

Baldrige Health Care Glossary HD: Measures and Indicators

Measures and Indicators

The term “*measures and indicators*” refers to numerical information that quantifies input, output, and [performance](#) dimensions of [processes](#), programs, projects, services, and the overall organization (outcomes). The [Health Care Criteria](#) place particular focus on [measures](#) of health care [processes](#) and outcomes, [patient](#) safety, and [patient](#) functional status. [Measures and indicators](#) might be simple (derived from one [measurement](#)) or composite.

The [Criteria](#) do not make a distinction between [measures and indicators](#). However, some users of these terms prefer “[indicator](#)” (1) when the [measurement](#) relates to [performance](#) but is not a direct [measure](#) of such [performance](#) (e.g., the number of complaints is an [indicator](#) of dissatisfaction but not a direct [measure](#) of it) and (2) when the [measurement](#) is a predictor (“[leading indicator](#)”) of some more significant [performance](#) (e.g., increased [patient](#) satisfaction might be a leading [indicator](#) of a gain in HMO member retention).

Note: [Blue](#) words above are hyperlinks to other Glossary HD term definitions.

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