**WHAT IS A PERFORMANCE MEASURE?**
A healthcare performance measure is a way to calculate whether and how often the health and healthcare system does what it should.

Measures are based on scientific evidence about processes, outcomes, perceptions, or systems that relate to high-quality care.

**CONSTRUCTING A MEASURE**
The result of a measure is usually shown as a ratio or a percentage, and allows for comparison to other providers and benchmarking against national and local performance.

**MEASURE FORMULA**
\[
\text{RESULT} = \frac{\# \text{ NUMBER } \text{ WHO HAD A SPECIFIC TREATMENT}}{\# \text{ NUMBER } \text{ ELIGIBLE FOR TREATMENT}}\%
\]

**MEASURE EXAMPLE**
- **96 WERE PRESCRIBED ASPIRIN**
- **100 TOTAL HEART ATTACK PATIENTS**

**EXAMPLE:** Once a person has had a heart attack, taking aspirin daily has been shown to reduce the chance of having a second one. Guidelines tell physicians to prescribe aspirin to all patients leaving the hospital after treatment.

**TYPES OF PERFORMANCE MEASURES**

**STRUCTURAL MEASURES**
*Assess healthcare infrastructure*

**PROCESS MEASURES**
*Assess steps that should be followed to provide good care*

**OUTCOME MEASURES**
*Assess the results of healthcare that are experienced by patients*

**EXAMPLES**
- Structural: The percentage of physicians in a practice who have systems to track and follow patients with diabetes.
- Process: The percentage of patients with diabetes who have had an annual eye exam in the last year.
- Outcome: The percentage of diabetes patients who are blind or have compromised vision.