Quality Improvement Bulletin
Number 17, 14th November 2019

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This bulletin collates information from key resources relating to quality improvement published 1st – 31st October 2019. These are presented to assist in the aim of continuously improving the quality of care and outcomes for patients; and are arranged by source.

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### Care Quality Commission


“Workforce challenges ... Our report *Opening the door* to change also highlighted how competing demands and pressures on staff can compromise the safety of services. We heard how staff had limited time and space to engage in quality improvement initiatives or to attend relevant training.” (Full report p.55)

* Care Quality Commission, Opening the door to change: NHS safety culture and the need for transformation, Dec 2018

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### HQIP Healthcare Quality Improvement Partnership

Medical & Surgical Review Programme: Pulmonary Embolism Report 2019

National Child Mortality Database – Annual Report 2019

National Clinical Audit of Anxiety and Depression: inpatient mental health services

National Early Inflammatory Arthritis – First Annual Report

National Pregnancy in Diabetes Audit Report 2018


UK health, quality and standards organisations join forces in support of clinical service accreditation (British Standards Institution (BSI), Healthcare Quality Improvement Partnership (HQIP), Royal College of Anaesthetists, Royal College of Nursing, Royal College of Physicians, and the United Kingdom Accreditation Service (UKAS))
NHS Benchmarking Network

2019 Acute Therapies project – Results published

2019 Outpatients project – Results published

Emergency Department Workforce Benchmarking report released

NHS England and NHS Improvement

Criteria-led discharge
A manager’s guide to criteria-led discharge
https://improvement.nhs.uk/resources/managers-guide-criteria-led-discharge/

Ten steps to implementing criteria-led discharge
https://improvement.nhs.uk/resources/ten-steps-implementing-criteria-led-discharge/

Making data count:
Statistical process control tool (Updated 25 October 2019 with the latest version of the SPC tool)
https://improvement.nhs.uk/resources/statistical-process-control-tool/

Strengthening your decisions
Updated guide to using “SPC for analysis and effective decision-making ... show[s] you how to produce an easily digested summary report ... tips on enhancing your SPC charts to pull out key messages and guidance on when process limits should be recalculated”
https://improvement.nhs.uk/resources/making-data-count/

Delayed transfer of care (DTOC) improvement tool (Updated version August 2019 data)
https://improvement.nhs.uk/resources/delayed-transfer-care-dtoc-improvement-tool/

Improving tech, treatment and care for people with Type 1 diabetes [flash glucose monitors]

https://improvement.nhs.uk/resources/nhs-oversight-framework-201920/

Recently published journal articles

Below are the contents pages from 2 journals, BMJ Quality & Safety and BMJ Open Quality, containing articles relevant to quality improvement (QI). This issue of the Bulletin also signposts the current issue of Future Healthcare Journal which has an update from the RCP Quality Improvement programme.

BMJ Quality & Safety
https://qualitysafety.bmj.com/
RSS - http://qualitysafety.bmj.com/rss/current.xml
Full-text articles available via your NHS OpenAthens login.

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ORIGINAL RESEARCH

• Patient activation intervention to facilitate participation in recovery after total knee replacement (MIME):
a cluster randomised cross-over trial
- Robot for health data acquisition among older adults: a pilot randomised controlled cross-over trial
- Standardising hospitalist practice in sepsis and COPD care
- Major reductions in unnecessary aspartate aminotransferase and blood urea nitrogen tests with a quality improvement initiative
- Assessing the quality of health care in the management of bronchiolitis in Australian children: a population-based sample survey
- Management of low back pain in Australian emergency departments
- Stepped-wedge randomised trial to evaluate population health intervention designed to increase appropriate anticoagulation in patients with atrial fibrillation

VIEWPOINT
- Patient experience surveys: reflections on rating a sacred trust

QUALITY IMPROVEMENT REPORTS
- Altering standard admission order sets to promote clinical laboratory stewardship: a cohort quality improvement study
- MRI for patients with cardiac implantable electronic devices: simplifying complexity with a ‘one-stop’ service model

BMJ Open Quality
https://bmjopenquality.bmj.com/
RSS - http://bmjopenquality.bmj.com/rss/current.xml
Full-text articles freely available.

LATEST CONTENT – October 2019

ORIGINAL RESEARCH
- Nutritional services for children in Beira, Mozambique: a study reporting on participatory use of data to generate quality improvement recommendations
- Prevention of respiratory outbreaks in the rehabilitation setting
- Snapshot of current carotid artery stenting practice and accreditation in the USA
- Video intervention to improve incident reporting among medical trainees

NARRATIVE REVIEW
- Quality planning for impactful improvement: a mixed methods review

QUALITY IMPROVEMENT REPORT
- Demand and capacity in an ADHD team: reducing the wait times for an ADHD assessment to 12 weeks
- Reducing waste: a guidelines-based approach to reducing inappropriate vitamin D and TSH testing in the inpatient rehabilitation setting
- Reducing delay in laboratory reports for outpatients from 16% to <3% at a non-profit hospital in New Delhi, India
- Patients at the centre of care: debriefing patients after caesarean section
- Improving the patient experience through a comprehensive performance framework to evaluate excellence in person-centred care
- Optimisation of diagnosis and treatment of heart failure in a primary care setting
- Postpartum depression screening: are we doing a competent job?
- Offering patients a choice for colorectal cancer screening: a quality improvement pilot study in a quality circle of primary care physicians
Future Healthcare Journal (Royal College of Physicians)
http://futurehospital.rcpjournal.org/

Full-text articles freely available.

Selected articles from the October 2019 Issue vol.6(3)

Update from RCP Quality Improvement: Bringing together the experts to improve services
Future Health J October 2019, DOI: https://doi.org/10.7861/fhj.QI-6-3
https://www.rcpjournals.org/content/futurehosp/6/3/154

In a previous issue (No.14, August 2019) we included a Spotlight on ‘Using patient involvement and experience for quality improvement’. This Update from RCP Quality Improvement in the latest issue of Future Healthcare Journal also looked at involving patients in improvement teams; signposting the Pont of Care Foundation’s Experience-based co-design toolkit¹ and the RCP’s publication Working with lay representatives and patient involvement in RCP committees, boards and projects². The IHI blog post Putting Always Events at the Center of Patient-Centered Care (October 3, 2019) talks about Always Events³ as a quality improvement methodology which asks people who use services, their families, and care providers what matters to them.

³ Always Events http://www.ihi.org/Topics/AlwaysEvents/Pages/default.aspx [Accessed 13 November 2019]

Other journal articles

Here we highlight articles reporting QI studies, methods and audit to drive quality improvement. These articles, with one or more authors affiliated to a UK/NHS organisation, have been published recently in journals which are not featured regularly in this bulletin. Please contact the Library for help with accessing the full-text of the articles or to request a literature search in your specialism.


Blackburn, J., Ousey, K., & Stephenson, J. (2019). Nurses’ education, confidence, and competence in appropriate dressing choice. Advances in Skin & Wound Care, 32(10), 470-476. http://dx.doi.org/10.1097/01.ASW.0000577132.81124.88


Greene, O., & Sunol, R. (2019). Quality improvement is complex and contextual BMJ (Clinical research ed.) Vol. 367, I6155. (October 25, 2019) http://dx.doi.org/10.1136/bmj.i6155


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**From the Institute for Healthcare Improvement**

**Pursuing the Triple Aim Takes More Than High-Quality Care**

Blog post by Chesley Rappleye | October 22, 2019
http://www.ihi.org/communities/blogs/pursuing-the-triple-aim-takes-more-than-high-quality-care

This blog post describes East London NHS Foundation Trust’s (ELFT) use of the Triple Aim framework* to drive improvement at local, service and system levels following “The Big Conversation”, a series of discussions with staff, patients and other stakeholders “to define the future of the organization”.

* http://www.ihi.org/Topics/TripleAim/Pages/default.aspx
Putting Always Events at the Center of Patient-Centered Care
Blog post by IHI Multimedia Team | October 3, 2019
(Edited interview with Helen Lee, Experience of Care Professional Lead, and David McNally, Head of Experience of Care, explaining why Always Events has spread to 135 organizations throughout NHS England)


Always Events® ¹ is “a quality improvement methodology which turns our traditional approach to QI on its head. Rather than health care organizations determining what we think will make the biggest difference for patients, you start with a blank piece of paper and ask people who use [your] services, their families, and [care providers] what matters to them. [Helen Lee] ... It’s an improvement methodology based on the Model for Improvement. We use PDSA cycles, we use measurement. All of that is in there, but it has that fundamental difference that it starts from that conversation with a group of people who use the services. [David McNally]”


From ‘Q‘ (The Health Foundation & NHS Improvement)

Enhancing the science of improvement for patient safety
Blog post by Nikki Davey, Clinical Human Factors Group | 16 Oct 2019

Human factors and ergonomic principles as part of quality improvement; links to videos exploring the role that quality improvement plays in patient safety and outlining the role of human factors in quality improvement.

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