Tuesday 11 June 2013

A national approach to improving the system
Dr Alan Willson, Director, 1000 Lives Plus
A Quality-led NHS

- Together for Health – A Five Year Vision for NHS Wales.
An ambitious aim

Percentage of NHS Wales Organisations - Achieving Top Performance

- Cost
- Mortality
- Quality
2008 - 2010

> Campaign

2010 - 2012

> Embed

2013 -

> Capability
Changing our mindset

• Developing everyone’s skills
• Learning as a nation
• A greater focus on outcomes
• Building local capacity
The Improvement Unit

Highly supportive of the service in achieving the NHS national and local priorities.

- Supporting new and better ways of doing things to improve health and healthcare, and enable a better patient experience and outcomes.
- Building capability within the workforce to develop an improvement driven NHS.
- Setting the direction and challenge for organisations to constantly adapt and improve.
Guiding principles

- Partnership working
- Alignment and integration
- Responsiveness to need
- Best value activity
- Evidence-based interventions
- Whole-system transformation
Delivery approach

- Welsh Government
  - Breakthrough Goals
    - Leadership for large scale change
    - Spread and sustain
  - Local Improvements
    - Day-to-day leaders
  - Workforce

All Wales Agencies

Workforce Planning
Responding to you

- **Long-term strategic priorities** – bespoke support for improvements within identified families:
  - Population Health
  - Acute Care (e.g. Diabetes, Pressure Ulcers, DVT, Sepsis)
  - Mental Health
  - Community Care
  - Maternity Care

- **Wicked issues** – system level capability programmes delivered to meet priorities across organisations.
  - Improving Patient Flow across Unscheduled Care.
  - Improving Quality Together
  - Patient and citizen focused care.
  - Measurement for Improvement.

- **Support activities**
Improving Quality Together

**Gold:** Able to apply quality improvement approach independently and support others.

**Silver:** Able to apply quality improvement approach with support.

**Bronze:** Awareness of quality improvement approach.

**Board:** Able to lead system-wide quality improvement and assurance.
Improving Quality Together

25% of NHS Wales workforce trained by March 2014.
The Patient Flow Programme

Supporting organisations to address barriers that hinder patient flow through the health and social care system, and ultimately lead to poor patient outcomes and increased mortality rates.

- Guidance on producing data to analyse flow.
- A seminar for senior operational managers to understand system flow.
- Foundation of Improvement Healthcare programme delivered for each health system.
- National sharing events and WebEx support.
The Inverse Care Law Programme

The programme will focus on achieving percentage change at population level.

- Services (eg evidence-based, outcomes orientated).
- Communities (eg engagement with various communities, clubs, use of social media).
- Systematic service engagement with the community (eg infrastructure support for the third sector).
- Leadership and co-ordination.
Bespoke support

- Tailored support to address areas you identify for improvement support.
- Support delivered through a client management system.
- Mechanisms include:
  - Events
  - Improvement advice
  - Sharing the evidence-base and good practice
- Building capability across Wales.
What we can achieve

• Frontline clinicians able to drive change, using continuous measurement to track progress.
• Patients and families involved in decisions and care provision.
• Better working relationships across the sector.
# Reducing Falls in the Community

<table>
<thead>
<tr>
<th>Content</th>
<th>Driver</th>
<th>Interventions</th>
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<tbody>
<tr>
<td>To reduce the mortality and harm from falls that occur in the community</td>
<td><strong>Trigger Bundle</strong>&lt;br&gt;The falls event will be logged and initial screening completed within 24 hours</td>
<td>1. Complete the initial screening using an agreed tool&lt;br&gt;2. Log the fall on central falls register&lt;br&gt;3. Notification of the fall as per locally agreed pathway, copy to GP</td>
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<tr>
<td><strong>Assessment Bundle</strong>&lt;br&gt;Basic multifactorial risk assessment is completed within 7 days</td>
<td><strong>Intervention Bundle</strong>&lt;br&gt;An agreed multifactorial plan of specialist assessment and intervention is in place and in progress within a maximum of 6 weeks</td>
<td>1. Take falls history&lt;br&gt;2. Complete a basic falls risk assessment using an agreed risk assessment tool&lt;br&gt;3. Provide written and oral information about falls prevention&lt;br&gt;4. Make appropriate referrals for specialist assessment and intervention based on the outcome of the risk assessment</td>
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<tr>
<td><strong>Monitoring Bundle</strong>&lt;br&gt;Progress against the plan is monitored within 6 months</td>
<td></td>
<td>1. Initiate a bespoke plan for each patient, dependent on need&lt;br&gt;2. Agree the plan with the person and / or their family or carers&lt;br&gt;3. Agree time scales and a review date&lt;br&gt;4. Copy of the plan to go to the GP</td>
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**1000 Lives** 0 FYWYDAU

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**GIG Cymru NHS Wales**
Reducing Falls in the Community

% patients who receive the full Trigger Bundle
Falls
from Jul 2011 to Dec 2012
The STOP campaign to reduce cannula and catheter associated infections

1 in 5 acute inpatients have urinary catheters

1 in 3 acute inpatients have peripheral cannulae

50% urinary tract infections are catheter associated
The STOP campaign to reduce cannula and catheter associated infections

1 in 5 acute inpatients have urinary catheters
1 in 3 acute inpatients have peripheral cannulae
50% urinary tract infections are catheter associated

STOP
Is the device needed?
Is there an alternative?

THINK
Attention to detail.
What are the clinical indicators for use?
Has the patient consented?

OPTIONS
Management of alternative therapies.
Document the rationale for use.

PREVENT HEALTHCARE ASSOCIATED INFECTIONS
Document equipment used with traceability.
Be vigilant with ‘Time in, Time Out’ prescription.

Further details at www.1000livesplus.wales.nhs.uk/STOP
It’s making a difference!

Census

% Inpatient

2011

- 35%

2012

- 28% Peripheral
  venous cannulae

- 19%

- 13% Urinary
  catheter

Data from Hywel Dda Health Board (West Wales)
Impacting Ambulance Services

Data from Welsh Ambulance Service NHS Trust
Getting there earlier – on a national scale

Achieving reliability in detecting and treating sepsis in Wales could result in 500 fewer deaths and £12m saved per year.

Speaking the same language is the first step!

Good NEWS for Wales

- NEWS implemented in all 17 acute hospitals
- Approx. 50% community hospitals and growing
- Velindre Cancer Centre MASCC tool
- 3 mental health services
- Welsh Ambulance Service Trust – triage and PH sepsis screening
- Cardiff HM Prison
- Testing in Maternity
- Implementation collaboratives offered to all health boards
Supporting an international focus on sepsis
Staff focussing on sepsis!
Meeting patient choice for end of life care

Before
- Only 38% of patients received end of life care in their preferred location
- 3 external providers supported NHS
- 4-6 weeks to confirm and secure care
- Average weekly cost £1,700.00
- No specialist out of hours provision
- No support for care homes

After
- 98-100% of patients receive end of life care in their preferred location
- 24 external providers supporting NHS
- 4-6 hours to confirm and secure care
- Average weekly cost £700.00
- 7/7 community cover & coordination with OOH services
- NHS/specialist services support care homes
Meeting patient choice for end of life care

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Clinically led integration in Aneurin Bevan Health Board
What does this actually feel like?

- Frontline clinicians are able to drive change, using continuous measurement to track progress.
- Patients and families are involved in decisions and care provision.
- Better working relationships across the sector – local authorities, voluntary sector, community support, ambulance services, occupational therapy, care homes (residential and nursing).
An achievable aim
Learning together

Visit  www.1000livesplus.wales.nhs.uk

Email  1000livesplus@wales.nhs.uk

Tweet us (and follow us!)  @1000livesplus