Measuring Impact

Louise Ewing, NHS Fife

Simon Williams, NHS Education for Scotland

Context

- Data driving improvement
- How do we know what we have done has had an impact?
- How do we know it was worth it?

Achieving impact

- What do we mean if we say a change has achieved 'impact'?

Achieving impact

What do we mean if we say a change has achieved 'impact'?

- Achieves what it sets out to achieve

- Provides proof of that achievement

- Clear path from what is done to what is achieved

- Organisation and others see it as 'worth it'

- Impact is seen as a result of a process

Impact thinking

- A planning as much as an evaluation tool

- Planning interventions based on clear understanding of wanted impact and how to gauge if we get there

- Planning for impact then measuring as you go – to ensure things are on track and taking remedial action if they aren't

How does the methodology work?
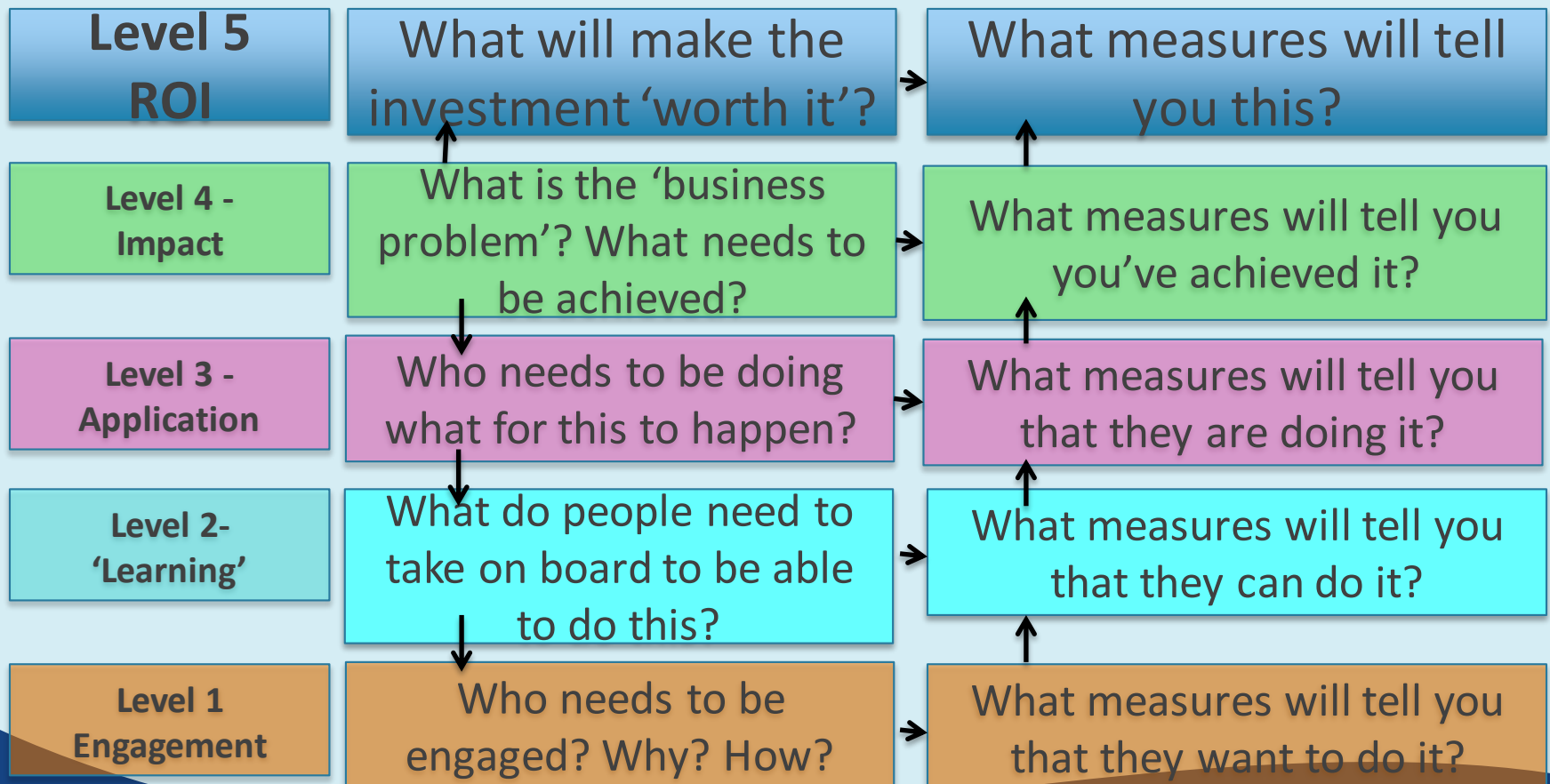
Case Study

A cluster of complaints were received from patients attending a Health Centre. Patients and carers were encouraged to complain to the Health Board using a complaint form developed by the Health Centre. As complaint numbers escalated there was a significant impact on workload for the central complaints team who were required to register each complaint individually. Each complaint also had to be investigated and responded to by the Estates Team and finally signed off by the Chief Executive, to meet the requirement of the local complaint handling procedure. As complaint numbers escalated so did public interest in the issue and before long there was media and political interest in the matter, resulting in further correspondence and impact……

Level	Need	Objective	Measurement
4. Impact	• Improve user experience • Reduce number of complaints	• User experience improved by 10% • Complaints reduced by 5%	• Survey • Complaints register
3. Application	• Staff reallocate spaces • Staff explain reallocation to users	• Staff reallocate spaces (by…) • All staff explain reallocation to all appropriate users	• Audit • Manager / user feedback
2. Learning	• Staff understand how and why spaces reallocated	• All staff understand changes and are able to explain these (by…)	• Staff / manager feedback
1. Engagement	• Staff engaged in redesign	• All staff sign up to change plans	• Staff feedback

Impact thinking

- A planning and evaluation tool

- Interventions based on understanding of desired impact and how to gauge if we get there

- Planning for impact then measuring as you go

- Ensuring things are on track and taking remedial action if they aren't

Any questions?

- Any questions?

- simon.williams@nes.scot.nhs.uk
- louise.ewing@nhs.net

- Thank you