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The assessment of structure is a judgement on whether care is being provided under conditions that are either conducive or inimical to the provision of good care.

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**QM.8 Hospital leaders select a set of process indicators based on the mission and scope of services.**

QM.8.1 Hospital leaders utilize the information provided by process indicators.

QM.8.2 Process indicators may include, but are not limited to, the following:

QM.8.2.1 The timing and use of antibiotics prior to surgery.

QM.8.2.2 Blood and blood products administration.

QM.8.2.3 Documentation in medical records.

QM.8.2.4 Delay of physicians answering nurses' phone calls and pagers.

QM.8.2.5 Waiting times for treatment.

QM.8.2.6 Venous thrombo-embolism prophylaxis for surgical patients.

QM.8.2.7 Neuropathy testing in diabetic patients.

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**Standard Intent:**

'Process' denotes what is actually done in giving and receiving care, i.e. the practitioner's activities in making a diagnosis, recommending or implementing treatment, or other interaction with the patient.

Process indicators assess what the provider did for the patient and how well it was done. Processes are a series of inter-related activities undertaken to achieve objectives.

Process indicators measure the activities and tasks inpatient episodes of care.

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**QM.9 Hospital leaders select a set of outcome indicators based on the mission and scope of services.**

QM.9.1 Hospital leaders utilize information provided by outcome indicators.

QM.9.2 Outcome indicators may include, but are not limited to, the following:

QM.9.2.1 Mortality rates.

QM.9.2.2 Healthcare associated infections.

QM.9.2.3 Staff satisfaction.

QM.9.2.4 Patient satisfaction.

QM.9.2.5 Unplanned return to the operating room.

QM.9.2.6 Return to the emergency room within 24 hours.

QM.9.2.7 Unplanned transfer to the critical care unit.

QM.9.2.8 Resuscitation of patients (cardiac/respiratory arrest).

QM.9.2.9 Readmission to the hospital within 30 days of discharge.

QM.9.2.10 Various adverse events (e.g., falls, injuries, and pressure ulcers).

QM.9.2.11 Medication errors.

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