

Effectiveness Outcomes – Organisation

Outcome Area	Examples for Subcategories or Indicators
<p>Care process quality Outcomes that indicate the general quality of the nursing process in an organisation</p>	<ul style="list-style-type: none"> - Risk of poor treatment - Quality of assessment and documentation - Healing/Recovery rates - Readmission rates - Medication administration (errors, accuracy)
<p>Access to care Outcomes that describe the degree of the access to and availability of certain services</p>	<ul style="list-style-type: none"> - Accessibility (physical/remote) - Availability of services (geographic, timeliness, barriers)
<p>Communication/Social interaction Outcomes that describe the communication between different groups within an organization and the social interactions and collaboration</p>	<ul style="list-style-type: none"> - Relationship quality - Communication intensity - Communication errors - Interprofessional relationship
<p>Recruitment and Staffing Outcomes that describe aspects related to the recruitment of employees and the maintenance of employee quantity and quality</p>	<ul style="list-style-type: none"> - Recruitment related outcomes - Staff retention - Absenteeism - Personnel development
<p>Working Conditions Outcomes that describe the general working conditions within an organisation</p>	<ul style="list-style-type: none"> - Physical (noise, vibration) - Organisational (monotonicity, variety) - Working Hours (nightshifts, scheduling)
<p>Operational Efficiency Outcome measures that indicate the degree to which efficient processes are designed by an organization to help improve productivity and performance</p>	<ul style="list-style-type: none"> - Efficient usage of resources - Organisational workflow - Operational efficiency (staff per patient) - Efficiency of work processes - Productivity
<p>Financial Performance Outcomes that indicate the financial result that an organization is capable of producing</p>	<ul style="list-style-type: none"> - Profitability - Financial sustainability - Debts
<p>Overarching Concepts (Comprise different aspects of the above-mentioned dimensions)</p>	
<p>Hospital/Nursing Home Quality Outcomes that summarise the quality of a care of an institution in different dimensions</p>	<p>Indicators:</p> <ul style="list-style-type: none"> - QAS: Quality Improvement Activities Survey - CPS: Clinicians' Perceptions of Quality Survey