Types of Measures

CheckPoint reports several types of measures that provide different information.

Process Measures

Process measures indicate how often a desired action takes place. These measures reflect health care interventions that research has shown increase the likelihood of a better outcome. Process measures are usually reported as a percentage or a rate. Providing heart failure patients with good discharge instructions when they go home is an example of a process measure. Higher numbers are usually better for process measures.

Outcome Measures

Outcome measures reflect the result of care. These measures are frequently adjusted for patient factors, like a chronic illness, that increase the risk that a patient will have a negative outcome. Some outcome measures are also adjusted for hospital factors that influence the outcome of care. For example, a hospital that is affiliated with a university has different resources available to care for patients than a community hospital. Outcome measures are reported as a rate, or comparison to what was expected. A mortality (death) rate is an example of an outcome measure. Lower numbers are usually better for outcome measures.

Patient Experience of Care

Patient Experience of Care is another way of measuring health care. These data come from surveys and help hospitals understand their patients experience with or how satisfied they were with their care. These results are typically reported as a percentage. Higher numbers indicate more satisfied patients.