



MEASUREMENT FOR IMPROVEMENT RESOURCE AND PLANNING TEMPLATE

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About The Canadian Foundation for Healthcare Improvement

CFHI works shoulder-to-shoulder with partners to accelerate the identification, spread and scale of proven healthcare innovations. Together, we are delivering lasting improvement in patient experience, work life of healthcare providers, value for money and the health of everyone in Canada.

CFHI is recognized as a leader in patient, family and caregiver engagement. Since 2010, we have led collaboratives and championed partnerships with patients and families to improve quality across the continuum of care.

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Measurement is an essential part of improvement. Measurement informs needed adjustments and provides evidence that supports the case for change, and can increase engagement and excitement among those involved.

Identify a family of measures you will track to monitor your progress toward your aim(s). Determine your measures in partnership with people who will be impacted by the change, including patient, family and caregiver partners and staff. It will be important to include measures to assess the impact of the improvement initiative across diverse population groups, including populations who struggle to access care generally (e.g., live in rural or remote areas), potentially at-risk or vulnerable populations (e.g., complex medical needs); First Nations, Inuit and Métis communities; immigrants; refugees; LGBTQ2+; Black Canadians; or other minority groups. CFHI's Improvement Resources including the [Healthcare Improvement Planner](#) and the [Long Term Success and Sustainability Healthcare Improvement Resource](#) can be used to help create detailed improvement and measurement plans. Create your measurement plan using **Table 1** by following these steps:

1. List the **outcome measure(s)** you ultimately want to improve.
2. List **process measure(s)** i.e., the activities you are doing to achieve your desired outcomes/aims. Process measures can include, for example, number of staff and patient, family and caregiver partners who receive education to support the initiative.
3. List the **balancing measure(s)** to monitor possible unintended consequences or problems.
4. For each of your measures, identify:
 - a. The **data collection method**, which includes identifying the data source, frequency of collection and who is responsible to collect, track and report the data over time.
 - b. **Baseline data** (if available), to identify the current information on the measures you will use to monitor progress toward your improvement aims; this will allow you to detect changes in the measures over time.
 - c. **Target/expected change** of the measures with a specified time period for your targets/expected changes.



Table 1: Measurement Plan description of measures, data collection methods and targets/expected changes of the healthcare improvement initiative from another site(s).

Measure Name & Operational Definition		Data Collection Method: Frequency and Sources	Target/Expected Change (specify time period)
Outcome Measures: Main outcomes to improve.			
1			
2			
3			
Process Measures: The activities you are doing to achieve your desired outcomes/aims. <i>(Ex. number of staff who received education or training)</i>			
1			
2			
3			
Balancing Measures: Assess for unintended consequences; should either not change or stay the same. <i>(Ex. number of falls when reducing medications)</i>			
1			
2			
3			
4			