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| **Process Measures**  Or - How reliably can I implement my change? | **Outcome Measures**  Or – Did my change make a difference? |
| Percent of physicians using an orthopedic pathway. | Reduction in patients who have surgical site infections. |
| Percent of patients in an ICU for 5 days who have a family meeting with MD and RN. | Shorter ICU length of stay.  Families reporting that the meeting helped them understand the plan of care.  Percent of meetings that result in a change in treatment plan. |
| Percent of patients receiving daily skin assessment by their nurse. | Increase in proper identification of patients’ risk factors for skin breakdown. |
| Percent of platelets sent to operating rooms in totes reminding staff that platelets need to be at room temperature. | Reduction in platelets returned to blood bank in cooler (waste). |