Figure 1. Structure-Process-Outcome (SPO) Framework for Quality Assessment in Nursing

Structures of Care

Definition:^a The setting in which care takes place including the organizational rexsources and characteristics

Nurse-Sensitive Examples:^b
Nurse characteristics; Nurse
staffing; Care delivery model;
Organizational accreditations and
certifications

Processes of Care

Definition:^a The actual activities that constitute care including diagnosis, treatment, rehabilitation, prevention, and patient education

Nurse-Sensitive examples:^b
Nurse surveillance; education and counseling; discharge planning and coordination of care; assiatance with ambulation; medication administration and monitoring

Outcomes of Care

Definition:^a The end result of the processes of care including favorable and/or adverse changes in health status that can be attributed to health services

Nurse-Sensitive Examples:^b
Self-care; Health promoting
behaviors; Functional status;
Complications and adverse
events; Symptom management;
Knowledge of disease and
treatment; Satisfaction with care;
Health-related quality of life

- a= Donabedian definitions extrapolated from Donabedian, 2003
- b= Nurse-Sensitive examples extrapolated from domain specific frameworks described in the following publications: Burston, Chaboyer, & Gillespie, 2013; Doran, 2011; Dubois, D'Amour, Pomey, Girard, & Brault, 2013; and Heslop & Lu, 2014