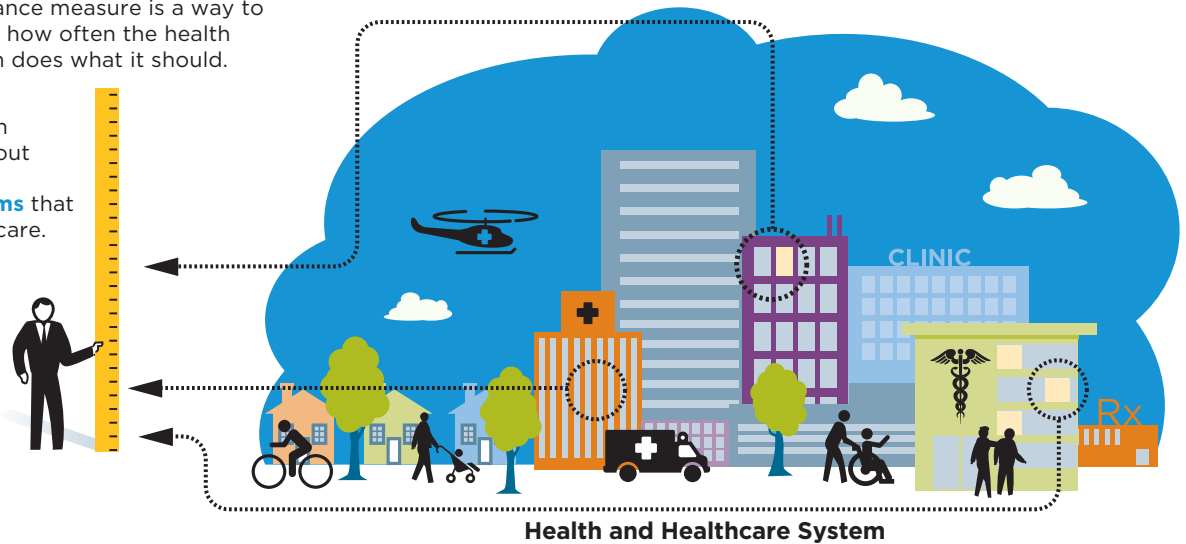


**WHAT IS A PERFORMANCE MEASURE?**

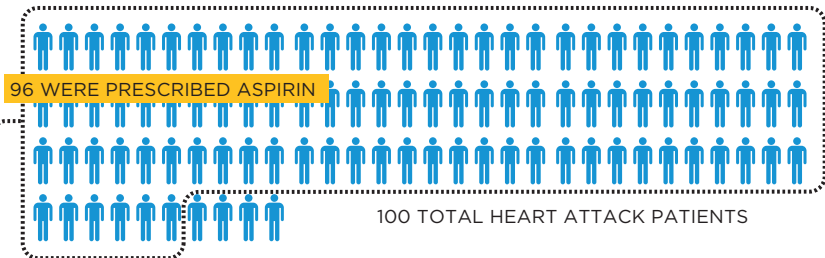
A healthcare performance measure is a way to calculate whether and how often the health and healthcare system does what it should.

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**

$$\frac{\text{NUMERATOR}}{\text{DENOMINATOR}} = \text{RESULT}$$

# WHO HAD A SPECIFIC TREATMENT  
# ELIGIBLE FOR TREATMENT

**MEASURE EXAMPLE**

96 HEART ATTACK PATIENTS WERE APPROPRIATELY PRESCRIBED ASPIRIN AT DISCHARGE

100 TOTAL HEART ATTACK PATIENTS

**96%**

**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

EXAMPLE: The percentage of physicians in a practice who have systems to track and follow patients with diabetes.

**PROCESS MEASURES**

ASSESS STEPS THAT SHOULD BE FOLLOWED TO PROVIDE GOOD CARE

EXAMPLE: The percentage of patients with diabetes who have had an annual eye exam in the last year.

**OUTCOME MEASURES**

ASSESS THE RESULTS OF HEALTHCARE THAT ARE EXPERIENCED BY PATIENTS

EXAMPLE: The percentage of diabetes patients who are blind or have compromised vision.