

## Process Measures

### Keys For Success August 24, 2006

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## Objectives

- Understand the intrinsic value of process measures in quality improvement.
- Develop and utilize process measures.
- Add value to your monthly audits by monitoring process measures.

## Process of Care

“A process of care is a health care service provided to or on behalf of a patient.”\*

Example: Percentage of SOC/ROC patients who had a fall-risk assessment.

\*National Quality Measures Clearing House Available at:  
<http://www.qualitymeasures.ahrq.gov/resources/glossary.aspx>. Accessed 4 April 2005.

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## Outcomes

“An outcome of care is a health state of a patient resulting from health care.” \*

Example: Reducing the number of patient episodes resulting in hospitalization.

\*National Quality Measures Clearing House Available at:  
<http://www.qualitymeasures.ahrq.gov/resources/glossary.aspx>. Accessed 4 April 2005.

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## Process Measure

- A measure of whether a process occurred or not—or indicates the timing of the occurrence.
- May be time-limited to a health care encounter—during a home visit—or may refer to an episode of care.

## Why?

### Change strategy

- Are we doing what we said we would?
- How do we know?
- Where are the problems?
  - Education
  - Implementation
  - Follow through

## Why?

Process measures help you determine the effectiveness of your action plan.

- Outcomes are not achieved—where is the problem?
  - Without process measures you cannot confidently say you have implemented your plan.
- We are carrying out our plan efficiently and not achieving expected results—where is the problem?
  - Consider a change in strategy.

## Why?

### Plan of action

- What activities are needed to create change?
  - Fall-risk assessment at SOC.
  - Oral medication education (patient).
  - Referral to another discipline.
- What do we need to track to ensure success?
  - Some action items are internal:
    - Completion of staff training
    - Development of posters, guides, etc.

## How to Operationalize a Process Measure

Referral to PT if risk assessment is 8 or above.

- Process measure
  - Did we refer all patients to PT if risk assessment was 8 or above?

Numerator = number of patients with a fall-risk assessment of 8 or above that were referred to PT.

Denominator = number of patients with a fall-risk assessment of 8 or above.

Total = percentage of patients with a fall-risk assessment of 8 or above that we referred to PT

## Monitoring

- Audit a sample of charts each month.
  - Charts sampled must have process completed at time of audit.
  - Typically a SOC or ROC rather than a D/C chart.
- Assessment of compliance by Quality Team.
- Implementation of remediation or reinforcement as needed.

## Monitoring

### Best Practice Monitoring Tool

- Allows for quicker audits.
- Produces compliance reports.
- Allows for creation of new process measures.
- Can be utilized by any staff member.

## Questions?

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