

# Our Measurement Plan

Date: \_\_\_\_\_



<b>What?</b> <ul style="list-style-type: none"> <li>• What is being measured?</li> <li>• What type of data is being collected?</li> </ul>	<b>How?</b> <ul style="list-style-type: none"> <li>• How will the data be captured?</li> <li>• If manual data collection, are there data collection sheets required?</li> <li>• How will we share this with the rest of our practice/providers/team?</li> </ul>	<b>When?</b> <ul style="list-style-type: none"> <li>• When and how frequently will the data collection take place? (i.e. time of day, day of week, frequency)</li> </ul>	<b>Where?</b> <ul style="list-style-type: none"> <li>• On which unit, area, pod or department will the data be collected?</li> </ul>	<b>Who?</b> <p>Who is responsible for:</p> <ul style="list-style-type: none"> <li>• Collecting/entering the raw data into the online measurement tool?</li> <li>• Collating the manual collection sheets and entering data?</li> <li>• Doing the analysis of the data?</li> </ul>

# Embarking on your Measurement Journey: A Guide for your Practice

***Measurement is a critical part of testing and implementing changes; measures tell a team whether the changes they are making actually lead to improvement.***

The Improvement Journey is a structured approach that supports individuals and teams to test, implement and spread sustainable improvement across a your practice, or PCN.

This Measurement Plan template is intended to help you and your team members identify what questions regarding data and measurement need to be asked at each of the steps of the improvement journey:

**Step 1: Discover** aim and vision - why are we measuring? Consider what is important to you and your practice staff.

**Step 2: Explore:** Dive a little deeper and consider the measurement strategy - To begin, try and identify a team goal related to patient care, clinic process and your staff satisfaction...is that worth measuring to you?

**Step 3: Design:** use the questions on the 'our measurement plan' template to consider how you might begin to operationalize the measures

**Step 4: Refine:** what refinements are required to the initial measurement plan to support on-going exploration so you can answer your important questions? Discuss the process with your team, refine, repeat and review

**Step 5: Introduce:** Share what you have found with the rest of your team (colleagues and practice staff). Build the will to broaden your vision and measures across the whole practice team.

**Step 6: Spread:** How will you introduce the measurement approach to new areas? Communication is key.

**Step 7: Close:** What lessons can you learn to ensure you maintain your culture of measurement for the long-term?

## Consider this!

**Plot data over time** Tracking a few key measures over time is the single most powerful tool a team can use.

**Seek usefulness, not perfection** Measurement is not the goal; improvement is the goal. Collect just enough data to know whether changes are leading to improvement.

**Use sampling** A simple, efficient way to help a team understand how a system is performing. For example; once you've identified something important to your practice from your patient perspective, try measuring a random sample of 5 to 10 patients per week to see how it's going.

**Integrate measurement into the daily routine** Useful data are often easy to obtain without relying on an EMR. Try this simple data collection form, and make collecting the data part of someone's job.

**Use qualitative and quantitative data.** In addition to collecting quantitative data, be sure to collect qualitative data, which often are easier to access and highly informative. For example, ask team members if they left work on time this week, or how they felt a new process worked for them.

**Often, a few simple measures will yield all the information you need.**