How will we make progress and how will we tell?

Alan Willson co-Director, 1000 Lives Plus
Where do we want to go?
Better oral hygiene

- More comfort – better care
- Less accidents
- Less disease
- Less cost
But how?

- Assess needs
- Act on the assessments
- Integrate the change
Think of care as a process.
Use an improvement method

Developed by Associates in Process Improvement in 1996
Look down rather than up for solutions.

Box 1990 Good quality costs less. How come?

Figure 1: (a) Frequency distribution of workers with a given degree of technical sophistication; (b) Frequency distribution of problems requiring a given degree of technical sophistication for their solution.
Pay more attention to the present than the past
Be clear about measurement

### Why is measurement for improvement different?

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Judgement</th>
<th>Research</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aim</td>
<td>Achievement of target</td>
<td>New knowledge</td>
<td>Improvement of service</td>
</tr>
<tr>
<td>Testing Strategy</td>
<td>No tests</td>
<td>One large test</td>
<td>Sequential tests</td>
</tr>
<tr>
<td>Sample Size</td>
<td>Obtain 100% of available, relevant data</td>
<td>“Just in case” data</td>
<td>“Just enough” data, small sequential samples</td>
</tr>
<tr>
<td>Type of hypothesis</td>
<td>No hypothesis</td>
<td>Fixed hypothesis</td>
<td>Hypothesis change, learning place</td>
</tr>
<tr>
<td>Variation (Bias)</td>
<td>Adjust measures to reduce variation</td>
<td>Design to eliminate unwanted variation</td>
<td>Accept variation</td>
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<tr>
<td>Determining if a change is an improvement</td>
<td>No change focus</td>
<td>Statistical tests (t-test, F-test, chi square, p values)</td>
<td>Run charts, Shewhart control charts</td>
</tr>
</tbody>
</table>

Adapted from 3 faces of measurement, Solberg et al 1997
Acute stroke
As a timeline

Acute Stroke Pathway

**Bundle 1**
- Diagnosis using recognised tool
  - Diagnosis confirmed

**Bundle 2**
- CT scan
  - Admitted (ASU)
  - Swallow screen
  - Nutritional screening
  - Prescribed aspirin

< 3 hours

**Bundle 3**
- Physiological screening
  - Manual handling assessment
  - Specialist review
  - Physiotherapy assessment
  - Got out of bed

< 72 hours

**Bundle 4**
- CT assessment
  - Residual impairments
  - MDT goals set
  - Information shared
  - Discharge dates discussed

< 7 days
Applying the method to acute stroke care
<table>
<thead>
<tr>
<th>Outcome</th>
<th>Driver</th>
<th>Intervention</th>
<th>Process Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing harm from inadequate oral hygiene and increasing the proportion of patients reporting good mouth care experience</td>
<td>Mouth care risk assessment</td>
<td>All patients assessed using mouth care risk assessment tool</td>
<td>% of patients risk assessed within 24 hours of admission to a ward**</td>
</tr>
<tr>
<td>Measure: Patients reporting a comfortable mouth - average (mean) comfort score</td>
<td>Mouth care plan delivery</td>
<td>Care plans reflect mouth care risk assessment</td>
<td>% of patients for whom a care plan is delivered**</td>
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<td>Toothbrushes and toothpaste available to patients within 24 hours</td>
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<td></td>
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<td>Dentures cleaned and stored safely</td>
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<td></td>
<td>Deliver mouth care as part of holistic care</td>
<td>Identify mouth care champions to lead in all clinical areas</td>
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<td>Staff trained to deliver effective mouth care</td>
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<td>Engage appropriate departments and staff (include Pharmacy / medical / dental teams &amp; procurement)</td>
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<td>Develop internal support mechanisms with FoC and Transforming Care Leads – Intentional rounding, PSAG boards</td>
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<tr>
<td></td>
<td></td>
<td>OPTIONAL MEASURES</td>
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<tr>
<td></td>
<td></td>
<td>No of oral champions</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>No of staff trained in mouth care on a ward</td>
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</tr>
</tbody>
</table>
If we can improve care for one patient, then we can do it for ten. If we can do it for ten, then we can do it for a 100. If we can do it for a 100, we can do it for a 1000. And if we can do it for a 1000, we can do it for everyone in Wales.