



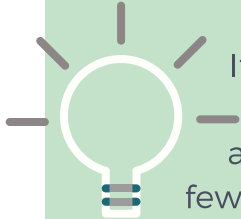
MEASUREMENT IN RELIABLE DESIGN



THE THREE RULES OF MEASUREMENT IN RELIABLE DESIGN

- 1 Keep it SIMPLE
- 2 Make sure it's DOABLE
- 3 Use MINIMAL RESOURCES

REMEMBER



If you are not observing the process to be appropriately done on a few persons, the likelihood of it being done on everyone is zero.

Measurement by Roger Resar and Frank Federico, IHI, Marla DeVries, THE GREEN HOUSE® Project, and Arkansas COVID-19 Action Network



TYPES OF MEASURES

OUTCOME MEASURE

A result of a single or series of processes

- COVID infection rate
- Staff satisfaction
- Vaccination rate
- Resident Fall rate
- Overall rate of resident loneliness

FACILITY
RESPONSIBILITY

PROCESS MEASURE

A single or series of actions linked to an outcome

- Vaccinating staff
- Using PPE
- Risk assessment for resident falls
- Methods for disinfecting surfaces
- Identifying resident loneliness

DYAD
RESPONSIBILITY



WHY THE DYAD ONLY MEASURES PROCESS

A process linked to an outcome by science when reliably done has to affect the outcome in a positive way or either the science is wrong or the process in not being done reliably.

- A reliable vaccination process will reduce COVID infection rates.
- A reliable loneliness process will identify the facility loneliness rate.
- A reliable fall-risk assessment process allows for interventions that reduce resident fall rates.



HOW THE DYAD ONLY MEASURES PROCESS

- Keep to a **YES/NO** format.
- Use **SMALL SAMPLES** rather than ALL.
- Person/persons responsible for the design should do the **DATA COLLECTION**.
- Process reliability data used to refine the process until **95%** reliability is reached.
- For a process thought to be reliable, **SPOT CHECKS** need to be made & defects studied.

