

Measures *Template*

QUALITY IMPROVEMENT

A structured grid for defining your process, outcome, and balancing measures, with baseline and monthly tracking.

A small number of well-chosen measures tells the team whether a change is actually working. Three types of measure are useful in refugee health QI: **outcome** measures track whether the aim is being met, **process** measures track whether the change is actually happening, and **balancing** measures watch for unintended consequences.

The three measure types

Outcome	Tracks the aim. For refugee health: number of patients with completed health assessments, proportion with interpreter need recorded, follow-up actions completed.
Process	Tracks whether the change is being delivered. Was the longer appointment booked? Was the interpreter arranged in advance? Was the registration data captured?
Balancing	Watches for unintended effects. Longer reception check-in time? Staff workload? Other patient groups under-served as attention shifts?

TIP

Start with 3–5 measures total. More than that becomes hard to maintain. You can add more once the rhythm is established.

Worked example

EXAMPLE — STRAND MEDICAL CENTRE, REFUGEE HEALTH ASSESSMENT PROJECT

TYPE	MEASURE	BASELINE	TARGET	DATA SOURCE
Process	Proportion of new refugee-background patients booked into a longer (30+ min) appointment	Audit of 20 bookings	90%	Reception booking audit
Outcome	Number of refugee-background patients with a completed health assessment	14	Trend up over 8 weeks	Clinical system search by code
Outcome	Proportion of interpreter-supported appointments booked in advance (vs same-day)	60%	85%	Reception appointment review
Balancing	Average reception check-in time per refugee-background patient	~3 min	No increase > 1 min	Spot-check audit, weekly

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FILL IN WITH YOUR TEAM

PRACTICE NAME

QI ACTIVITY / AIM

MEASURE SET

TYPE	MEASURE	BASELINE	TARGET	DATA SOURCE
Outcome				
Process				
Process				
Balancing				

MONTHLY TRACKING

Use this grid to track the measures month-by-month. One row per measure.

MEASURE	MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6

TIP

Plot the outcome measure as a simple run chart. Four or five data points make trends visible and give the team something to react to at monthly huddles.