Aidan McCrory – Improvement advisor
Evidence for improvement

What does HAI mean to you?

- Hospital Acquired Infections ?
- Healthcare Associated Infections ?
- Hippos Are Innocent?

Use the Model for Improvement to test and implement changes

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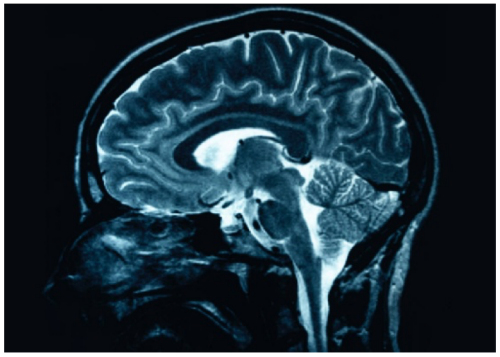


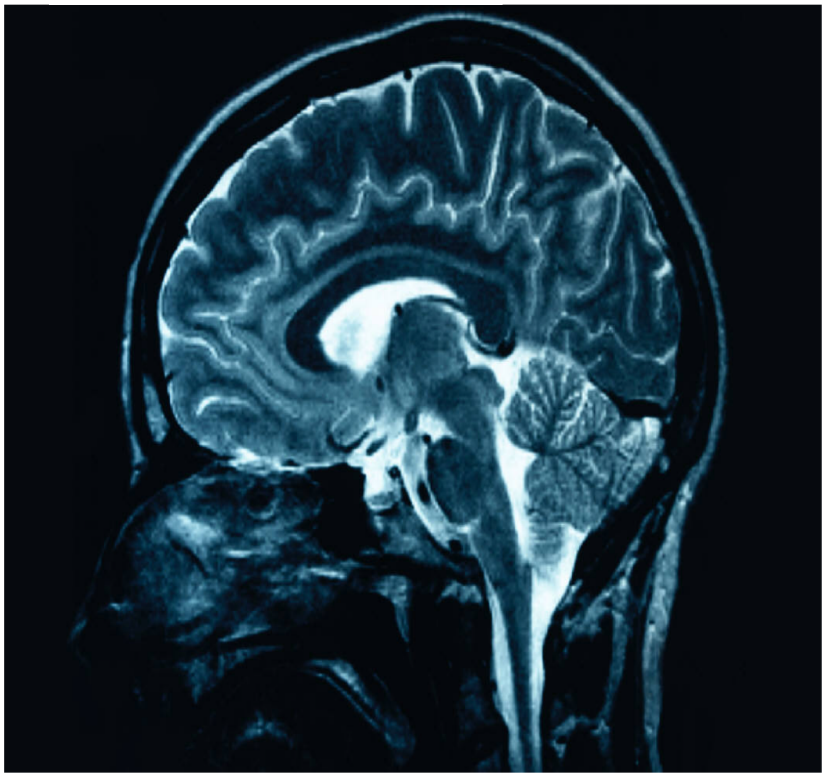
Model for Improvement

What are we trying to accomplish?

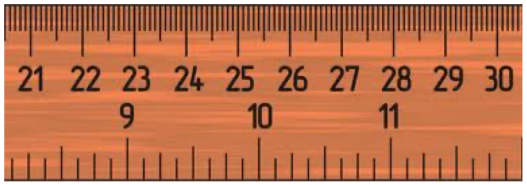
How will we know that a change is an improvement?

What change can we make that will result in improvement?

The thinking part – 3 questions



- What are we trying to accomplish?
- How will we know that change is an improvement?
- What change can we make that will result in improvement?



What are we trying to accomplish? Setting an aim

Where does this aim come from?

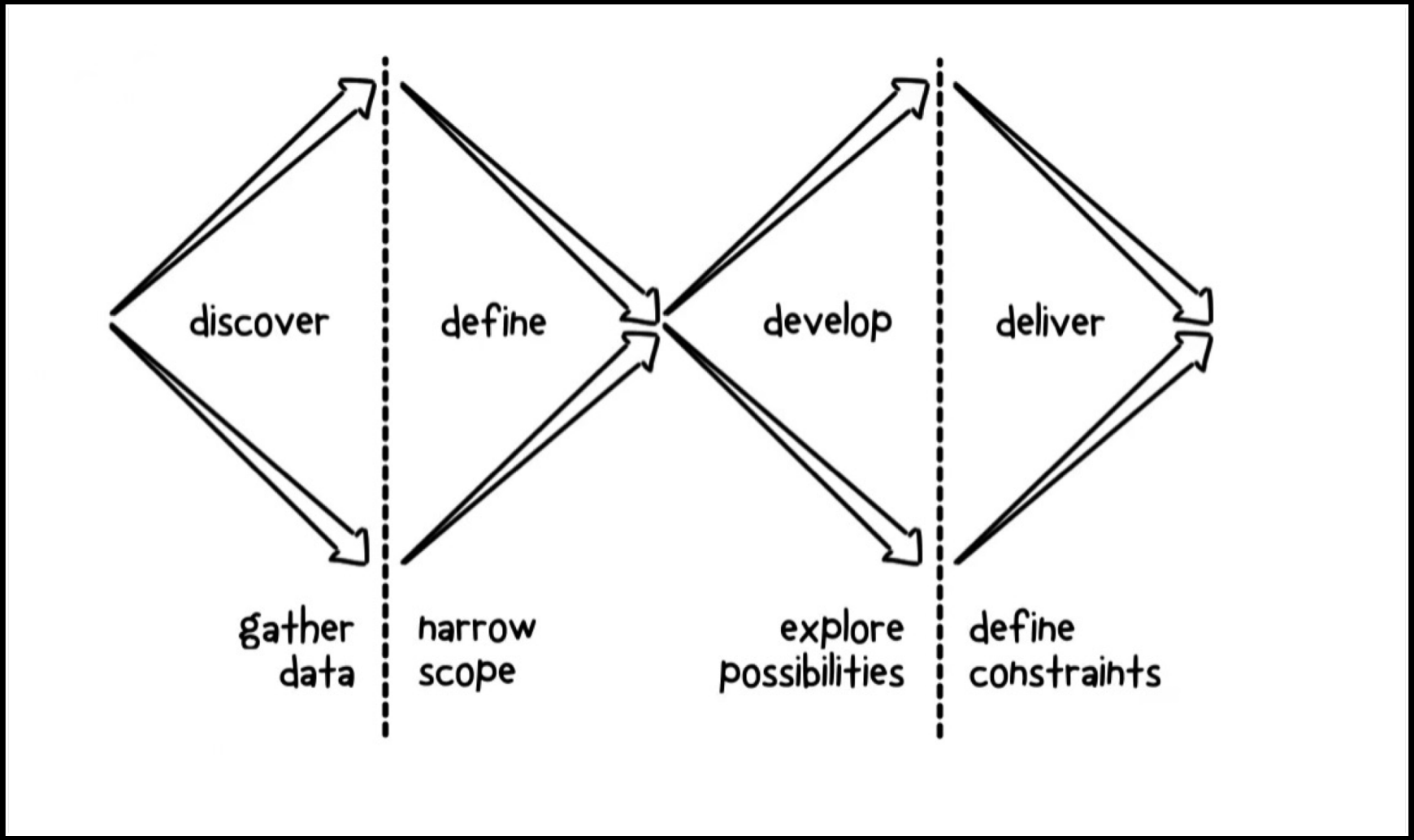
AUDIT DATA

A HUNCH

OBSERVATIONS

INTERVIEWS

EXTERNAL SOURCE – CI



Double Diamond

What evidence do we currently have?

- What exists
- What doesn't
- Why are we collecting useless info

AIM/OUTCOME :

- To reduce Falls in Care home X by 50% by December 2020.

- Specific
- Measurable
- Achievable
- Relevant
- Timely

How will we know that change is an improvement?

Measurement

- How are you defining a fall? Falls / falls with harm / near misses
- What data are you going to need ? Number of falls
- How are you going to collect it?
  - Who, when, what and where? Support worker ? Clinical staff ? Daily? One group? safety cross?
- Needs to be clear who is responsible for data collection? Specific role or multiple.
- Frequency - Weekly/Monthly

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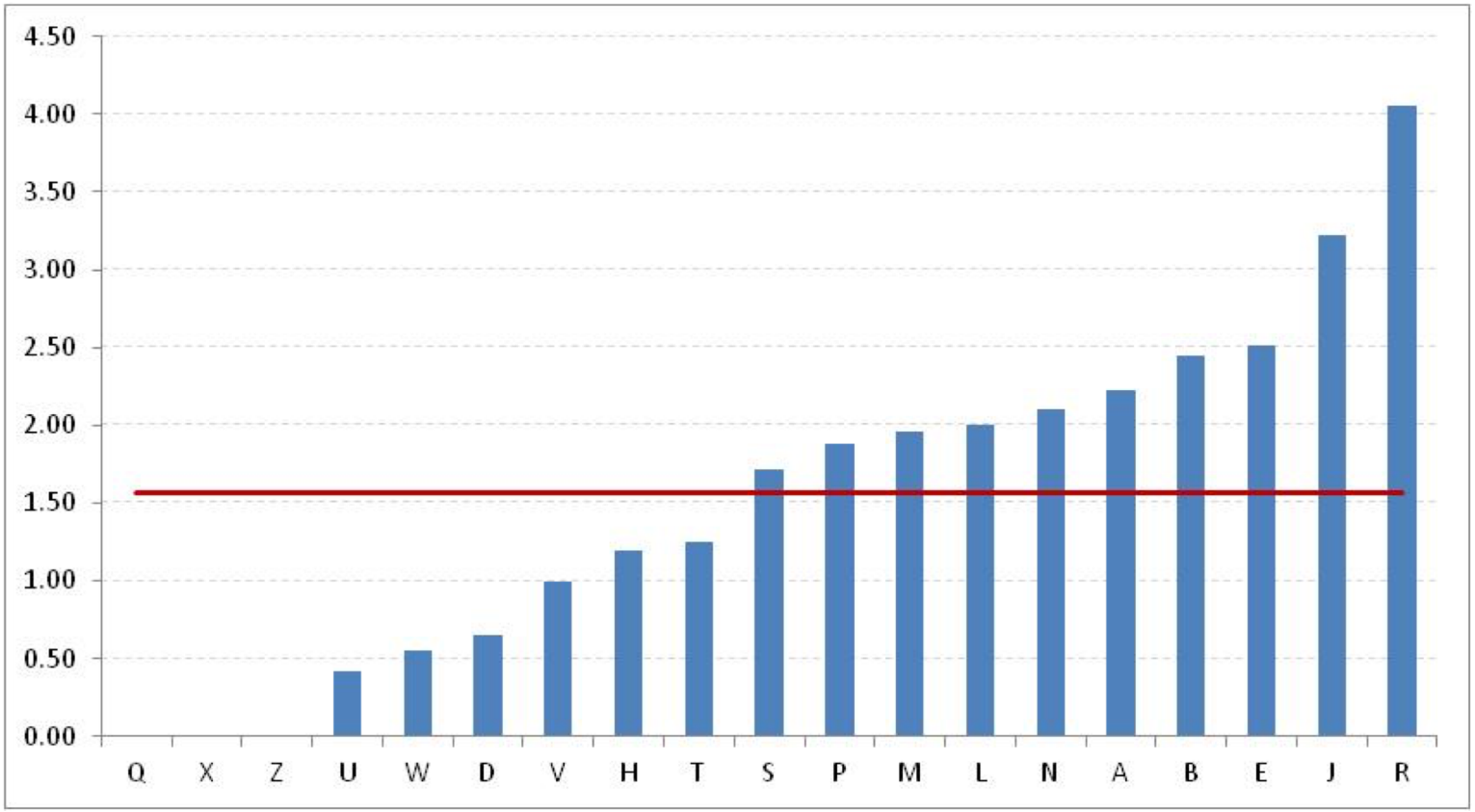
In God we trust; all
others bring data.
W. Edwards Deming

Alphabetical		Ranked	
A	2.22	Q	0.00
B	2.44	X	0.00
D	0.65	Z	0.00
E	2.52	U	0.42
H	1.20	W	0.56
J	3.23	D	0.65
L	2.00	V	1.00
M	1.96	H	1.20
N	2.10	T	1.25
P	1.88	S	1.71
Q	0.00	P	1.88
R	4.05	M	1.96
S	1.71	L	2.00
T	1.25	N	2.10
U	0.42	A	2.22
V	1.00	B	2.44
W	0.56	E	2.52
X	0.00	J	3.23
Z	0.00	R	4.05

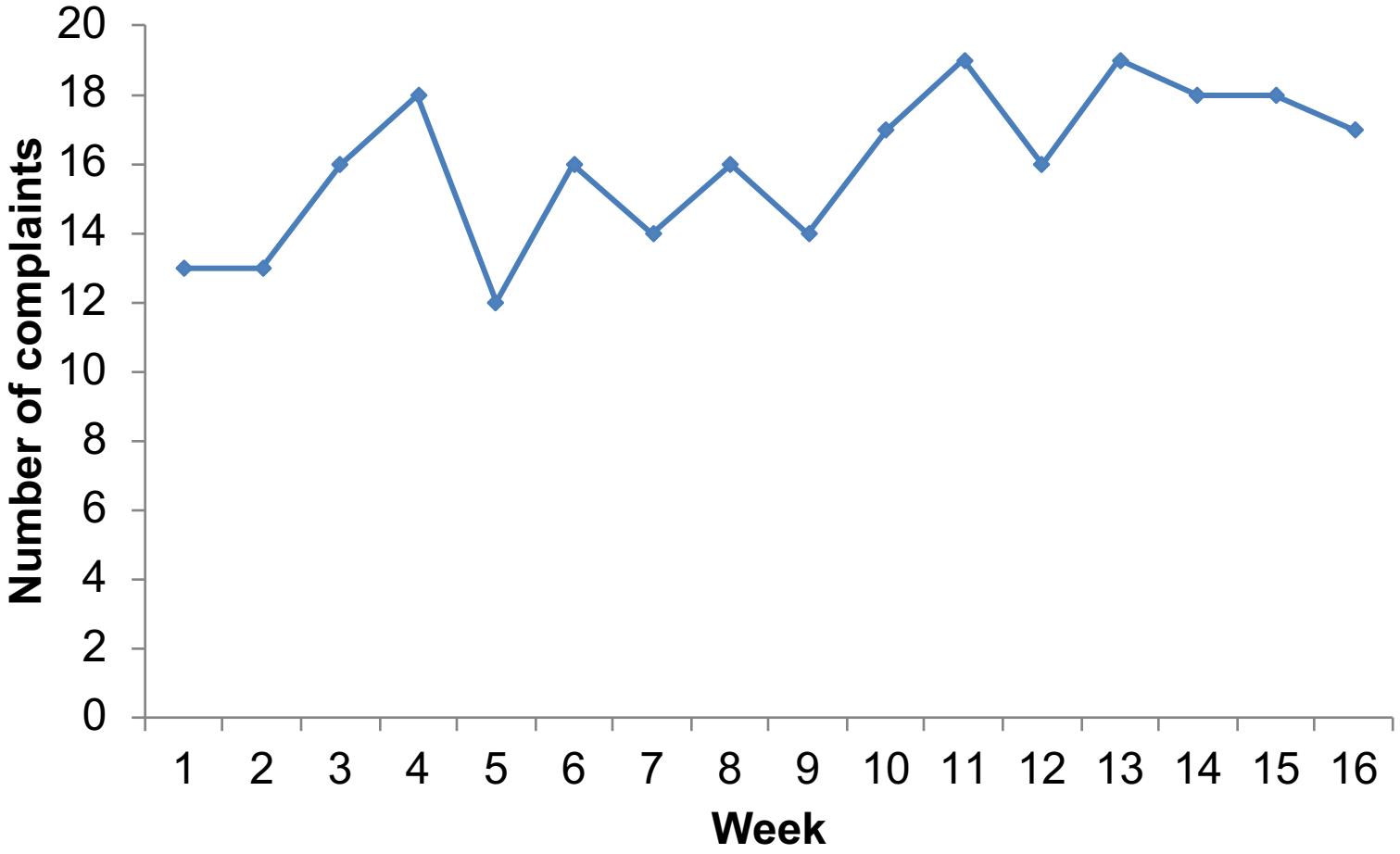
Interpreting data

It is often difficult to see

variation when looking at data in a table



Bar charts help us to understand some variation


Number of complaints
20
18
16
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12
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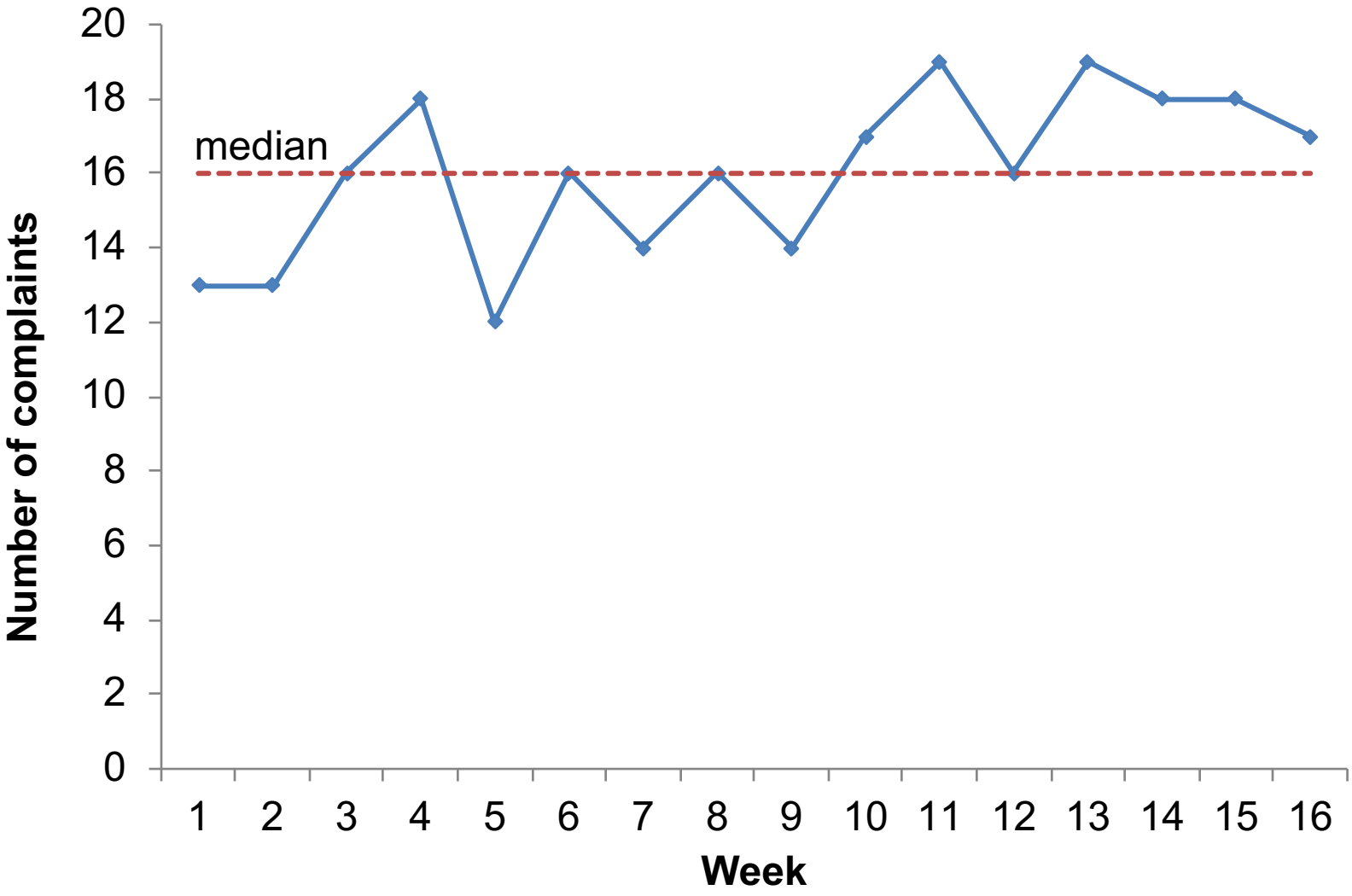
Week


20
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Number of complaints
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6
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12
13
14
15
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Week

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Improvement: Sharing your improvement story

In some cases you might have ideas you want to test- being proactive and using the model for improvement can lead to lasting positive improvement

Question 1 what are we trying to accomplish? This requires you to understand the problem and what you want to achieve, understanding the "aim" and outcomes you want to focus on

Question 2: How will we know change is an improvement? This means what evidence or data will prove or let you know you have achieved your aim+ outcomes? what can you collect or use to show this?

Where did you start?

What was the problem and what did you want to change? Why was it important to sort it out?

What did you do?

What did you do to tackle the problem, how did you do it and who did you ask for help? Was there a reason you decided to tackle the problem in this way?

How do you know you made a difference?

Measuring the changes means you can prove that what you did made a difference. So, what did you measure to show an improvement and how did it change? How did it make a difference to those experiencing care?

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Improvement: Sharing your improvement story

What did you learn from the experience?

Reflecting on what happened is important if you want to use this approach again. What went well? What would you maybe change next time? Is there anything you are really pleased about? How did you keep going?

How are you going to keep this going?

This is the 'what next' question! Now that you've made a positive change, how are you going to keep it going, and are there things you can now do to build on this? Did you share this experience with others in your service?

NOTES

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Care Inspectorate data

INSPECTION GRADES

COMPLAINTS

NOTIFICATIONS

REGISTRATION

ANNUAL RETURNS

ANECDOTAL

So what do you gather?

- Do you collect data for improvement ? Or data for compliance ?