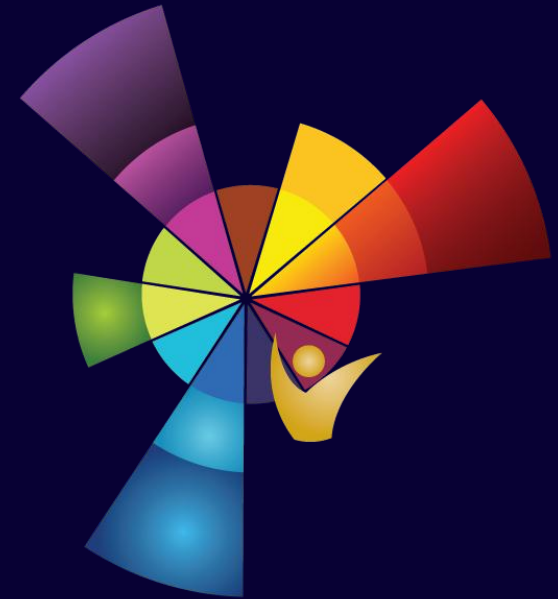


Combining Clinical Audit with other QI methods

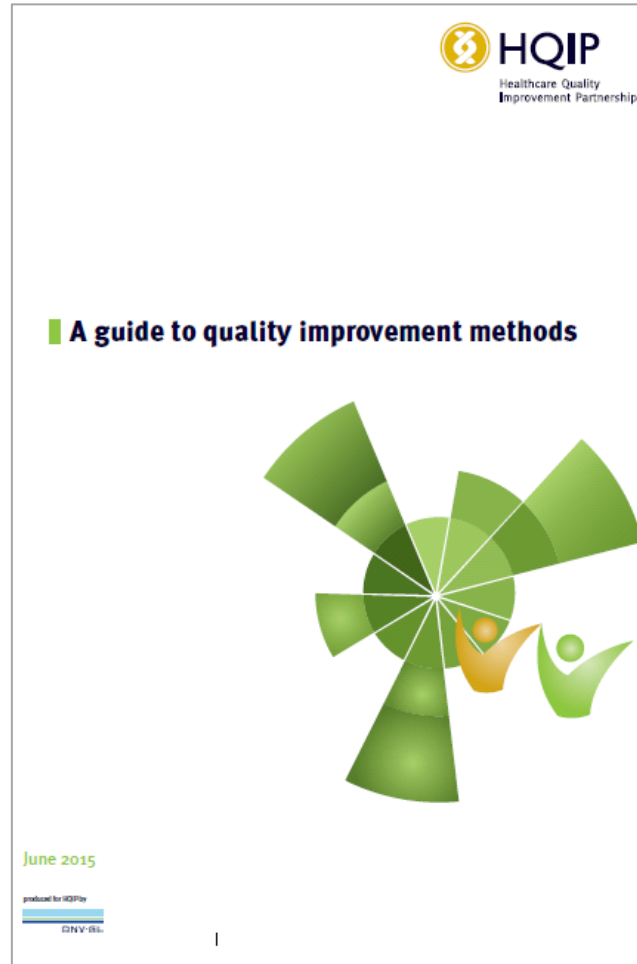


Workshop

Sally Fereday MIRM, MSc, BSc (Hons), BSc
Quality Improvement Consultant, HQIP

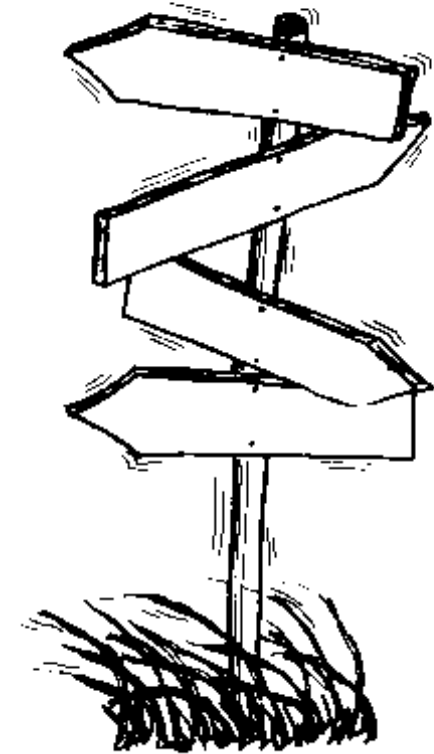
Midlands Effectiveness and Audit Network
May 2016

A guide to quality improvement methods



A guide to quality improvement methods - Signposting

- Signposts those working within, leading, commissioning and using healthcare services, to a broad range of QI methods
- Based on published research and developed with stakeholder consultation

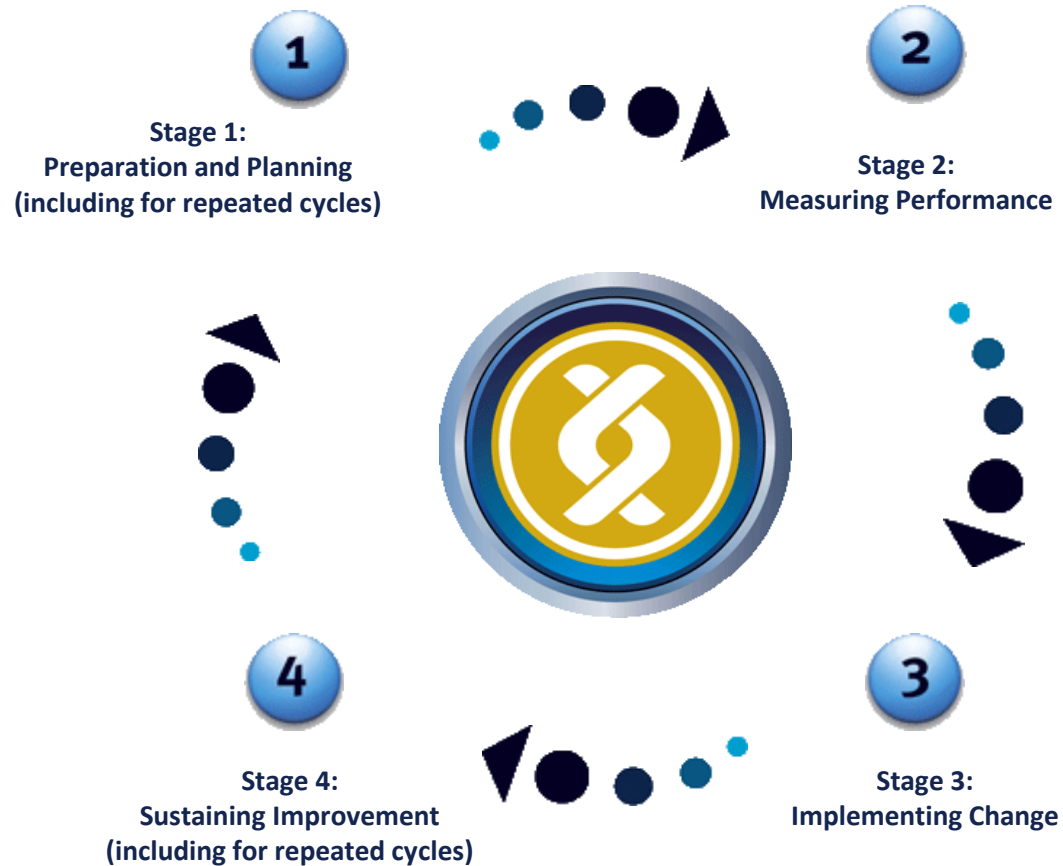


Quality improvement

- **Clinical effectiveness:** care which is delivered according to best evidence to improve an individual's health outcomes
- **Patient experience:** care which provides a positive experience, including being treated according to individual wants or needs, and with compassion, dignity and respect
- **Patient safety:** care which is delivered so as to avoid all avoidable harm and risks to an individual's safety



Quality improvement cycle



Effective quality improvement

- Service user input
- Review of associated literature
- Robust clinical governance arrangements for engagement
- Alignment with regulation, accreditation and inspection agendas
- Network collaboration
- Application of solutions to findings

Group exercise



Time to share!

- Review guide and each method
- Share examples of application

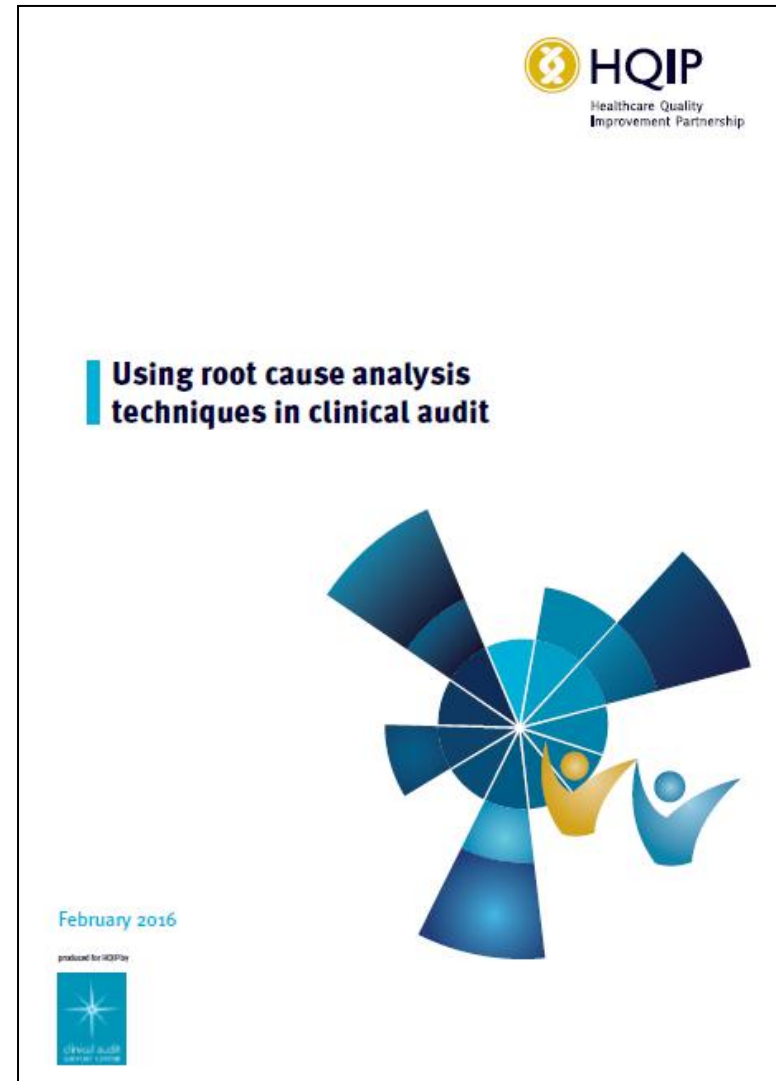
[A Guide to Quality Improvement Methods](#)

QI Method	Use to
Clinical audit	Check clinical care meets defined quality standards
Plan do study act	Introduce and test potential quality improvements on a small scale
Model for improvement	Decide upon, test and refine quality improvements
Lean/Six sigma	Eliminate waste and redirect resources for quality and efficiency
Performance benchmarking	Drive quality improvement through performance targets
Healthcare failure modes and effects analysis	Systematically evaluate processes for quality improvement
Process mapping	Map the patient journey for quality improvement opportunities
Statistical process control	Measure and control process quality against predefined parameters
Root cause analysis	Systematically uncover the causes of events affecting quality
Communication tools	Improve quality of care through structured information exchange
Technological innovations	Automate processes and systems for care quality improvement
Decision trees	Improve the quality and consistency of processes in healthcare

Root cause analysis

- Not reserved for serious incident investigation
- Better to investigate shortfalls identified on clinical audit, before patient harm occurs

[Using root cause analysis techniques in clinical audit](#)



Group quiz!

- Which method?
- 12 methods
- 12 questions
- Two teams

QI Method	Use to
Clinical audit	Check clinical care meets defined quality standards
Plan do study act	Introduce and test potential quality improvements on a small scale
Model for improvement	Decide upon, test and refine quality improvements
Lean/Six sigma	Eliminate waste and redirect resources for quality and efficiency
Performance benchmarking	Drive quality improvement through performance targets
Healthcare failure modes and effects analysis	Systematically evaluate processes for quality improvement
Process mapping	Map the patient journey for quality improvement opportunities
Statistical process control	Measure and control process quality against predefined parameters
Root cause analysis	Systematically uncover the causes of events affecting quality
Communication tools	Improve quality of care through structured information exchange
Technological innovations	Automate processes and systems for care quality improvement
Decision trees	Improve the quality and consistency of processes in healthcare

Which method?

- Problem: An NHS Trust is concerned about the number of patient falls, but unsure which wards are best at preventing and managing patient falls
- How can the Trust compare falls prevention and management on wards across the Trust, to learn more and raise the quality of practice across all wards?

Which method?

- Problem: An NHS Trust is concerned about the number of patient falls, but unsure which wards are best at preventing and managing patient falls
- How can the Trust compare falls prevention and management on wards across the Trust, to learn more and raise the quality of practice across all wards?
- Answer: Performance benchmarking

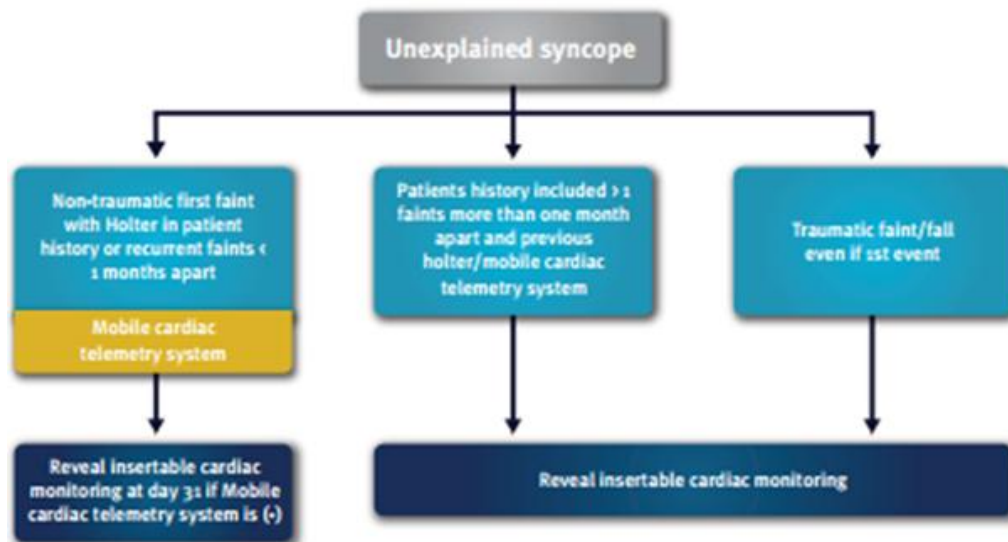


Which method?

- Problem: Nurses are treating unexplained faints differently, sometimes presenting risks to patients
- How can we encourage them to treat patients in the same way, and take decisions following best practice?

Which method?

- Problem: Nurses are treating unexplained faints differently, sometimes presenting risks to patients
- How can we encourage them to treat patients in the same way, and take decisions following best practice?
- Answer: Decision tree

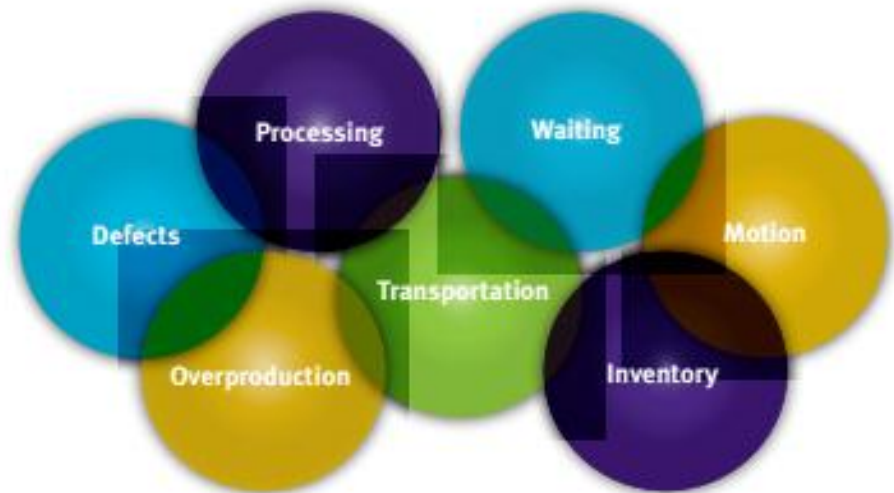


Which method?

- Problem: A theatre is overspending, but aware of expensive single-use equipment opened for use and discarded on a daily basis, and staff repeating tasks, unnecessarily extending surgery time
- How can they ensure more efficient use of resources?

Which method?

- Problem: A theatre is overspending, but aware of expensive single-use equipment opened for use and discarded on a daily basis, and staff repeating tasks, unnecessarily extending surgery time
- How can they ensure more efficient use of resources?
- Answer: Lean/Six sigma

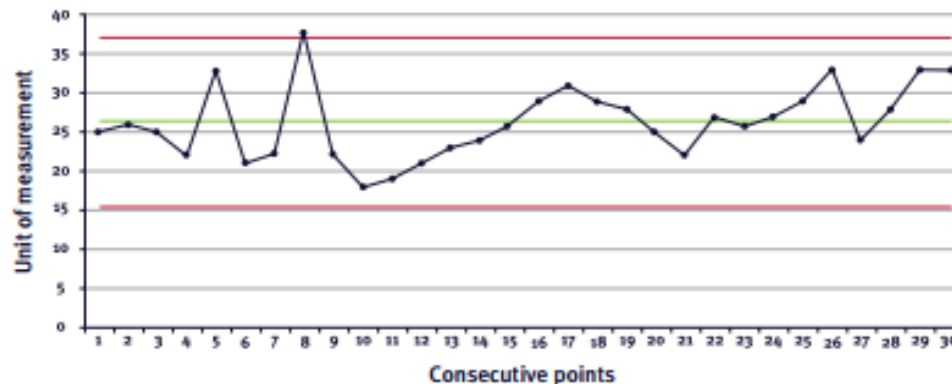


Which method?

- Problem: A new discharge form has been introduced, but staff aren't using it, so training has been provided
- How can we monitor completion of the form over time, to check that staff adherence improves post-training?

Which method?

- Problem: A new discharge form has been introduced, but staff aren't using it, so training has been provided
- How can we monitor completion of the form over time, to check that staff adherence improves post-training?
- Answer: Statistical process control



Which method?

- Problem: A community hospital has identified differences in staff sharing essential information when deteriorating patients require escalation
- How can we ensure essential information is always shared?

Which method?

- Problem: A community hospital has identified differences in staff sharing essential information when deteriorating patients require escalation
- How can we ensure essential information is always shared?
- Answer: Communication tool



Which method?

- Problem: A maternity department is concerned that staff might not be meeting the expectations of the Royal College of Obstetricians and Gynaecologists Green Top Guideline for Blood Transfusions in Obstetrics
- How can we check that staff are meeting the expectations set out within the guideline?

Which method?

- Problem: A maternity department is concerned that staff might not be meeting the expectations of the Royal College of Obstetricians and Gynaecologists Green Top Guideline for Blood Transfusions in Obstetrics
- How can we check that staff are meeting the expectations set out within the guideline?
- Answer: Clinical audit



Which method?

- Problem: An NHS Trust would like to introduce a new catheter care bundle, but are unsure about the difficulties it might cause
- How can the Trust test the catheter care bundle before launch across the trust?

Which method?

- Problem: An NHS Trust would like to introduce a new catheter care bundle, but are unsure about the difficulties it might cause
- How can the Trust test the catheter care bundle before launch across the trust?
- Answer: Plan, do, study, act

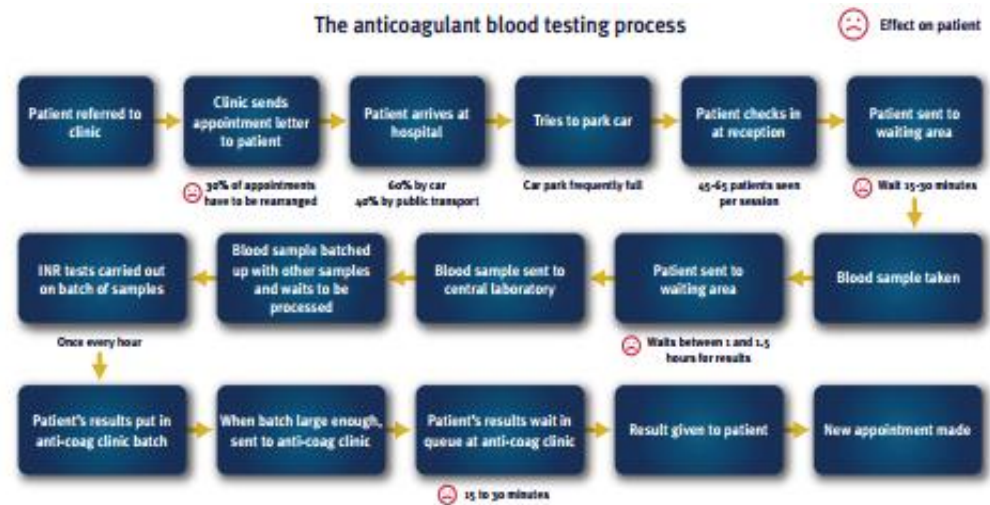


Which method?

- Problem: Patients have complained about anticoagulant blood testing, and inconsistent experiences have been reported
- How can the Trust review and improve the patient pathway, across the Trust and with their stakeholder organisations?

Which method?

- Problem: Patients have complained about anticoagulant blood testing, and inconsistent experiences have been reported
- How can the Trust review and improve the patient pathway, across the Trust and with their stakeholder organisations?
- Answer: Process mapping



Which method?

- Problem: Nurses are inconsistently recording hourly observations by hand, using care charts, and as they are so busy, forgetting to prioritise the observations, which puts patients at risk of harm
- How can the Trust improve the consistency of recording, and assist busy nurses to remember to take observations on time?

Which method?

- Problem: Nurses are inconsistently recording hourly observations by hand, using care charts, and as they are so busy, forgetting to prioritise the observations, which puts patients at risk of harm
- How can the Trust improve the consistency of recording, and assist busy nurses to remember to take observations on time?
- Answer: Technological innovations

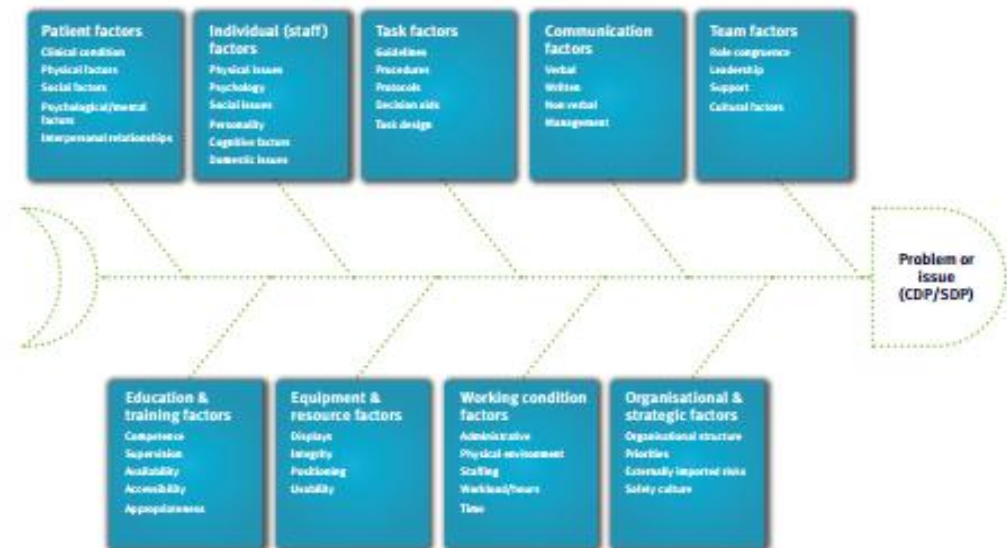


Which method?

- Problem: Errors are repeatedly arising with non-adherence of radiology staff to agreed X-ray reporting protocols, after a change in management, contractor, and a number of new starters
- How can the Trust explore why staff aren't adhering to protocols, in order to make improvements and reduce errors?

Which method?

- Problem: Errors are repeatedly arising with non-adherence of radiology staff to agreed X-ray reporting protocols, after a change in management, contractor, and a number of new starters
- How can the Trust explore why staff aren't adhering to protocols, in order to make improvements and reduce errors?
- Answer: Root cause analysis



Which method?

- Problem: A Mental Health Trust would like to introduce a new physical care plan to a number of wards, to drive a measurable increase in the sign up of patients to exercise regimes, but would like to test the physical care plan first, measure the improvements made, and refine the plan accordingly before roll out further across the Trust
- How can the Trust test the physical care plan, measure its impact, and make improvements before wider roll out?

Which method?

- Problem: A Mental Health Trust would like to introduce a new physical care plan to a number of wards, to drive a measurable increase in the sign up of patients to exercise regimes, but would like to test the care plan first, measure the improvements made, and refine it accordingly before roll out further across the Trust
- How can the Trust test the physical care plan, measure its impact, and make improvements before wider roll out?
- Answer: Model for improvement



Which method?

- Problem: The process for intra-vitreous injection doesn't seem to be working, staff have complained that it is ambiguous, patients have complained about outcomes and a claim has been made against the Trust for loss of sight
- How can the Trust check that the high risk process is fail-safe?

Which method?

- Problem: The process for intra-vitreous injection doesn't seem to be working, staff have complained that it is ambiguous, patients have complained about outcomes and a claim has been made against the Trust for loss of sight
- How can the Trust check that the high risk process is fail-safe?
- Answer: Healthcare failure modes and effects analysis (HFMEA)



Any questions?



And finally . . .

www.hqip.org.uk

Guidance, resources, e-bulletin, workshops

qid@hqip.org.uk

sally.fereday@hqip.org.uk

Twitter: @SallyFereday