

# Measurement Plan Framework

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## Overview

The aim of improvement endeavours in healthcare is to make services better. That might be: safer (less errors, infections, falls), more effective (delivering care that is based on science - neither over nor under treating), more efficient (less waste), more person-centred (caring, compassionate, fitting with patient/family requests), equitable or timely.

To understand whether we have reached our aims we need to define what our chosen 'better' state would look like, and measure things to know if the changes we make result in the improvements we seek.

Measurement for improvement asks questions like:

- What does "better" look like?
- How will we recognise better when we see it?
- How do we know if a change is an improvement?

Without change we won't make improvements. Without measurement we won't know if we have improved.

In order to plan and execute measurement for improvement you need a measurement strategy. This paper provides you with a framework to create one.

## How to use it

The Measurement Improvement Journey Process lays out what questions regarding data and measurement need to be asked at each of the steps of the improvement journey:

**Discover:** aim and vision - why are we measuring?

**Explore:** delve deeper and consider measurement strategy - what aspects of quality do we wish to develop measures for?

**Design:** design and initial test of measurement plan - develop measureables, operational definitions and a data collection plan

**Refine:** what refinements are required to the initial measurement plan to support testing the process change (to see if it's an improvement). Collect data, analyse and present for review

**Introduce:** monitor if the data shows improvement in the implementation site(s)

**Spread:** introduce the measurement approach to new areas

**Close:** shift to monitoring of sustained improvement and quality assurance across (an) organisation(s)

## What next?

Having considered the questions that the Measurement Plan Framework poses you may find it useful to use the templates:

- Measure Plan Form
- Measurement Plan Summary Form
- Data Collection Plan Form

And also:

- the analytical tools shown on the measurement tool decision assistant
- Making the numbers meaningful for quality improvement: Visual display of quantitative data