Effective Measures for Improvement

(Visit QI 103: Testing and Measures Changes with PDSA Cycles to learn more.)

The following are some examples of helpful measures for different improvement topics:

**Measures for Flow**
- Number of patients transferred from the emergency department to an inpatient bed within one hour of the decision to admit
- Number of patients transferred from the postanesthesia care unit (PACU) to an inpatient bed within one hour from the time patient is deemed ready to move
- Number of patients transferred from the ICU to an inpatient bed within 4 hours from the time the patient is deemed ready to move from the ICU
- Number of patients physically transferred from the inpatient facility to a long-term care facility within 24 hours after the patient is deemed ready to transfer

**Measures for Access**
- Number of days to the third next available appointment
- Number of minutes from time of appointment to time to see clinician
- Percent of "good" or "very good" answers on selected patient satisfaction survey questions
- Average daily clinician hours available for appointments
- Average daily demand for appointments

**Measures for Critical Care**
- Average ICU length of stay
- Percent ICU mortality
- Percent of patients/families satisfied with care
- Average number of days on mechanical ventilation
- Percent of ICU patients with ventilator-associated pneumonia
- Percent of ICU patients with catheter-induced bloodstream infections

**Measures for Diabetes Management**
- Percent of patients with HbA1c (blood sugar) level measured twice in the past year
- Percent of patients with documented self-management goals
- Average HbA1c level for population of patients with diabetes
- Percent of patients with documented eye and foot exam in the past year
- Percent of patients with fasting LDL cholesterol level <100 in the past year

**Measures for Medication Systems**
- Number of adverse drug events (ADEs) per 1,000 doses
- Percent of admissions with an ADE
- Number of self-reported medication errors
- Percent of staff reporting a positive safety climate