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Characteristics of quality measures

It is important for quality measures to be practical. The RUMBA rules of quality measures help achieve this [8].

- Relevant to the problem/concern: Will the quality measure actually reflect an increase/decrease in quality?
- Understandable: Will the stakeholders be able to interpret the data collected?
- Measurable. Is there an ability to quantify quality in the area of concern?
- Behaviourable: Can the quality measure be altered by a change in attitudes and conduct?
- Achievable: What are the likelihood goals will be met? [9]

The RUMBA rules will be important in the evaluation of process versus outcome measures. As we will see many outcome measures do not fulfill these rules.



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