

## **INDICATORS AND SAFETY**

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This presentation explores the relationship between the concept of measuring dimensions of safe medical practices and the tools used in the design of performance indicators. The message of this presentation is that errors in patient care (organizational, group-associated, or individual provider specific) can be measured and evaluated using many of the existing indicator-based methodologies of measurement. While the measurement of practices leading to safer processes or outcomes may not differ from the indicator-based performance measurement strategies and methods, the interpretation of the patient safety-related data requires new mindset and disposition. Throughout the presentation, the contrast between performance measurement and the measurement of potential for mishaps (errors of omission or commission, near misses, potential adverse drug events, organizational readiness for acting upon potential rather than actual) are discussed. The recommendation of this presentation is to explore the portability of many existing measurement methods to the assessment of safer practices and the education of the providers to become part of an accountability movement both towards the organization and patients.