



## Gloucestershire Safety & Quality Improvement Academy

### Outcome measures

- impact on the patient and show the end result of your improvement work.
- Example: the MRSA rate or the number of falls.

### Process measures

- reflect the way your systems and processes work to deliver the outcome you want.
- Example: % compliance with hand hygiene

### Balancing measures

- reflect what may be happening elsewhere in the system as a result of the change. This impact may be positive or negative.
- Example: if you have implemented changes to reduce your post operative length of stay, you also want to know what is happening to your post operative readmission rate. If this has increased then you might want to question whether, on balance, you are right to continue with the changes or not.