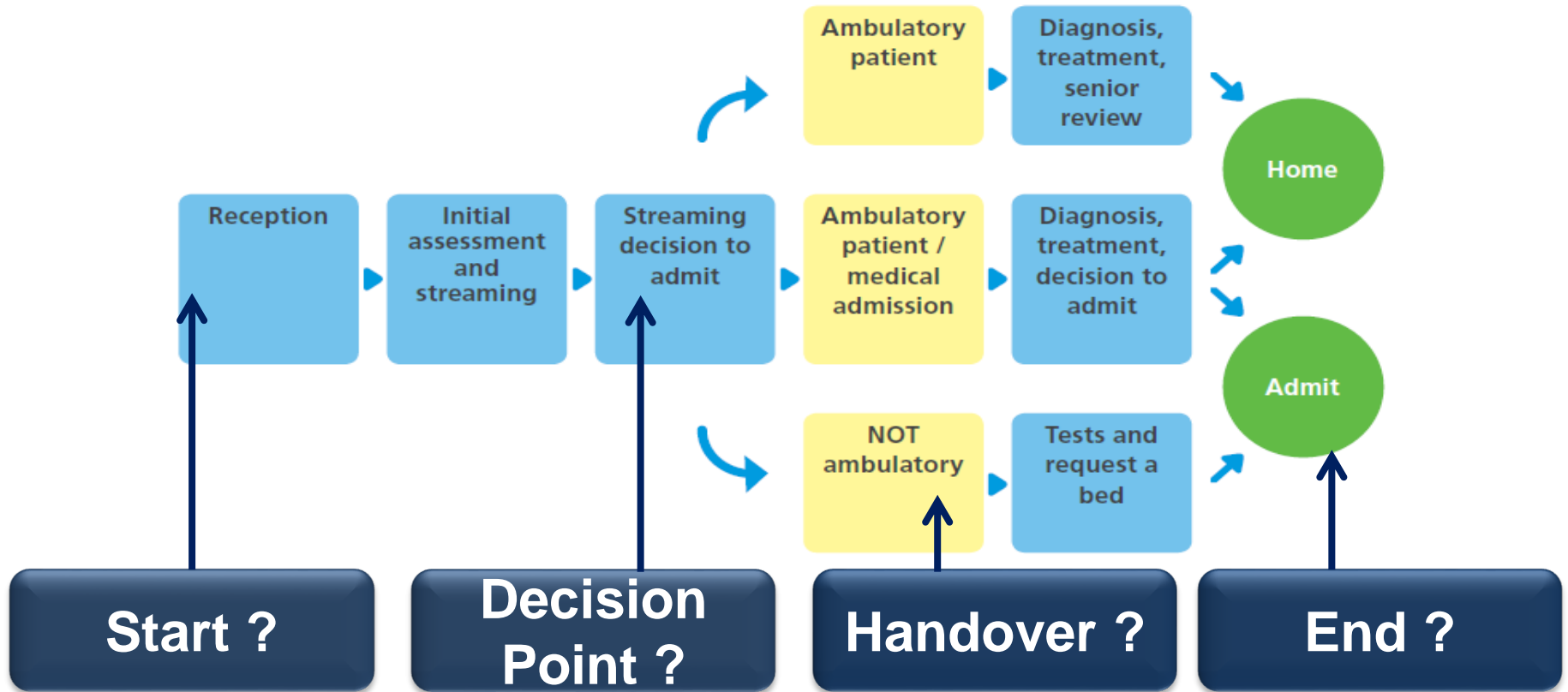
Example aims:

- Increase tea making capacity by 10%
- Decrease per unit tea costs by 20%
- Decrease tea complaints to less than 1 per week

Key point - the measures must link back to the aim



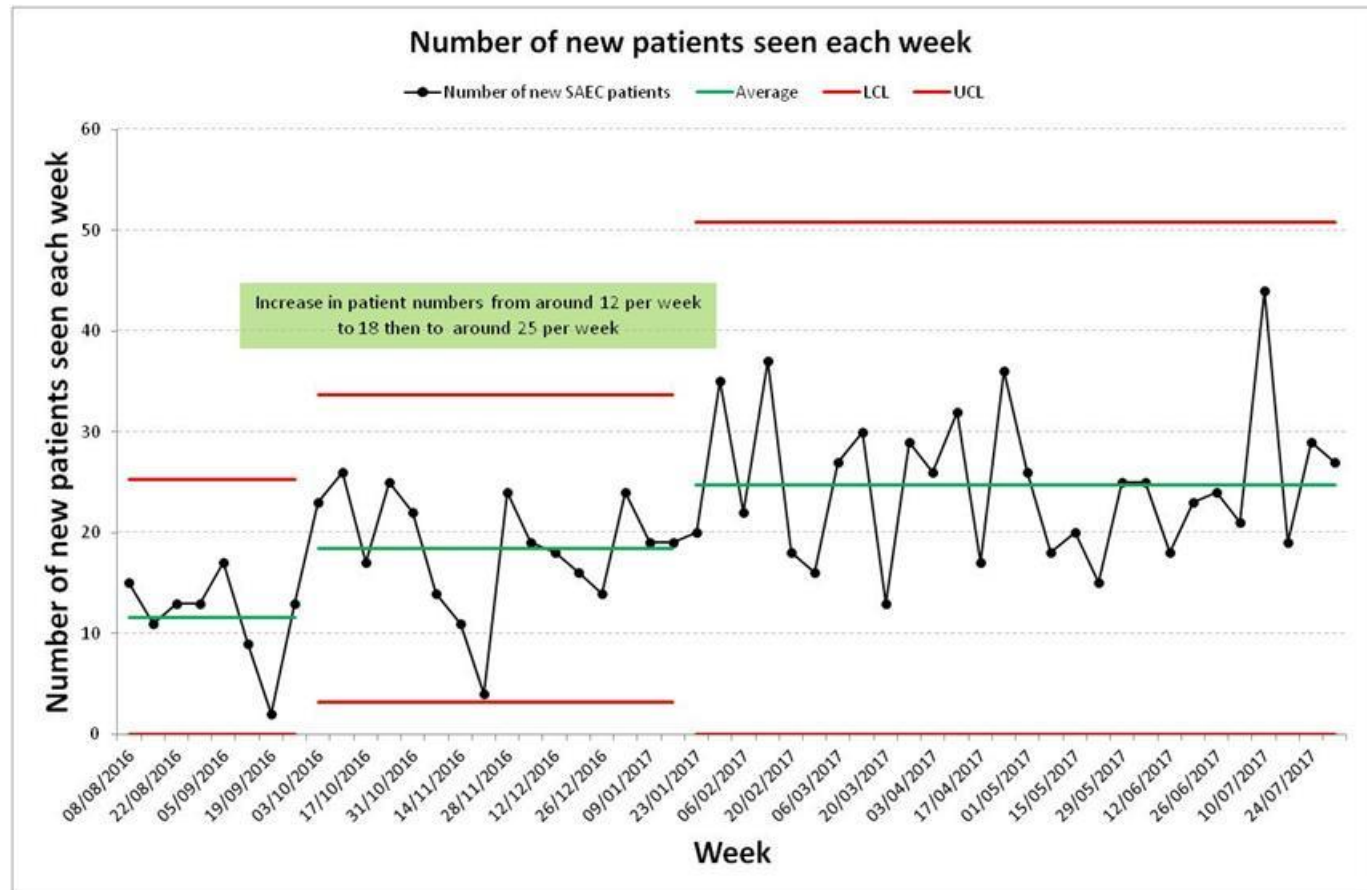
Process mapping and measurement



An example from the SAEC Network

Process
measure

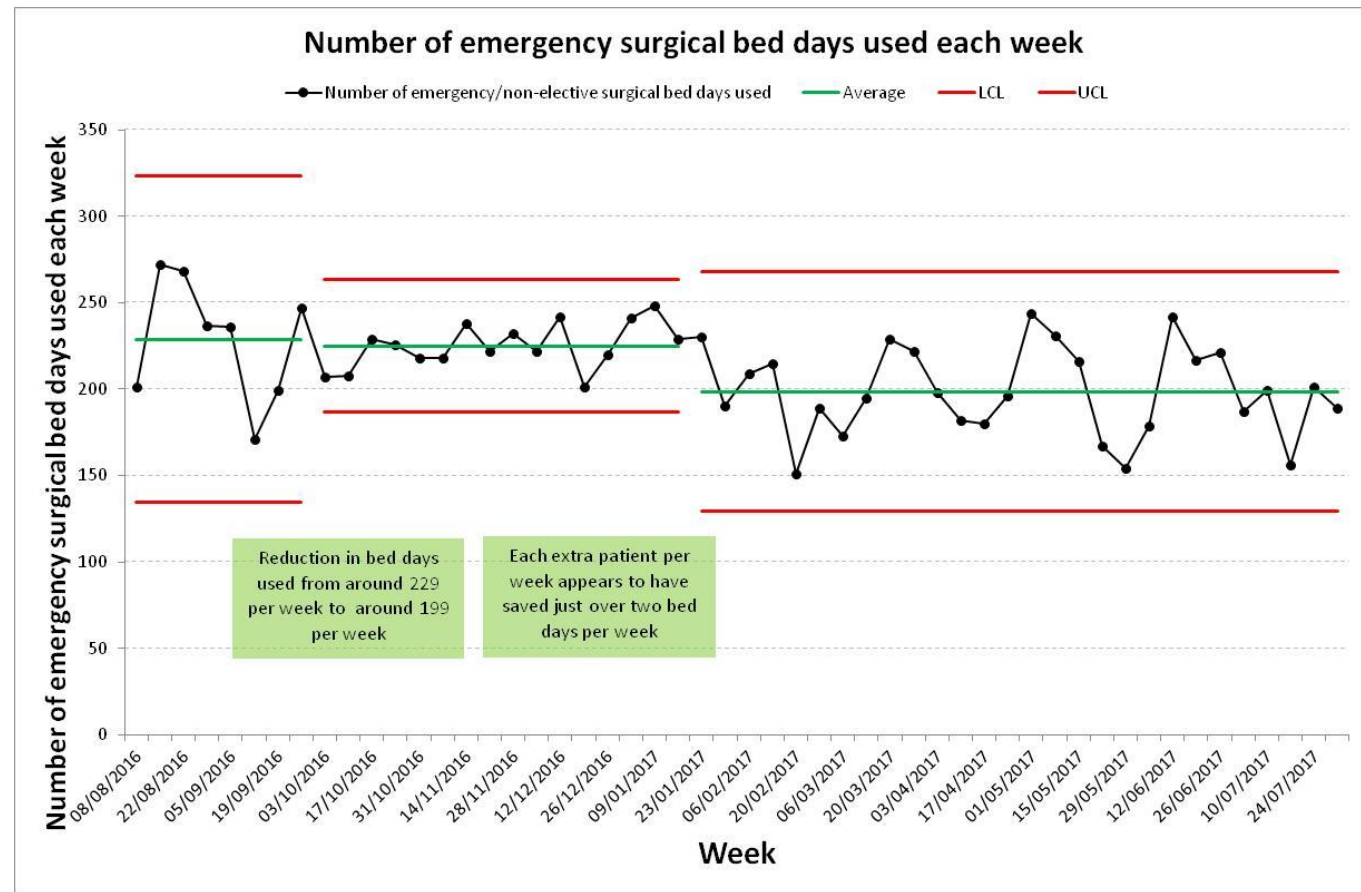
Process
measures show
how well we do
what we say we
do



An example from the SAEC Network

Outcome
measure

Outcome
measures show
the impact on
patients/our
aim





In your groups

- **Spend time discussing :**
- **What is your planned change?**
- **What you are aiming to achieve with your planned change?**
- **What process and outcome measure will show the effect of your change?**



Your next piece of
homework



Next piece of homework

- **Complete and return the SAEC data template**
- **This must cover a period of time in which you made a significant change**

- **Use the data template to demonstrate the difference your change has made to a process measure**
- **Use the data template to demonstrate the impact which that change has made to an outcome measure**