



QM.9.2.12 Sentinel events.

QM.9.2.13 Patient complaints.

QM.9.2.14 Length of stay.

Standard Intent:

'Outcome' measures attempt to describe the effects of care on the health status of patients and populations. Improvements in the patient's knowledge and salutary changes in the patient's behavior may be included under a broad definition of outcome, and so may represent the degree of the patient's satisfaction with care.

Outcomes are states of health or events that follow care, and that may be affected by health care. An ideal outcome indicator would capture the effect of care processes on the health and wellbeing of patients and populations.

QM.10 Data collected are aggregated and analyzed.

QM.10.1 Data collected are analyzed by staff qualified in data management.

QM.10.2 Data collected are regularly aggregated and analyzed to yield useful trends and variances.

QM.10.3 Data are utilized for internal and external benchmarking to identify deficiencies and opportunities for improvement.

QM.10.4 Information is communicated to the appropriate stakeholders in a way they can understand and use.

Standard Intent:

Practice improvements are much needed in health care. To make information-driven decisions and improvements, data that are tracked across time, across organizations, across patient populations, or across some other variable must be aggregated, analyzed and transformed into useful information. Without staff qualified in data management, transforming data into information would be difficult. Information generated from data analysis should be reported to concerned hospital leaders and staff to support their decision making and practice improvement processes.

QM.11 The hospital uses the information resulting from data analysis to make improvements.

QM.11.1 Information resulting from data analysis is used for prioritizing quality improvement projects as well as strategic and operational planning.

QM.11.2 When appropriate, the hospital tests improvement interventions prior to full implementation.

QM.11.3 After implementing improvement interventions, the hospital measures their effectiveness to ensure that interventions have achieved a sustained improvement.

Standard Intent: