Measurement Principles & Checklist

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IHI Idealized Design of Clinical Office Practices Collaborative
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Principles

1. Seek usefulness, not perfection
2. Use balanced set of measures (inputs, processes, outcomes)
3. Keep measurement simple
4. Use qualitative AND quantitative data
5. Write down operational definitions in understandable terms
6. Measure small representative samples
7. Form measurement team
8. Display key measures with trends over time
9. Build measurement into daily work

Checklist for Getting Started

Aims/ Users & Uses

1. Ensure the clarity of intended use and analysis of data

2. Ensure methods of organizing, displaying and summarizing data provide the answers to critical questions

Definitions

1. Clearly define how observations translate into performance measures

2. Ensure that measurement methods actually collect intended information

3. Ensure measurement simplicity & clarity with minimization of on-the-spot decision-making

Planning

1. Enable the recording of additional or ancillary information during data collection

2. Embed measurement into daily work processes

3. Emphasize the timeliness of information- data collection, analysis & use as close to the process or system under improvement as possible