



## Inputs - Outputs - Outcomes

Inputs, Outputs and Outcomes address efficient and effective program service delivery. They are important elements in identifying, measuring and managing the value of program services.

### Inputs    Outputs

- \* Cost of Services
- \* Revenue
- \* Units of service

### Outcomes

- \* Improvements in a client's condition



**Efficiency**



**Effectiveness**



**Value**

Value is the intersection of inputs/outputs & outcomes

**Inputs** - Inputs are the financial, human or technological resources an organization devotes to a program.

**Outputs** - The level of services your program delivers are its outputs. Outputs are typically represented numerically. Units of service include metrics such as number of visits, clients/patients seen and hours of therapy.

**Inputs and Outputs** are important in managing the efficiency of a program.

**Outcomes** - The degree of impact the organization's Inputs and Outputs have on a client's level of improvement. Outcomes deal with the improvements in the recipients' condition such as cure, delay in progression and stability.