



QUALITY OF CARE INDICATORS

Using Patient Experience to Drive
Person Centred Improvement

Laura Harvey

QI Lead

I've learned that people
will forget what you
said, people will forget
what you did, but
people will never forget
how you made them
feel.

Maya Angelou



Patient Experience



NHS Ayrshire and Arran criticised over serious incident report failures

A health board which withheld reports on serious incidents is facing more criticism from NHS inspectors.

Healthcare Improvement Scotland (HIS) found significant weaknesses in how NHS Ayrshire and Arran handled critical incident and adverse event reports.

Ministers ordered the review after a staff complaint to the information commissioner revealed the health board had not released more than 50 reports.

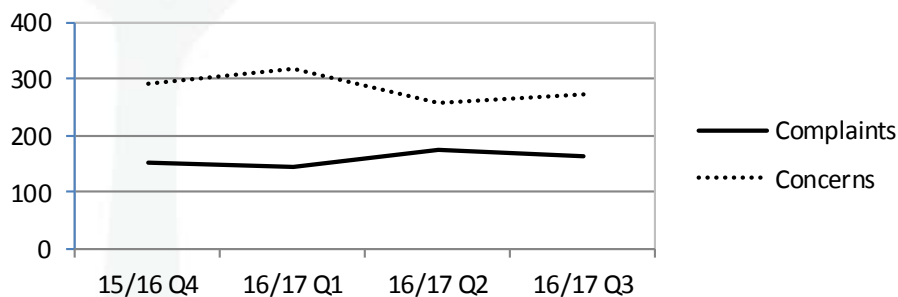
These covered events at hospitals and clinics, including 20 patient deaths.



NHS Ayrshire and Arran failed to release more than 50 serious incident reports

Related Stories

Complaints & Concerns 2015 - 2017



"The team have gone above and beyond what was expected"

Abexx: Crosshouse Hospital / Greenhill

Posted by [palluquid](#) (as the patient) 3 days ago

I have been treated as a patient under Dr Row and then had day surgery. I want to say they the team have gone above and beyond what was expected and I have to thank Dr Row for his patience and reassurance as I am quite an anxious patient when it comes to tests and procedures.

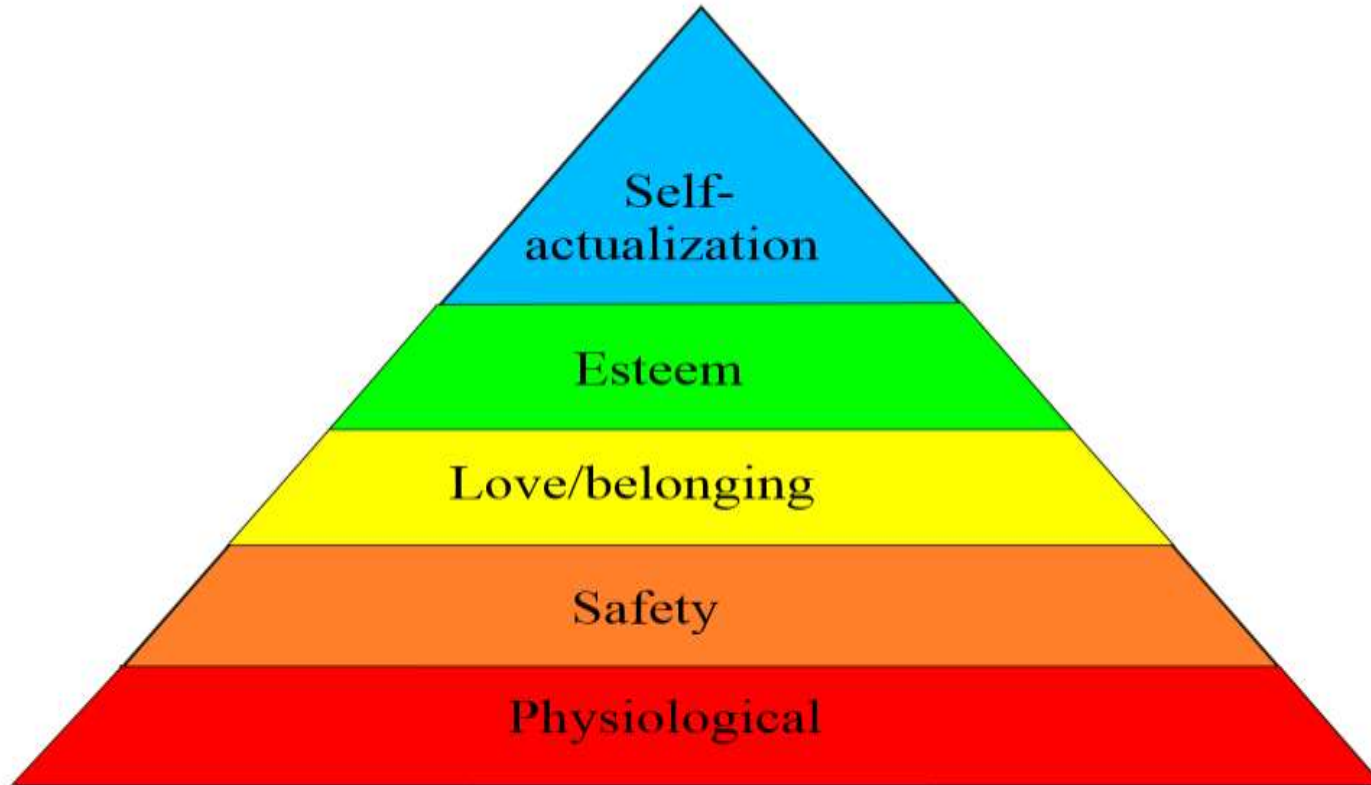
The process has been very smooth, with good communication at all points from initial consultations through to the day of the surgery itself. The morning of the arranged operation the student nurse who looked after me was lovely as was Dr Johnstone the anaesthetist and his assistant both of whom put me at ease along with the theatre nurses.

Dr Row explained the procedure well and answered any queries that I had prior to the operation and then came to have a chat with me back on the ward about how the procedure went.

The nurses in the recovery part of the day surgery were very helpful and cheery despite being very busy. After my operation they decided to keep me in over night and I have to say the care on the ward that night was fantastic.

I think that the NHS staff at all levels do not get enough thanks and credit unfortunately those who do not have a good experience tend to make more of noise than those who have a good experience.

Staff Experience



Joining the Dots

Internal Drivers

- Quality Improvement Plans from Complaints & Adverse Events
- Feedback at the front line
- Incidents and Near Misses
- Staff, Patient & Family Experience

External Drivers

- Excellence in Care
- Scottish Patient Safety Programme
- Older People in Hospital
- HEI
- SPSO

Quality of Care Indicators



Compassionate Connections



- An innovative and highly flexible educational resource that combines stories and learning guides
- It demonstrates how a compassionate person-centred approach to care improves clinical outcomes and the health and wellbeing of patients and staff



**Compassionate
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Quality of Care Indicators

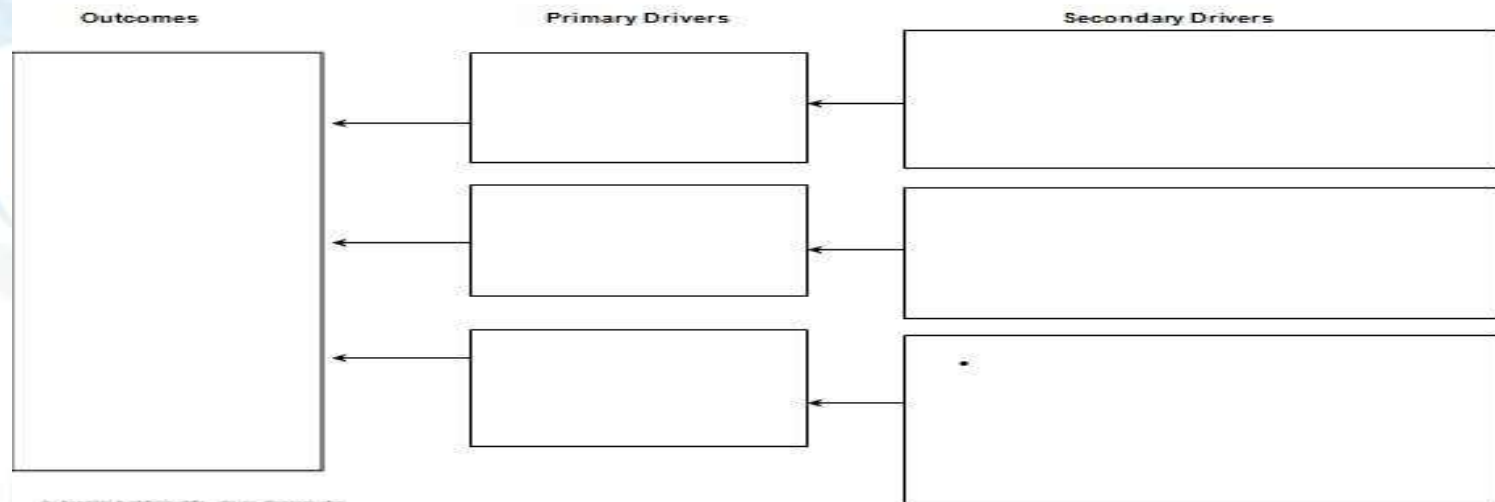
Indicator	Measure	Totals	Comment/Themes	RAG Rating			
				Q1	Q2	Q3	Q4
Feedback and Complaints	No. of Complaints	6 complaints 5 concerns	Communication Nursing Care Attitudes & Behaviour - All 5 concerns relate to communication around discharge				
	No. of positive feedback	No. of thank you cards handed into ward	None held centrally				
	Patient Opinion	2 positive posts	Both highlighting excellent nursing care				
Incidents & Adverse Events	No of Recorded Incidents	35: 1 – pressure sore 4 – V&A 6 – care	Evidence of variable practice around consequence scoring – Learning need?				
	No. of Falls	24 (6 with harm including 1 fracture)	Majority classed as minor/insignificant Harm = moderate rating				
	Adverse Event Reviews	0					
	Medication Errors	1	Medication left on meal tray				
Compliance with Acute Adult SP SP Measures & Local Improvement Priorities	Evidence of compliance	All active measures being collected	Reliability of measurement in question				
	Evidence of sustainable improvement	9 data points about 95% required for sustainable improvement	MEWS, Hand Hygiene & PPE at 100% PUP2, PVC show deterioration				

Quality of Care Indicators

			Local compliance with 4AT <95%					
Experience	Patient	N = 28	Communication and information sharing not always consistent					
	Relative	N = 14	Positive feedback					
	Staff	N = 20	Staff feeling overwhelmed due to recent changes in leadership and staff					
Other Locally Identified Indicators								
OVERALL RAG RATING PER QUARTER (Please use scoring key)				NA	NA			

An Improvement Approach

- Person Centred and Improvement Advisors liaise with clinical leaders to identify key improvement priorities

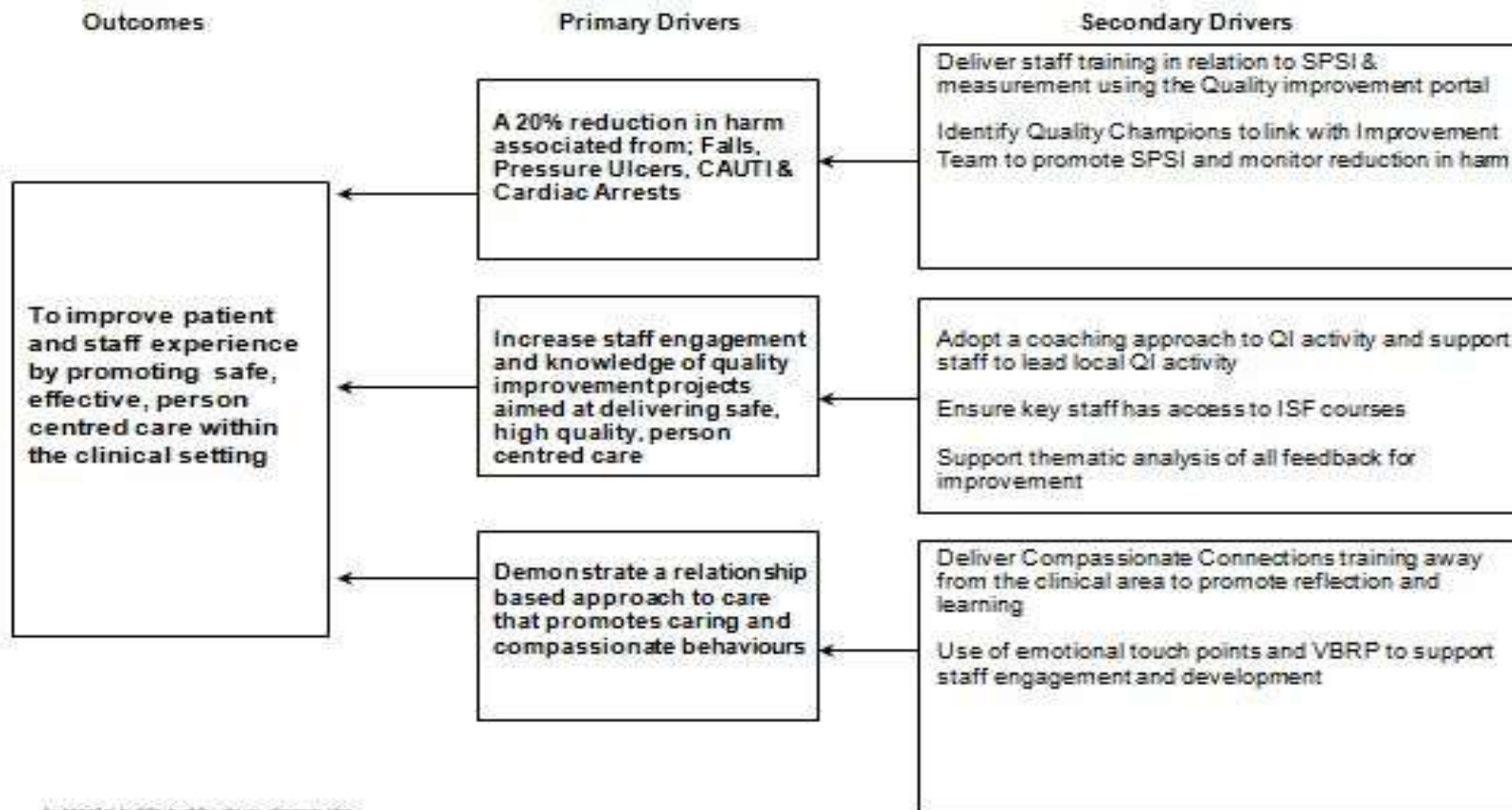


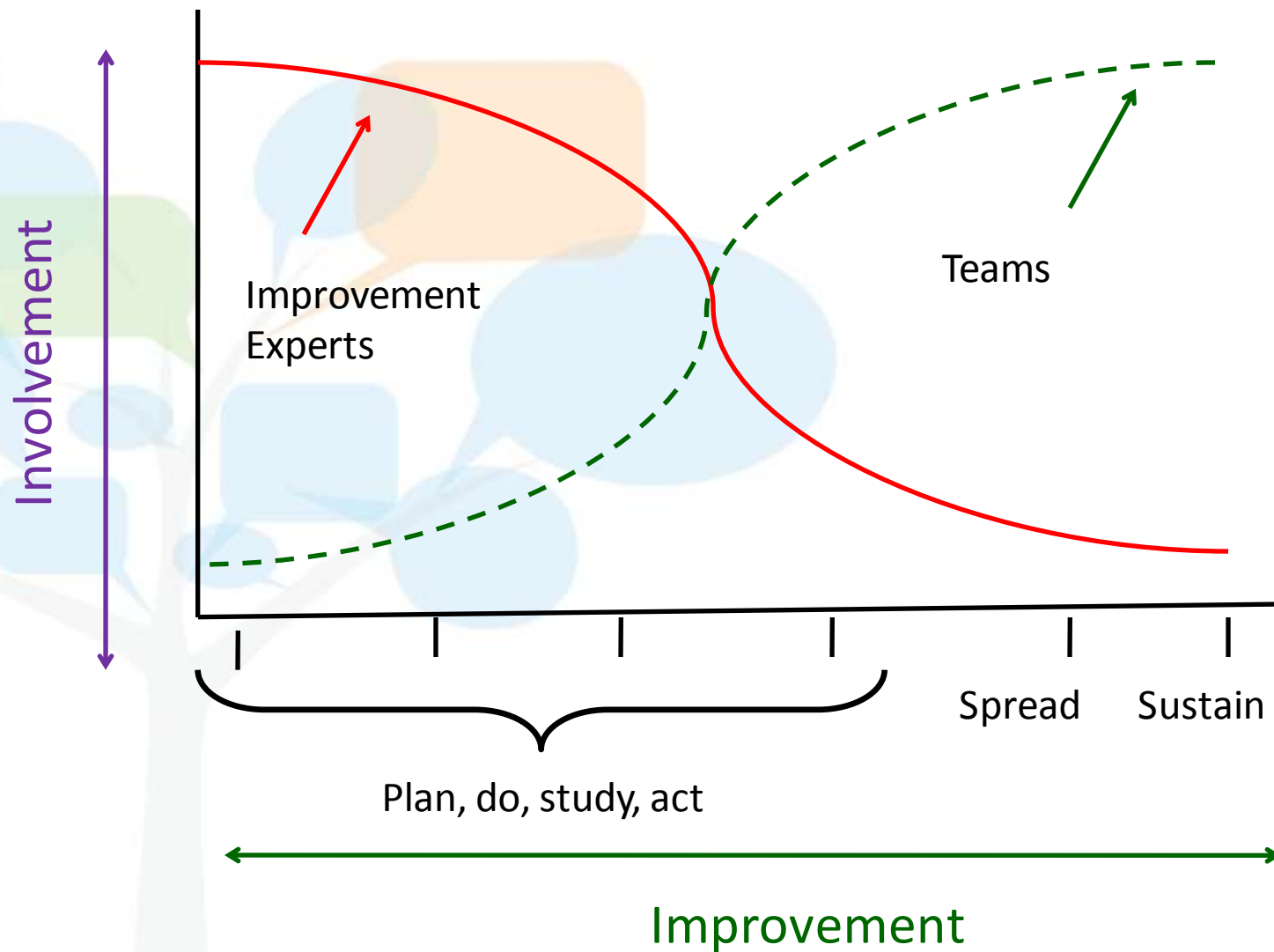
Person Centred Improvement

- Develop capacity & capability in improvement methodology using a coaching model
- Promote ownership of learning and improvement
- Ensure the patient's voice is central to all improvement efforts
- Create the conditions for improvement



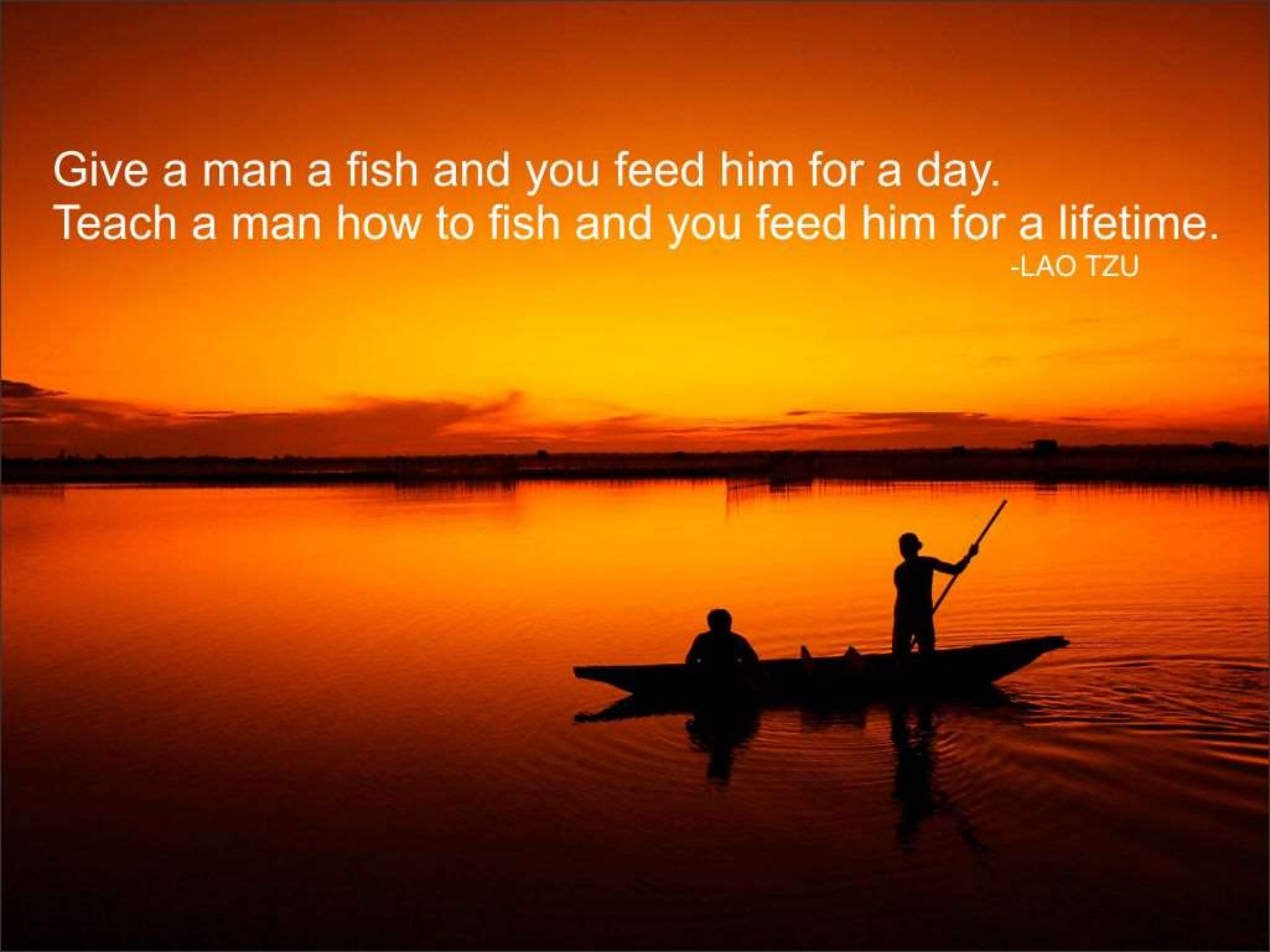
Driver Diagram





Give a man a fish and you feed him for a day.
Teach a man how to fish and you feed him for a lifetime.

-LAO TZU



ANY QUESTIONS?



***THE TIME IS ALWAYS
RIGHT TO DO WHAT
IS RIGHT.***

-MARTIN LUTHER KING, JR.

Thank You

If you wish any further information, please dont
hesitate to get in touch;

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NHS Ayrshire & Arran

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