Effective Measures for Improvement

(Visit *QI 103: Measure for Improvement* to learn more.)

The following are some examples of 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