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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.