Performance and Outcome Metrics
Maximising the benefits from data analysis for planning, improvement and innovation

Using Data Constructively is Key
To understand current services and to consider alternatives and new options meaningful data is an invaluable aid. The performance and outcome measures you use are central to telling the story of the care you provide.

Using Methodologies
Outcome and benefits methodologies such as Results Based Accountability, Cost Consequence Analysis and Social Return on Investment offer insight and guidance into what can be measured and how outcomes and benefits can be demonstrated.

Count What Matters:
Generated data needs to add real value; because it can be counted doesn't necessarily mean that it contributes to understanding what is going on.

What to Ask Yourself

- There are three main reasons why we measure: research, judgement and improvement. Which one applies to you?
- When designing a pilot consider data gathering as an integral part of the design, utilising a range of techniques to determine outcomes.
- Consider ease, relevance, timeliness and applicability of data gathering as it applies to activity, user acceptability (satisfaction) and efficacy.
- Well-developed performance metrics are particularly helpful in demonstrating efficacy and value for money. These metrics underpin cost benefit analyses, essential for promoting Innovative approaches to delivering services.

Definitions

Key Performance Indicators (KPI) are the critical indicators of progress to an intended objective.

Patient Reported Outcome Measures (PROMs) report on the gains made by individuals receiving healthcare. This is data direct from the patient about their experiences.

Patient Reported Experience Measures (PREMs) measure patients' perceptions of their experience whilst receiving care.

Accessing Support
Many organisations have roles which specialise in business intelligence and data analysis. These specialist colleagues may be able to offer you advice and support.