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| Date Created | 1/10/14 |
| Revision | 1 |

**Measure Definition**

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| **Background:**   * What is the measure name? * Who is the measure owner? | * Quality Purchase Req * Business Office |
| **Alignment & Decision Making**   * What Strategy or Tactic does this measure align with? * What Cause or Effect are you trying to address? * What decisions/actions are required if the measure’s goal is not achieved? | * Reduce time wasted due to errors, employee time to correct   Errors generate denials from State which requires additional time spent to fix errors, increased employee time. Reduce errors, reduce employee time   * Investigation into type of error |
| **Type**   * Perspective (Strategic, Tactical, Operating) * Focus (Results, Activities, Resources) * View (Internal, External facing) | * Operational * Results, Activities * Internal (HD employees), external DOH |
| **Definition**   * Anchor * How is it defined? * What is the target? * Scope of Measure (e.g. which products/processes, geographies, population group): * Time the target is to be achieved: * Trend: * Expected accuracy of measure (+/- %): | * Quality, employee time * Total number of denials by State * To reduce State denials due to error o * Ensure more than 90% of PO’s submitted are approved. * 90% confidence |
| **Procedure**   * Who collects the information? * When (frequency and timing)? * How collected? * How verified? | * Business Office * Monthly * Reports MFMP/Reports by State * Reviewed by supervisor, reports generated by State. |
| **Analysis**   * Who analyzes the data? * How (steps, statistical methods applied, statistics generated)? | * Business Manager * Monthly historical comparison |
| **Reporting**   * Who? * When (timing) and frequency of report? * Visual representation (e.g. graph, number) (Insert sample graph) * How transmitted (e.g. posted where, email to who, where are results stored)? | * Business Office * Monthly * Graph, numbers, historical analysis      * Electronically, emailed to senior mgmt.. |

**Check Characteristics**

* Interpretable Accepted by decision makers Low waste/cost
* Relevant
* Reliable and valid
* No negative consequences
* Treated responsibly