

# Measures

Use the template below to document the family of measures you will use to determine whether the changes you make lead to improvement.

Outcome Measures	Process Measures	Balancing Measures
Reflect the voice of the consumer and help determine the impact of care on the patient.	Reflect the voice of the workings of the system and help assess if the steps of a care work system are performing as planned.	Look at a system from different dimensions to determine how your process of care impacts the wider practice or health system.

Examples are provided in red in the table below for your reference. See page 2 for a template of the table.

	Measure Name	Measure Description	Operational Definitions and Data Collection Plan
Outcome	HbA1c control	The proportion of people living with diabetes in the practice (active patients) who have an HbA1c recorded in the last 12 months to target level.	The proportion of active patients with diabetes who have an HbA1c result within the target range recorded in the last 12 months. Data will be extracted from the electronic health record (EHR) system. The denominator is the total number of active diabetes patients. The numerator is the number of patients with an HbA1c within the target range in the past 12 months. Data will be reviewed quarterly.
Process	HbA1c measurement	The proportion of people living with diabetes in the practice (active patients) who have an HbA1c recorded in the last 12 months.	EHR records will be reviewed to determine the number of diabetes patients with at least one documented HbA1c test in the past year. The denominator is the total number of active diabetes patients, and the numerator is those with at least one HbA1c test recorded. Data will be analysed monthly.
Balancing	Capacity for care planning	The median number of days before a care planning appointment with the practice nurses	Scheduling system logs will be reviewed to determine the time interval between the request and appointment date. Data will be collected and analysed monthly to assess appointment availability and patient wait times.



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Outcome			
Process			
Balancing			