

The Essentials of Safe Care

Glossary

Improvement Hub

Enabling health and social
care improvement

Essentials of Safe Care

Glossary

This glossary provides a simple explanation of the key words and phrases used throughout the **Essentials of Safe Care** webpages.

It will be revised and updated as additional resources are created.



For more information, questions or comments please email his.pspcontact@nhs.scot.

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A - C

A	Aim	quantifies what improvement will look like, for who and by when.
B	Balancing measure	measures that check for possible consequences elsewhere in the system.
C	Change idea	specific ideas that teams can test to see if they influence the secondary drivers, and ultimately the aim.
	Change package	a resource to bring together what is known about best practices and processes, based on evidence from literature, research, and the experiences of others.

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D - N

D Driver diagram

a diagram showing the relationship between the overall aim of the project; the primary drivers (sometimes called “key drivers”) that contribute directly to achieving the aim; the secondary drivers that are components of the primary drivers; and specific change ideas to test for each secondary driver.

M Measurement framework

a framework containing a selection of measures for assessing and improving safety.

N Non-random variation

variation that could be due to the changes you have introduced.

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O - P

O	Outcome measure	measures that tell the team whether the changes it is making are helping to achieve the stated aim.
P	Person centred care	providing care that is responsive to individual personal preferences, needs and values.
	Primary driver	the key components of the system / main areas of influence that need to change to achieve the aim.
	Process measure	measures that tell the team whether things that have to be done to achieve the desired outcomes are happening reliably.

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R - S

R	Random variation	variation that affects all processes, people and outcomes equally.
	Run chart	a graphical display of data plotted in some type of order.
S	Safe	avoiding harm to people from care that is intended to help them.
	Secondary driver	subsections or processes that influence the primary drivers.