

**Table 2.15 Family of Measures Including Outcome, Process, and Balancing Measures**

Type of Measure	Description	The Surgical Infection Prevention FOM
Outcome	The voice of the customer or patient. How is the system performing? What is the result?	Surgical Site Infection Rate
Process	The voice of the workings of the system. Are the parts or steps in the system performing as planned?	Percentage of appropriate prophylactic antibiotic selection Percentage of on-time administration of prophylactic antibiotics Percentage of staff with a safety culture climate score greater than 4
Balancing	Looking at a system from different directions or dimensions. What happened to the system as we improved the outcome and process measures?	Patient satisfaction Cost per case