Aiming for excellence in Welsh healthcare

SPRING 2012

www.1000livesplus.wales.nhs.uk

Sustaining improvement in Wales

National infection rates at all time low for critically ill patients

Infection rates for seriously ill patients in intensive care units across Wales have fallen significantly and remained that way for three years - thanks to improved ways of working implemented as part of the 1000 Lives Plus programme.

Recent figures from the Welsh Healthcare Associated Infection Programme (WHAIp) in Public Health Wales show that the number of central venous catheter (central line) related blood stream infections has fallen to a rate of less than one case per 1000 catheter days in seventeen intensive care units across the country.

This average rate has been maintained for three years and some units have gone more than two years without a central line infection.

“Excellent progress has been made in reducing central line related blood stream infections in critically ill patients, which are now a rare, rather than common event in Wales,” says Chris Hancock, the programme manager for 1000 Lives Plus who has been leading the work.

“By reducing the use of central lines and improving our maintenance of them when they are needed, we can ensure we are doing all we can to reduce the risk of infection to the patient.”

Risks of infection

A central venous catheter, more commonly known as a central line, is a small tube inserted into the vein of a patient to administer medication or fluids. Unfortunately, as well as the life-saving drugs, the device carries a small risk of also introducing infection because it can allow bacteria into the patient’s bloodstream.

Improvements have been made in reducing the rate of catheter related blood stream infections by implementing two new care bundles and ensuring organisations are committed to using them.

Care bundles are a group of evidence-based interventions that result in better outcomes for patients when they are implemented together.

In intensive care, the bundle includes procedures for keeping infections from equipment use at bay, improved care and early intervention before a patient’s condition declines. The insertion bundle includes ensuring hand hygiene is early intervention before a patient’s condition declines. The insertion bundle includes ensuring hand hygiene is first and the device is inserted in the optimal position.

Regular reviews

A maintenance bundle ensures staff review whether the device is still a necessity on a daily basis and remove it as soon as the patient’s clinical condition allows. Staff have embraced the new procedures, implementing them consistently each and every time for every patient, and health boards have shown more than 95 per cent compliance in using the care bundles in the intensive care units.

“Improving patient safety and the quality of care in intensive care units is one of the key aims of 1000 Lives Plus,” says Dr Eleri Davies, director of WHAIp and 1000 Lives Plus Faculty member.

“These results show that improvements in patient safety outcomes can be sustained over long periods of time by bringing about culture change from within and embedding this change in everyday clinical practice.”

A dramatic impact

Cardiff and Vale University Health Board has seen particular success since the implementation of the care bundles and has had no central line infections in its critical unit since September 2007.

“The introduction of the care bundle has had a dramatic impact in reducing our rates of central line infections in critical care which in turn means patients spend less time in hospital and recover sooner,” says Gemma Ellis, Consultant Nurse in Critical Care Services.

“We are delighted that the care bundle has helped to prevent infections for four years and look forward to sustaining this level of care in the future.”

Spotlight on Wales

Wales is part of the UK and has a population of approximately three million people.

Wales is governed by the Welsh Government, which is based in Cardiff, the capital.

The country has two official languages: Welsh and English. Welsh is the oldest European language still in everyday use. All official documents are produced in both languages.

The founder of the UK’s National Health Service, Aneurin Bevan, was Welsh.

Healthcare in Wales is delivered by seven geographical health boards, and three national trusts (Public Health Wales, the Welsh Ambulance Service and Velindre Cancer Centre).

Over 90,000 people work for NHS Wales.

Improving care, delivering quality

1000 Lives Plus is the national improvement programme, supporting organisations and individuals, to deliver the highest quality and safest healthcare for the people of Wales.

1000 Lives Plus is focussing on three key areas to spread and embed quality improvement across Wales:

1) Establishing a common and consistent approach to improving care and capability among the NHS workforce.

2) Developing a public and patient-driven NHS.

3) Establishing a commitment to developing capacity and capability across the NHS workforce.

Discover the eight elements that make up 1000 Lives Plus inside!

- Improvement Programmes - Engaging frontline staff and leaders in developing evidence-based interventions and spreading good practice.

- Ensuring Patient and Person Driven Care - Ensuring the public’s experience and perspective is central to all improvement work.

- The 1000 Lives Plus Faculty - Bringing clinical and improvement leaders together from across Wales to provide the local and national expertise.

- The 1000 Lives Plus Student Chapter - Engaging and equipping the workforce of tomorrow to make a difference today.

- Improvement Methodology - Providing staff with the standardised methodology which underpins the work of 1000 Lives Plus.

- Publications and Resources - capturing new ways of working in how to guides, white papers and video-based material.

- 1000 Lives Plus Events - Bringing together staff through national learning events, online seminars and collaborative meetings.

- Communications - Providing organisations with effective communications, to engage key stake holders, introduce new interventions and bring about change.

For further information, visit www.1000livesplus.wales.nhs.uk
Spreading and embedding quality and safety in Wales

1000 Lives Plus supports frontline staff and leaders in developing evidence-based interventions and spreading good practice to improve the care that people receive in hospitals and in the community.

**Transforming theatres**

The focus on ‘Transforming Theatres’ is using proven tools, techniques and methods to ensure theatres are running as efficiently as possible, bringing together the clinical expertise and resources to provide the best outcome for patients.

Transforming Theatres tackles unnecessary wastage. One operating theatre in one hospital has saved over £4,000 a year through recycling packaging from one medicine.

**Medicines management: appropriate drug use for dementia patients**

Anti-psychotics are a range of highly effective medications that are used to treat mental distress or disorder - mainly schizophrenia and manic depression (bipolar disorder). Recently they have also become quite common as a treatment for symptoms of dementia.

However, there is evidence that not all patients suffering with dementia will benefit from taking these medicines and that there is scope to review the extent to which they are used.

The 1000 Lives Plus focus on medicines management is supporting care homes and GPs to check that people with dementia only receive anti-psychotic drugs appropriately.

**Transforming Maternity Services**

Transforming Maternity Services aims to improve the experience and outcomes for women, babies and their families.

The primary drivers for this will be to reduce mortality and harm during pregnancy and the postnatal period by:
- Improving the recognition and response to the women who become ill and whose condition deteriorates rapidly.
- Reducing the risk of venous thromboembolism.

“This initiative is enabling women to get appropriate treatment more quickly. It is helping to ensure that we have high quality and safe maternity services for all women in Wales.”

Helen Rogers, The Royal College of Midwives, Director for Wales

**Enhanced Recovery After Surgery**

Enhanced Recovery After Surgery (ERAS) has relieved a lot of anxiety and being personally involved in my care. [It’s] a wonderful experience. “...”

- knee surgery patient from Wrexham Maelor Hospital

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For further information, visit www.1000livesplus.wales.nhs.uk/eras

**Rapid Response to Acute Illness: New scoring system will save lives**

The National Early Warning Score (NEWS) is a simple system that hospital staff can use to assess whether patients are developing potentially life-threatening illnesses. It has been rolled out nationally in hospitals across Wales.

“All staff, wherever they work in a hospital, and whether they are doctors, nurses, physiotherapists or other staff, can use this card to assess patients,” says Dr Chris Subbe, the clinical lead for Rapid Response to Acute Illness.

“It provides a standard level of response to ensure that every patient in Wales receives the same level and quality of care.”

For further information, visit www.1000livesplus.wales.nhs.uk/rrails

**1000 Lives Plus Faculty**

The 1000 Lives Plus Faculty are senior clinical and managerial leaders who provide the leadership and expertise for improvement programmes within 1000 Lives Plus.

They ensure the academic rigour and clinical credibility of the evidence-based interventions within each programme. As an active network of volunteers, the Faculty supports capacity and capability building at a local and national level, and provides mentorship within clinical areas and improvement methodology. Faculty members also contribute to the design and delivery of the programme’s resources and training materials.

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Improvement Methodology

1000 Lives Plus has prioritised establishing a ‘common language for improvement’ so that all healthcare staff in Wales understand the practical ways they can make positive change happen.

The 1000 Lives Plus Quality Improvement Guide brings together learning from around Wales and summarises the methodology used in the programme in a simple-to-follow format. The techniques can be applied to improve the quality of all services provided by everyone involved in healthcare, including clinicians, managers, other healthcare professionals, accountants, board members, administrators, carers, and the public.

A special edition of the guide has been produced for nurses, with the support of the Royal College of Nursing, Wales. The 1000 Lives Plus Quality Improvement Guide: A Method for Improving the Quality of Nursing in Wales includes specific examples of nurse-led improvements in patient care.

“The concepts in this guide can be applied by clinical teams across healthcare to make concrete improvements in quality and safety.”

Stephen Thornton, Chief Executive, The Health Foundation

Ensuring Patient and Person Driven Care

The voices and stories of patients are an effective and powerful way of making sure the improvement of services is centred on the needs of the people using the services.

‘Stories for Improvement’ have helped identify numerous small changes that have resulted in large improvements. 1000 Lives Plus has encouraged using stories to ensure that the patient’s voice is heard at the highest level, in board meetings and at national conferences.

On a wider scale, the programme has engaged the media across Wales to highlight the positive work being done and to create confidence in the health services.

“Staff have been given a rare glimpse into a patient’s world.”

Lisa Miller, Director of Operations, Velindre Cancer Centre

International lessons in patient-centred care

The Esther Workshop was a day event jointly hosted by 1000 Lives Plus and the Continuing NHS Healthcare Programme in Cardiff.

Nicoline Wackerberg, from Jonköping, Sweden, introduced the ‘Esther Network’ in Jönköping, Sweden, which focuses on the needs of elderly people. The day outlined the progress of the Network and some of the challenges in building a genuinely patient-centred healthcare system, including integration with social services.

Colleagues involved in improvement projects within the NHS, social services and local government in Wales have already fed back their enthusiasm for taking forward this approach in Wales.

Watch Nicoline introduce The Esther Network in four short videos at www.1000livesplus.wales.nhs.uk/esther-workshop

Lessons from space help NHS Wales staff

In 2011, Canadian and NASA Astronaut and hospital CEO Dr Dave Williams shared insights into creating safer working systems with NHS staff across Wales, in three online seminars.

The WebEx Seminar Series, Operating in High Risk Environments, used the safety culture of space flight to investigate what makes a ‘high reliability organisation’, and applied it to healthcare situations.

Dr Williams’ presentations have been expanded upon in Attaining Peak Performance, a white paper from 1000 Lives Plus.
1000 Lives Plus aims to provide the necessary resources to support organisations in preventing harm and ensuring consistency in the delivery of high quality healthcare.

Publications include:
- White Papers - addressing key issues facing NHS Wales.
- Improvement Guides - detailed ‘How to’ guides which support 1000 Lives Plus programme areas.
- Tools for Improvement - general guides about improvement, applicable in all programme areas.
- Patient and Person Driven Care Case Studies.
- Communications Case Studies - the best ways to spread the word about improvements.

For further information, visit www.1000livesplus.wales.nhs.uk/publications

Events

From international experts in healthcare improvement and patient safety, through to celebrating the successes of improvement efforts within the programme, 1000 Lives Plus organises significant events for NHS Wales staff.

Major events have included:
- ‘Is Healthcare Getting Safer?’ with Professor Charles Vincent
- ‘Small Changes, Big Impact’ The IHI Open School (UK) Conference, 2012
- Preventing Hospital Acquired Pressure Ulcers
- The Pursuit of Quality
- Patient Driven Care - 1000 Lives Plus National Learning Event

For further details, visit www.1000livesplus.wales.nhs.uk/events

Communications

Good communication supports every part of an improvement programme as it works to involve people, introduce new ideas, procedures and techniques, and change culture. 1000 Lives Plus has used co-ordinated communications to enable the spread of better practice in embedded, sustainable ways.

The goal of improving services to the highest standard possible is used by many organisations as a ‘golden thread’ running through their communications. This work is supported through several practical elements, including Communications Study Days that promote best practice and analyse the advantages and risks of different communication methods. There is also an array of resources to help organisation’s promote their progress.

S.T.O.P. campaign targets healthcare associated infections caused by unnecessary medical devices

Healthcare associated infections (HCAs) are a costly and sometimes harmful feature of modern healthcare. Patients with medical devices such as indwelling urinary catheters and peripheral vascular canulas (PVC), also known as ‘Venflons’, are at greater risk of developing a HCAI.

The recently-launched S.T.O.P. campaign run by 1000 Lives Plus has actively engaged staff in every health board to prevent unnecessary use of indwelling urinary catheters and peripheral vascular canulas (PVC).

The campaign has used eye-catching cartoon characters in posters to raise awareness and empower staff to S.T.O.P. inserting invasive devices and to remove them promptly when they are no longer needed.

Did you know?
- Urinary tract infections are the third commonest healthcare-associated infections in Wales, and account for 16% of all healthcare-associated infections.
- In a recent audit in one health board, 7.3% of patients with a PVC had an infection as a result.
- Research shows that using just a very simple ‘Stop’ order can reduce catheter-associated infections.
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Find out more
www.1000livesplus.wales.nhs.uk/STOP

Communications good practice has been captured in a series of case studies:
- Email Newsletters
- Lessons Learned from Twitter
- Using Noticeboards Effectively

www.1000livesplus.wales.nhs.uk/communications-forum

1000 Lives Plus - Improving care, delivering quality

1000 Lives Plus is the national improvement programme supporting organisations and individuals to deliver the highest quality and safest healthcare for the people of Wales.

Every health board and trust in Wales, together with universities, voluntary organisations and charities, other public sector services, and commercial organisations are involved in 1000 Lives Plus.

The programme is focussed on building capacity and sustaining and spreading improvements. It supports frontline staff across Wales through evidence-based ‘programme areas’ and provides clinical leadership through its Faculty. It is committed to engaging patients and students in improvement work and promotes an internationally-recognised quality improvement methodology.

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