An improvement story

% medicines reconciled - a Medical Admissions Unit

- Form piloted
- Pharmacy included
- Letter from CDs

Measurement and Improvement Tools
Measurement and Improvement Tools

Measurement: 7 steps

1. Decide aim
2. Choose measures
3. Define measures
4. Collect data
5. Analyse & present
6. Review measures
7. Repeat steps 4-6
Types of measures

Balanced set of measures

**Outcome measures:**
what's the impact on the patient?
Improved oral hygiene

**Process measures:**
What do we do as staff?
Compliance with assessment
Compliance with a ‘bundle’

**Balancing measures:**
What might go wrong elsewhere?
Patient and staff satisfaction
Check we are not robbing Peter to pay Paul

Measurement and Improvement Tools
### Collaborative Driver Diagram

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Driver</th>
<th>Intervention</th>
<th>Process Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mouth care risk assessment</td>
<td>All patients assessed using mouth care assessment tool</td>
<td>% of patients risk assessed within 24 hours of admission</td>
<td></td>
</tr>
<tr>
<td>Mouth care plan</td>
<td>Care plans reflect mouth care assessment</td>
<td>% compliance with identified care plan</td>
<td></td>
</tr>
<tr>
<td>Reducing harm from inadequate oral hygiene and increasing the proportion of patients reporting good mouth care experience</td>
<td>Self-caring patients encouraged to carry out regular mouth care (links with FoC audit) Patients on care plans B + C receive appropriate care and support Patients provided with written information to support mouth care Toothbrushes and toothpaste available to patients within 24 hours Dentures cleaned and stored appropriately All lost dentures reported on DATIX</td>
<td>% of patients who carry out regular mouth care % of patients on care plans B + C who are risk assessed daily % of patients without access to a toothbrush and toothpaste after 24 hours No of lost dentures reported on DATIX</td>
<td></td>
</tr>
<tr>
<td>Mouth care delivery</td>
<td>Identify mouth care champions to lead in all test areas Staff trained to deliver effective mouth care Engage appropriate departments and staff (include Pharmacy / medical / dental teams &amp; procurement) Develop internal support mechanisms with FoC and Transforming Care leads – intentional rounding, PSAG boards</td>
<td>No of oral champions No of staff trained in mouth care</td>
<td></td>
</tr>
</tbody>
</table>

**Measurement and Improvement Tools**
Collect

1 Decide aim
2 Choose measures
3 Define measures
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7 Repeat steps 4-6

- **What** – All patients or a sample?
- **Who** – collects the data?
- **When** – is it collected
  - *real time or retrospective?*
- **Where** – is it collected?
- **How** – is it obtained
  - *Computer system or audit?*
“The type of presentation you use has a crucial effect on how you react to data”

Run charts – how am I doing?
Bar charts – where’s the problem?

Measurement and Improvement Tools
Results for units 1, 2 and 3
Clinical Audit
Snapshot in time of overall performance compared to evidence based standards. Highlights where there are deficiencies in practice

Statistical Process Control
Real-time monitoring of performance over time. Interventions for change are implemented and their effects assessed almost immediately

Re-Audit
Snapshot in time of overall performance. Checks that standards are maintained and improved where necessary

Standard A

Standard B

Standard C
Review measures

1. Decide aim
2. Choose measures
3. Define measures
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It is a waste of time collecting and analysing your data if you don't take action on the results

Question 1
Where will the measures be reviewed and how often?

Question 2
Who is responsible for taking action?
Challenge

What does your chart look like?
And what story does it tell?

Measurement and Improvement Tools
You can’t fatten a cow by weighing it....

...equally unless you measure how will you know?
Hints

- Clarify your objective & make more tangible
- Should speed improvement
- Easily available – integrate in to routine
- Useful
- Not perfection
- Involve all relevant stakeholders
Thank you!

Lisa Williams
Ffon/Tel: 029 20827647
WHTN: (0) 18992 647
Lisa.williams19@wales.nhs.uk