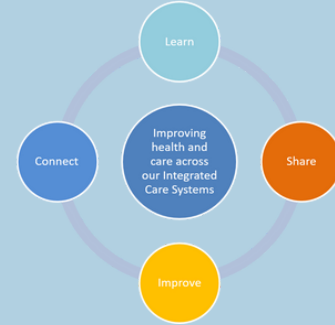


QUALITY IMPROVEMENT NETWORK - 27 APRIL 2023 UPDATE

ISSUE 3



Our 5th Quality Improvement Network on 27 April 2023 focussed on the importance of 'Measurement in QI'. Partners from across our Integrated Care Systems come together to deliver these sessions with the aim of building capacity and capability for people to practice Quality Improvement (QI). The regular format of the Network aims to take attendees on a journey where they **connect, learn, share & improve**.

Measurement in Quality Improvement

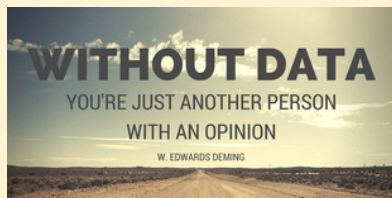
Over 50 members joined this event, to learn about all things 'Measurement in QI' a learning topic chosen by our members.

The event opened with a teach session on Measurement in QI (**Learn**) by Jayne Beasley of North Staffs Combined Healthcare (NSCHT).

This was followed by colleagues, Anne Roberts and Sam Anderson, from Community Nursing at Midlands University Partnership Foundation Trust (MPFT) joining us to 'share' their learning from a Quality Improvement Project to improve the way we deliver dressings.

Their experiences highlighted the importance of using data to demonstrate your baseline, at intervals throughout to show the change has led to an improvement and following completion to be assured that the improvement is sustained.

Using data in this way can have huge benefits when engaging with stakeholders and teams with a change idea and also when looking to share and spread the improvement at scale. After all.....



Our breakouts and Q&A sessions created the opportunity for members to **connect** and **share** their experiences.



Benefits To Our Members - tools, resources & training

Our April Network provides members with access to:

- video recording from the teach session for Measurement in QI
- QI case study on dressings delivery project - overleaf
- links to further resources:
 - Mike Davidge's 7 Steps to Measurement for Improvement
 - NHS Improvement's Guide "Making Data Count"
 - How to become an improvement measurement expert* in 60 minutes (* well, long enough to feel like you know what you're doing)
 - Measurement for Improvement and the Model for Improvement
 - QSIR Seven Steps to Measurement for Improvement Guide

All system QI training and resource enquiries by email

Our Next Network Event - 20th July 2023 @ 1.00pm to 2.30pm

An online Zoom event, for your invitation link and to join email systemCQI@mpft.nhs.uk

CASE STUDY - Continuous Quality Improvement Community Nursing Dressings Delivery – Quality Improvement Project



BACKGROUND.....

Project led by: Anne Roberts, Operational Lead and Sam Anderson, Senior Community Staff Nurse
Service/Team: Community Nursing – Shelton and Hanley PCN and Hanley, Bucknall and Bentilee PCN (Stoke on Trent)

The Covid 19 outbreak forced teams to work differently and explore the required skill mix and skill / task alignment. This work looked to test how the delivery of dressing could be done differently to free up clinical time to care.

OUTCOME HIGHLIGHTS

- Time** – Clinical time saved, increased time for providing care and a better skill mix
- Staff** – Feel happier. 100% of staff reported being more efficient with time since the introduction of delivery driver
- Patient** – overwhelmingly positive feedback – improving patient experience
- Quality** – Better Dressing availability on visits
- Spread** – Successfully adopted by other teams who have now successfully implemented this improvement

MEASURED OUTCOMES – How do we know our change is an improvement?

	Baseline measure (pre test of change)	Outcome measure (post test of change)
Time to deliver dressings	34 mins	11 mins
No. of times practitioner returned to base to collect dressings	73% report returning to base daily	86% report returning to base once per week
Number of dressings delivered per week on average =125	100% by clinical staff	17% by clinical staff 83% by delivery driver
% of visits where dressings were available	less than 50% of the time	Clinical time saved per week = 52.13 hrs Financial cost saving per week = £598.53 more than 75% of the time

CHALLENGES

Initial hesitation to change by spread teams, mitigated through demonstrating measurement

NEXT STEPS

- Cost benefit analysis - delivery driver costs/miles, offset against the benefit. Review if the cumulative team mileage has reduced and is this offset against the drivers' miles?
- Explore the links to green agenda and opportunities to reduce environmental impact by measuring the miles, better route planning and electric cars

OPPORTUNITY FOR SHARED LEARNING

- Identifying further opportunities to use the solution in the community to get greater economies of scale
- Use measured data to strengthen the case for scaling up the change further

Get in touch with your system QI ideas, to share your QI story, general QI queries or to join us at our quarterly system Quality Improvement Network events

Email us: systemCQI@mpft.nhs.uk