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

**Structures of Care**

**Definition:** The setting in which care takes place including the organizational resources and characteristics

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

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**Processes of Care**

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

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

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**Outcomes of Care**

**Definition:** 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:** 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

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*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*