

## Achieving Equitable Health Outcomes in Nebraska, Session 8

### Planning for Success: Measurement

#### Key Takeaways:

- An effective approach to measuring the success of improvements starts with a problem statement which offers a concise and focused description of the issue that needs to be addressed.
- Outcome measures detail the results that you are looking to achieve in your organization. Leadership or management should be held accountable for meeting outcomes-level goals.
- Process measures detail the actions which you believe will lead to your outcomes. The frontline staff making the changes should be held accountable for gathering process data and meeting process-level goals.
- Balancing measures detail unintended consequences outside of our process that might impact the viability and sustainability of our change. Frontline staff should be held accountable for gathering and reporting data on balancing measures.

#### Further Reading:

Measurement Resources	The Kirkpatrick Model for Measurement: <a href="https://www.kirkpatrickpartners.com/the-kirkpatrick-model/">https://www.kirkpatrickpartners.com/the-kirkpatrick-model/</a>
	Writing a Problem Statement: <a href="http://www.hqontario.ca/portals/0/documents/qi/qi-problem-statement-instruction-sheet-en.pdf">http://www.hqontario.ca/portals/0/documents/qi/qi-problem-statement-instruction-sheet-en.pdf</a>
	Science of Improvement: Establishing Measures. <a href="#">Institute for Healthcare Improvement Website.</a>
Joint Commission National Patient Safety Goal	<i>R3 Report Issue 38: National Patient Safety Goal to Improve Health Care Equity.</i> <a href="#">The Joint Commission Website.</a>
	<i>National Patient Safety Goal to Improve Health Care Equity.</i> R3 Report: Requirement, Rationale, Reference. A complimentary publication of The Joint Commission. Issue 38, December 20, 2022. <a href="#">The Joint Commission Website.</a>
Achieving Equitable Health Outcomes in Nebraska Program	<i>Achieving Equitable Health Outcomes in Nebraska Program Homepage.</i> <a href="#">University of Nebraska Medical Center Website.</a>