



Adoptability

- Commitment to adoption
- Evidence of uptake
- User engagement scales
- Multi-stakeholder perceptions, and experiences of adoption
 - Surveys (e.g., adaptation of Lean in healthcare questionnaire (LiHcQ))
 - Observation, interviews, focus groups and administrative data

Implementability

- Organisational readiness for implementation change (ORIC)
- Implementation leadership scale (ILS)
- Assessment of organisation context e.g., Implementation climate scale (ICS)
- Implementation cost and resource availability
- Fit into existing workflows and systems
- Multi-stakeholder perceptions, and experiences of implementation effectiveness
 - Surveys, case studies, interviews, checklists, audits, focus groups and administrative data

Sustainability

- Sustainability of work practices questionnaire
- Normalisation measure development questionnaire (NoMAD)
- Program sustainability tools
- Outcomes and resource allocation beyond initial stage
- Multi-stakeholder perceptions, and experiences of sustainability
 - Surveys, case studies, interviews, records, and policy reviews

Health impact parameters

- Overall well-being
- Effect of symptoms or condition, e.g., Strengths and difficulties questionnaire
- Influence of pain, assessed through pain scales
- Presenteeism-being present at work or productivity while unwell
- Absenteeism-being absent from work due to illness or health concerns
- Requirement for medications, tests, and therapies
- Patients' understanding of their condition and their ability to manage it e.g., Patient empowerment index/score

Health improvement and recovery metrics

- Symptom improvement e.g., Global rate of change, irritable bowel symptom severity score
- Rates of resolution or recovery
- Improvement in medical test results e.g., blood pressure or glucose
- Recovery times or time to a specific target or cure
- Changes in quality of life (e.g., Short Form (36 and 12 v2), Euro QoL 5D)
- Locally developed or validated patient reported outcome measures (PROMs)

Healthcare utilisation

- Visits to the emergency department, hospital, or general practitioner
- Rates of re-referral, readmission, representation, or revision
 - Planned and unplanned
- Total referrals to other healthcare professionals or medical specialities

Other

- Changes in patient adherence scores



Safety

Diagnostic performance

- Diagnostic accuracy
 - Sensitivity and specificity
- Diagnostic yield
- Missed or delayed diagnosis
- Misdiagnosis
- Appropriate escalation of care
- Surgical conversation rates

Clinical variation

- Incidence of errors
- Compliance with guidelines, protocols, and standards of care
- Consistency and concordance in triage, decision-making, investigations, management, surgical necessity, and discharge planning decisions
- Inter-rater reliability
- Assessment or indicators of healthcare quality and appropriateness in medical care, medication management, and documentation

Health Impact assessment

- Mortality
- Morbidity
- Occurrence of complications, adverse events, or incidents
- Impact and severity of side effects or events

Healthcare practice principles

- Evidence of*
- Clinical governance
 - Coordinated care
 - Collaboration

Patient experience of care

- Accessibility and convenience of care
- Organisation and process from referral to discharge
- Appointment duration
- Clinician knowledge and skills
- Interpersonal communication (trust, rapport, listening, and explanation skills)
- Cost of receiving care
- Perceptions of treatment outcomes

- Symptom improvement
- Reassurance
- Treatment and management strategies

Continuity of care

- Relational continuity
- Information continuity
- Management continuity

Patient expectations and satisfaction

- Appointment attendance and retention
- Satisfaction surveys
 - Visit satisfaction questionnaire (Modified VSQ-9)
 - Service satisfaction scale 30 (SSS-30)
 - Consultation satisfaction survey (CSQ)
- Rate of patients requesting second opinion
- Locally developed patient reported experience measures (PREMS)





Healthcare Provider Experience

Perspectives and experiences of healthcare professionals

- Allied health practitioners
- Nursing
- Support teams
- Medical specialists
- General practitioners

Healthcare system expectations and experiences

- Healthcare leaders, decision, and policy makers
- Alignment with organisational strategies and goals

Assessing impact on healthcare networks

- Regulatory and professional bodies
- Education and training institutions
- Workforce and development

Timeliness of Care

- Time to consultation
- Time to diagnosis
- Time to planned treatment
- Time from diagnosis to the initiation of treatment
- Time to discharge
 - Length of stay
 - Episode of care length

- Time to referral to a specialist or additional services
- Time to access essential diagnostic tests or procedures
- Time to access diagnostic test results

Waitlist management

- Number of patients on the waitlist
- Reduction in the waitlist
- Average waiting time for patients
- Patients exceeding recommended wait times
- Percentage of patients experiencing delayed care
- Priority level changes for patients on the waitlist
- Timeliness of communication with patients on the waitlist

Appointments and scheduling

- Wait time for review appointments
- Access to third next available appointment



Accessibility



Service Delivery

Referral and triage

- Number of referrals
- Number of patients removed from waitlists
- Patients triaged to model of care
- Proportion of patients eligible for model of care
- Use of telehealth and virtual consultations

Patient Encounters

- Number of patients seen
- Occasions of service

Care Management

- Discharge rates
- Number of patients requiring escalation or expedited care

Economic evaluation

Inputs and resource utilisation

- Personnel time and costs
- Costs of provider visits
 - (Primary care, specialists, emergency, inpatient, outpatient)
- Diagnostic, treatment, and intervention costs
- Direct and indirect costs
- Training costs

Cost Analysis

- Cost minimisation (e.g., differences in salaries)
- Cost-effectiveness analysis (cost in relation to outcomes)
- Cost-benefit analysis (net benefits - benefits minus costs)
- Cost-utility analysis (overall measure of value e.g., quality adjusted life years)
- Measures of willingness to pay

- Marginal rates of substitution
- Net monetary benefits (Incremental benefit x threshold - incremental cost)
- Incremental cost-effectiveness ratio (difference in cost divided by difference in outcomes)

Patient incurred costs

- Lost income due to absence from work
- Medication expenses
- General practitioner or specialist visit costs
- Travel expenses
- Parking costs
- Personal expenses



Economic Evaluation