CREATING MEASUREMENT SHEETS

For most measures, you are either measuring a process time or counting the number of times 'something' happens (frequency). Therefore, there are two basic kinds of measurement sheets you can create. In all cases, you want the measurement sheet to be as simple as possible. This is key to getting staff to use the sheets and correctly record data.

Measuring a Process

When measuring a process, clearly define the start and end point of the process.

Example of measuring a single step in a process:

Obs. #	Exact Start Time	Exact End Time
1		
2		
3		

*You can change 'Observation #' to 'date' if that makes more sense for your measure

Example of measuring multiple steps within a process:

Obs. #	Exact Start Time (Step A)	Exact Start Time (Step B)	Exact Start Time (Step C)	Exact Start Time (Step D)	Total Time
1					
2					
3					

After you have a full sheet of observations from start to end, enter them into Excel to calculate the elapsed time for each instance of the process.

Measuring a Frequency

The simplest way to measure a counted value is with a tick sheet.

- First Column: What is to be counted, "the defect" (reason for fall, number of medication errors, etc.)
- Second column: Define the number of occurrences. Add a tick each time the event or defect occurs.
- Final Column: Total number of tick marks at the end of the observation period.

Example of measuring a frequency:

Defect or Reason / Cause	Count	
Reason 1	example: ||||| ||||| ||||| ||	17
Reason 2		

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.