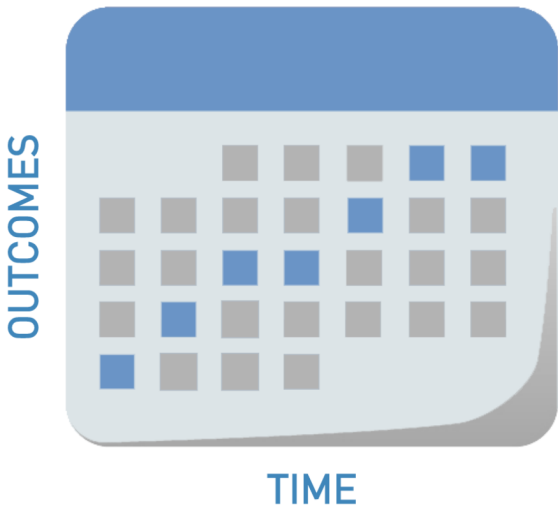


Measurement Leads to Improvement

"Measurement is the first step that leads to control and eventually to improvement. If you can't measure something, you can't understand it. If you can't understand it, you can't control it. If you can't control it, you can't improve it."

– H. James Harrington



One of the main goals of measuring patient outcomes is to improve patient care by tracking and evaluating how patients do while in treatment. To this end the question arises, do patient outcomes improve over time once a program starts measuring them?

To answer this question, MHO analyzed clinical outcome scores for child/adolescent, adult, and geriatric CQI+ inpatients. Improvement scores for patients admitted to programs having just started measuring outcomes with CQI+ during the last year were compared to improvement scores for patients admitted to programs using CQI+ for the same measures for more than a year.

Results showed that across child/adolescent, adult, and geriatric programs, patients who received treatment at a program that had been participating in CQI+ for more than a year had more improvement than patients at a program participating in CQI+ for less than a year.

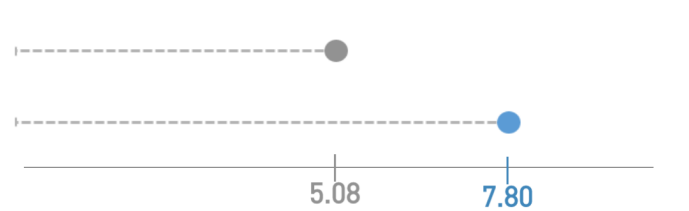
Patient Outcomes

■ Less than 1 Year ■ More than 1 Year

Adolescent Behavioral Problems (CABA-I)



Geriatric Behavioral Problems (PDRS)



Less Improvement ← → More Improvement

Less Improvement ← → More Improvement

The largest differences were seen in the child/adolescent and geriatric programs. These differences indicate that programs measuring their patient outcomes do get better at helping their patients improve.

By using outcomes data, a program gains an understanding of where it excels at patient care and where it needs to focus, which is an important step toward improving patient care.

Analysis by James Holland