

- LD.31.1 Performance measurement and improvement are consistent with the hospital wide quality improvement, patient safety, and risk management plans.
 - LD.31.2 Performance measurement and improvement are based on the important processes and priorities of the department.
 - LD.31.3 The department head selects and monitors the appropriate performance indicators (e.g., two indicators at a time).
 - LD.31.4 Performance measurement and improvement involve regular data collection and analysis and appropriate improvement actions/projects.
 - LD.31.5 The department interacts with other departments/committees to promote the quality improvement efforts when needed.
 - LD.31.6 Results of performance measurement and improvement are reported periodically to the hospital leadership (e.g., the executive management committee or the quality improvement committee) and shared with staff, departments, and committees as applicable.
 - LD.31.7 Staff members participate in quality improvement and patient safety activities and receive training on quality assessment and improvement.
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Standard Intent:

Department outcome measurement is one of the most important activities that department head has to do. There are several compelling reasons to measure outcomes:

1. Measuring the effectiveness of an intervention: How do you know if a department performance was effective? If a performance was not effective, would you want to know so that it could be improved?

2. Identifying effective practices: With the information you collect, you can determine which services to continue and build upon. Some practices might be modified and replicated for other services or initiatives based on your results.

3. Identifying practices that need improvement: Some activities may need to change in order to improve the effectiveness of your program.

4. Proving your value to existing and potential stakeholders: Stakeholders including hospital administration are keenly aware of the need to document the success of your department.

5. Getting clarity and consensus around the purpose of your department: Everyone in your organization, from board members to service staff to volunteers, should understand what is going on in your department and what it is intended to achieve. Outcome measurement helps to clarify your understanding of your department work and help in the improvement efforts.
