Developing Quality Performance Measures

Worksheet developed by Phyllis Rozanski

Purpose

All too often, organizations have either too many or not the right mix of measures, i.e. they have too many "how much" measures and not enough of "make a difference" measures. The purpose of this worksheet is to help programs decide on the measures that best describe the effectiveness of their strategies and/or programs. This worksheet can be used to identify new measures and/or to inventory existing measures.

Criteria for Measure Selection

- **Clarity**: Simple, clear, and understandable
- **Importance:** To the population result(s) we seek to impact and to our leadership, stakeholders, funders, staff, partners
- **Measurability**: Stated as a number, percent, rate, ratio, average, or dollar amount
- **Availability**: Data can be collected regularly at the end of a program or on a schedule such as daily, weekly, monthly, or quarterly
- **Access:** Data can be retrieved easily by the people who need it to inform their decision making, to make reports, etc.

How to Use

1. List the potential measure or existing measure
2. Designate the Type using the initials: *HM, HW, or DM*
3. Rank the Measure under each criteria: *High (H), Medium (M) or Low (L)*
4. Assess the ranking and identity the action to take: *Use it, delete it, repair it, or gather more information, or other (specify)*

Example

How much (HM), how well (HW) or better off/difference made (DM)		**Insert: *High (H), Medium (M) or Low (L)* for each**					***Action to Take*** **Use it, delete it, repair it**
Measure	**Type**	**Clarity**	**Importance**	**Measurability**	**Availability**	**Access**	
% of residents retaining employment after 6 months	*DM*	*H*	*H*	*H*	*L*	*L*	*Conduct follow-up to get the data*

***Strategy/Pro*gram: _____ Target Population: _____**

If a program, what is the "Program Result" for the target population:

_____

Tip: Start with your difference made measures. 2. Fewer measures are better -not everything that can be measured should be measured. 3. Sync the "how well measures" with the "how much measures."

How much (HM), how well (HW) or better off/difference made (DM)		**Insert: *High (H), Medium (M) or Low* (*L)* for each**					***Action to Take*** ***Use it, delete it, repair it or Add to* Develop Data List**
Measure	**Type**	**Clarity**	**Importance**	**Measurability**	**Availability**	**Access**	
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Actions to Take: