Provider Unit
Outcome Measures
Provider Unit Evaluation

Examine aggregate data

- ✓ Structure
- ✓ Process
- ✓ Outcomes

ISOLATE OFIs
Set Quality Outcome Measures
Make Improvements
Identify quality outcomes to improve PU operations / the professional development of nurses.

The outcome should be written in a measurable format.

QOMs should reflect overall PU effectiveness and should NOT be related to one individual activity.
PU Measures do not focus on a single activity.

Can focus on a number of unrelated activities.

Can focus on a number of DIFFERENT related interventions to support a structured APU or organizational initiative.
PU Evaluation does not focus on a single activity

- Aggregate data from all activities or sub-sets of activities

- Aggregate data from a subset of activities:
  - groups (e.g., specific nursing departments)
  - activity topics (e.g., leadership)

- Set of different activities on different aspects of one general topic (e.g., incivility – psychology, communication, conflict resolution, legal issues) that support an organizational initiative
<table>
<thead>
<tr>
<th>Requirement for PU Outcome Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Need Operational Measure x 1</strong></td>
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<tr>
<td>Related to an PU Process - States what the PU will do / PU actions.</td>
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<tr>
<td>“We will offer a series of three related certification prep courses to ICU nurses in 2023.”</td>
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A Word on NPD Measures – “It’s about people”

• You want to measure APU impact on learners.
• You will measure changes in nursing knowledge, skills, practice behaviors, or you can measure (patient, student, membership) outcomes.
• You can focus on measuring nursing behaviors that change outcomes, not the actual organizational outcomes.
PU Outcome Measures Need to be Measurable and Measured

You can try the “SMART” Format:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound
Sample Outcome Measures –
https://padlet.com/janejetson50/7024avbicep8a1kc

Operational or NPD?
# APU Outcome Measures Examples to Assess

Read the APU outcome measures and make constructive comments on how to improve them: 1. State what needs improvement. 2. Make specific suggestions for improvement. SMART Format = Specific, Measureable, Achievable, Relevant, Time-bound. 3. Is this an Operational or a Nursing Professional Development Measure? See column 1 below for these instructions with examples of Operations and QOM Measures.

## INSTRUCTIONS -
1. Improve & 2. Categorize:

### Outcomes Last name starts with A - I

| Example 1 A-I | Nurse planners will be able to implement appropriate learner engagement strategies for changing practice following a series of case-based education sessions. |
| Example 2 A-I | Evaluate impact of educational activities in the practice setting. |

### Outcomes Last name starts with J - Q

| Example 1 J-Q | Nurses will use the S-A-F-E method for inserting g-tubes 100% correctly, 100% of the time, on 100% of patients who need g-tubes. |
| Example 2 J-Q | At least 50% of nurses will self-report changing at least one practice behavior related to any activity series the APU offered in |

### Outcomes Last name starts with R - Z

| Example 4 R-Z | After attending one educational activity on nurse bullying, nurses will change their practice behaviors by using the pocket card provided in one real scenario in the next six months. |
| Example 5 R-Z | Develop a method for obtaining feedback from nurses that is |
Thank you!

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