SAMPLE - RCA “Measure of Success” Guide for Reporting to The Joint Commission

Measure of Success
Process to evaluate the effectiveness of the actions taken – measurement method

The Joint Commission:
- A Sentinel Event Measure of Success (SE MOS) is due on a mutually agreeable date.
- A SE MOS is a numerical or quantifiable measure (usually related to an audit) that indicates whether a planned action was effective and sustained.

Measurement Type:
- Audit
  - Chart review
  - Survey
- Education
  - Competency testing
- Implementation
- Observation
  - Policy compliance monitoring
- Policy change
  - Completed policy
  - Outcome measures (e.g., length of stay [LOS])
  - Staffing effectiveness

Measurement Option:
- Percent success (e.g., audits)
- Complete/incomplete (e.g., policy change)

Sample size:
- Population < 30 – 100 percent
- 30-100 – 30 cases
- 101-500 – 50 cases
- >500 – 70 cases

Measurement Target (level of compliance expectation):
Determine measurement target or threshold for each action. If planned action is the same as an existing standard or National Patient Safety Goal from The Joint Commission, The Joint Commission will require the measurement target to be based on the related standard/goal type of element of performance (EP) – or at least 85 percent
- National Patient Safety Goal – 100 percent
- Category A – 100 percent
- Category C/education – 90 percent