




OUTCOMES

Outcomes evaluate the impact or change that is expected or occurs as a result of the implementation of a quality initiative, service, program or strategy.

	<p><i>What is it?</i></p>	<p>Statements of change developed to evaluate programs, projects or services by examining impacts/benefits to clients during and after participation in a program, project or service.</p> <p>Outcomes can be either direct or indirect and are categorized as short term, intermediate term or long term.</p>
	<p><i>Why use it?</i></p>	<p>To determine a program or initiative's impact or to summarize the results of the program or initiative.</p> <p>Provide clear definition of the program's, service's or initiative's intended outcomes provides focus for the program's work.</p> <p>Outcome measurement shifts the focus from activities to results.</p> <p>Provides a gauge to assess progress, determine if the program, service or initiative is making the intended difference and direct future activities and improvements.</p>
	<p><i>How do I do it?</i></p>	<p>Identify the purpose of the program, service, project or initiative.</p> <p>Determine what patient/client population will benefit or be affected.</p> <p>Express program, service or project outcomes in terms of:</p> <ul style="list-style-type: none"> • knowledge or skills (associated with short-term outcomes). • attitudes or behaviors (associated with intermediate-term outcomes). • values, conditions or status (associated with longer-term outcomes, sometimes called effects). <p>Outcomes should:</p> <ul style="list-style-type: none"> • clearly state who will benefit and what the result this will have on or for them. • reflect an impact that you can tangibly, and rather easily, measure. • be something that your programs and services will have a reasonable ability to influence or impact. <p>Start with short-term outcomes.</p> <p>Consider using words such as "enhanced," "increased," "altered," etc.</p>



OUTCOME DEVELOPMENT

Examples of outcomes:

1. Strategy:

Capital Health Transforming Person-Centred Health Care Experience Strategy

Outcome: Patient-care errors are minimized to the lowest possible

2. Service:

QEII Vascular Leg Ulcer Clinic

Outcome: Clinic has increased knowledge of wound care

2. Project:

8.2 Recreation Therapy Pilot Project

Outcome: Increased appropriate use of Recreation Therapy services and sitters

For more resources online, visit <http://national.unitedway.org/outcomes/resources/mpo/>
(the site specifically addresses measuring program outcomes).