

People at the Centre of Health and Care

Person-Centred Health and Care Collaborative



"Person-centred care is everyone's business."



Breakout 1.4

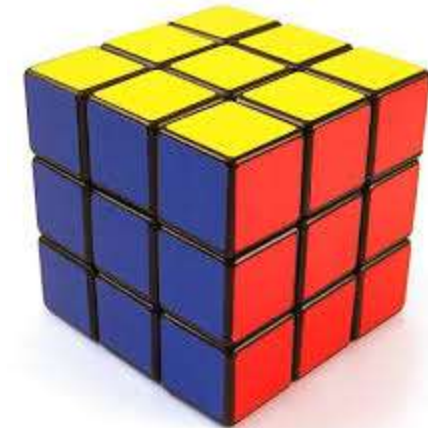
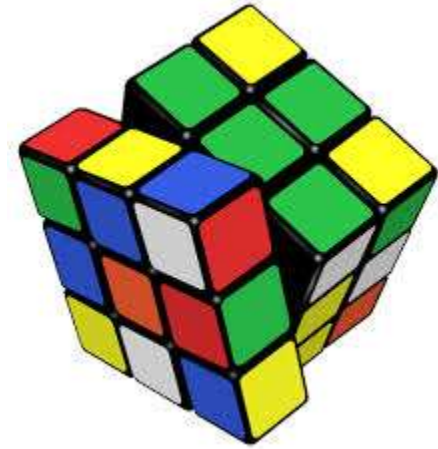
Using data and measurement to support improvements in person centred care

Hello our names are: Gareth, Shaun, Kirsty, Carol



Making a change

- Starts with a good idea of what the future should look like
- We try all sorts of ways of getting there
- Some work, some don't
- We repeat ourselves
- We repeat ourselves
- Success – How did you do it?



"Person-centred
care is everyone's
business."

- Don't know



What do we mean by measurement

- Have we achieved our aim or getting closer to it
 - **Outcome measure**
- Is a test of change (a good idea) an improvement?
 - **outcome and process measures**
- What changes can we try that will result in an improvement
 - **results – what worked, what didn't**
- Keep an eye on unintended consequences:
 - **Balancing measures**



"Person-centred care is everyone's business."

Why are we measuring?



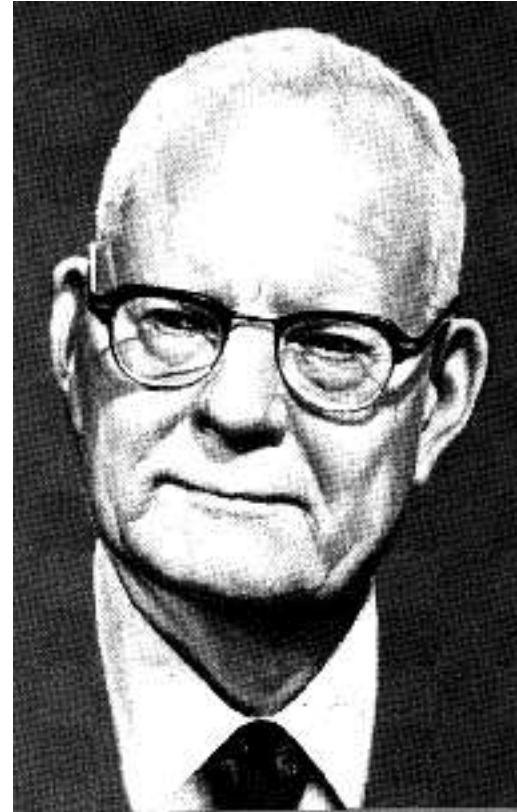
"Person-centred
care is everyone's
business."



What should we measure?

“Just because you can measure everything doesn't mean that you should!”

W. E. Deming



“Person-centred care is everyone's business.”



Measurement for success

(Sense of direction clip)



"Person-centred
care is everyone's
business."

Measurement for success

- Define and agree a measurable aim
 - Sets out clearly what you are trying to achieve
 - Communicates the importance to others
 - Demonstrates the impact of your hard work (why its worth it)
 - Helps avoid confusion
- Agree measures that are useful to you and your team



"Person-centred care is everyone's business."

What do we value?

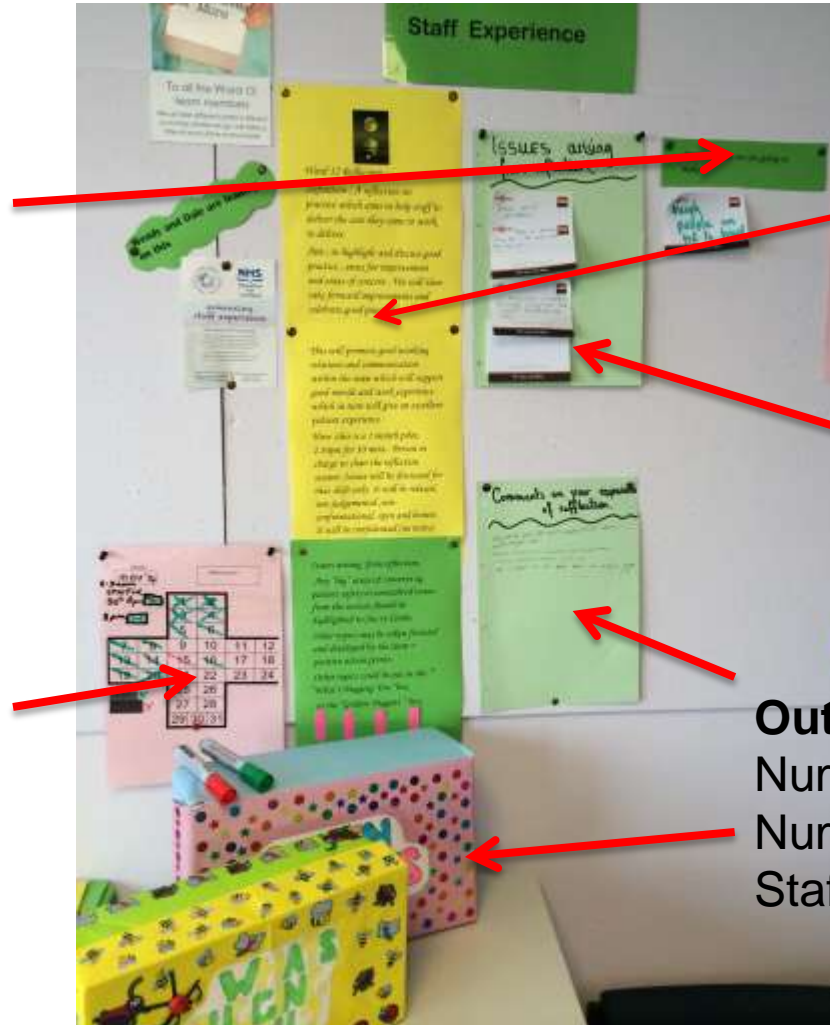
- Numbers – easy to work with, often hard to produce
- Words – easy to produce, often hard to work with
- Measuring Person-centred care needs both



"Person-centred care is everyone's business."

Measurement in practice

Test of change:
Ideas agreed for testing



Aim: 10 minute Staff reflection session every day (includes ground rules)

Recording the learning: Log of issues from reflection

Process measure:
Proportion of days per week when session happened

Outcome Measures:
Number of golden nuggets
Number of bugging you notes
Staff comments on process

"Person-centred care is everyone's business."



Value Your Qualitative Data (words)

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

Steven R. Covey

- Are you listening to understand what your staff and people who use your services are saying?
 - Use the words to learn what works and what doesn't
 - Record your learning

“Person-centred care is everyone's business.”



Turning Qualitative Into Quantitative

- Collect and Read comments from staff and people who use your service (5 a week?):
 - tell us what you think?
 - What's working well?
 - What could be improved?
- Rate as positive, negative or neutral
- Display numbers of positive and negative comments on run chart



"Person-centred care is everyone's business."

Thematic Analysis

- 20 comments a month – look for themes
- Display number of positive and negative comments in each theme on bar chart.
- Move to run charts as thematic data builds



"Person-centred care is everyone's business."

Improvement Planning

- Consider each individual comment:
 - Simple to fix it now
 - Being addressed by current improvement activity
 - Complicated and not being addressed
- Act:
 - Just do it
 - Consider with other comments on weekly basis and prioritise

"Person-centred care is everyone's business."

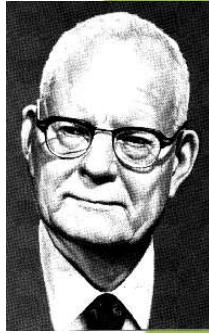


Model for Improvement



Understand how to use your data

“If I could reduce my message to management to just a few words, I'd say it all has to do with **reducing variation**”

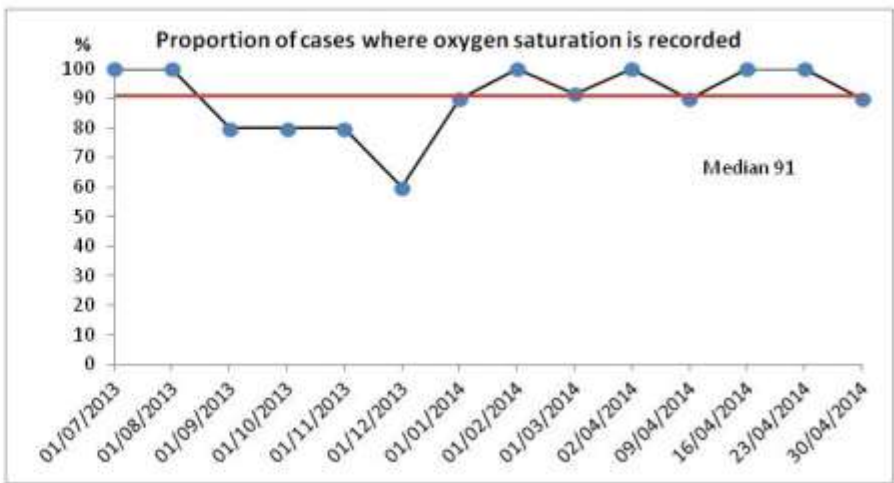
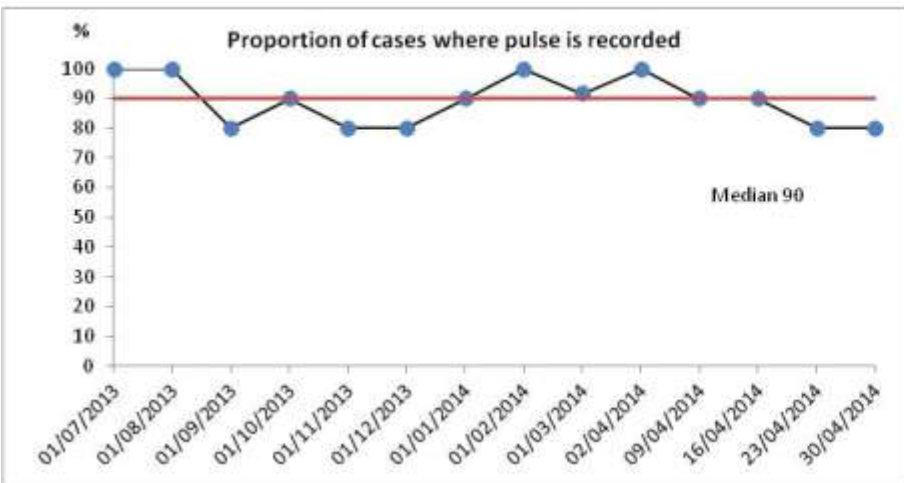
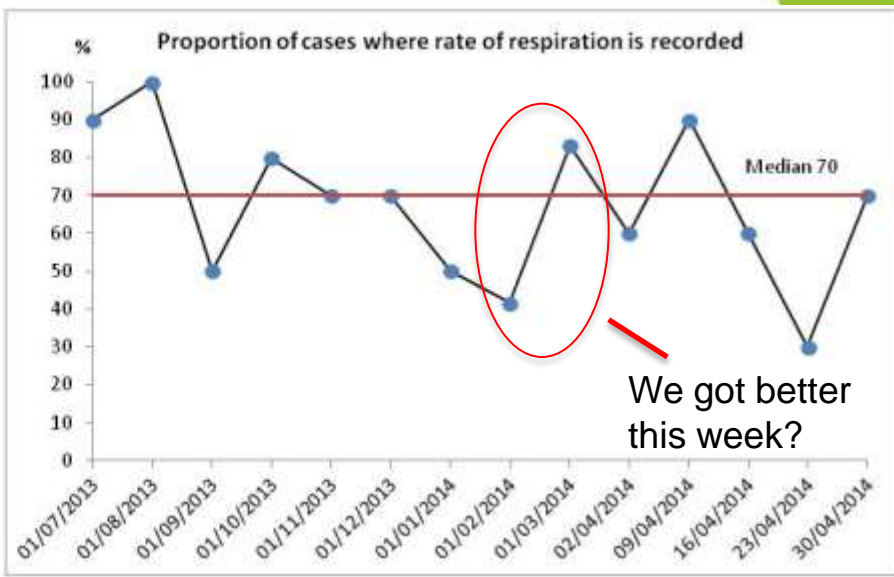
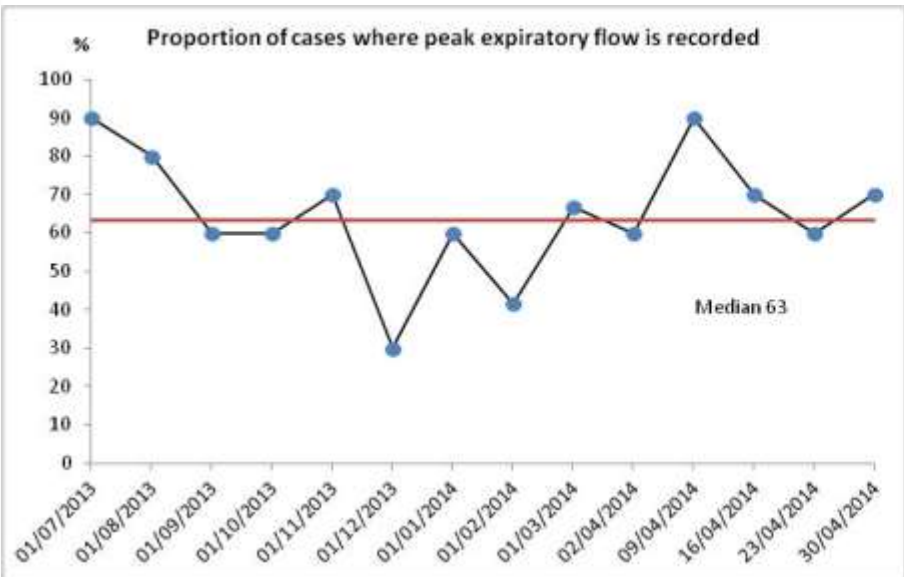


W. E. Deming

- Every Person, Every Time
- If your sample is not reliable the system is not reliable – don't measure the whole system

“Person-centred care is everyone's business.”





Remember: the rate at which we test and measure is the rate at which we learn and improve

"When you have two data points, it is very likely that one will be different from the other."

Summary

- Define a measurable aim
- Use measures that are useful to you and your team
- Value qualitative and quantitative data
- Measure at the rate you want to learn at
- Measurement tells a story and stops you getting lost!



"Person-centred care is everyone's business."

Start Measuring!



Accelerate improvement!

"Person-centred care is everyone's business."



The Mr Potato-Head challenge



"Person-centred
care is everyone's
business."



PDSA Simulation



- **Accuracy**
 - **3** – All pieces on Mr P & positioned correctly
 - **2** – All pieces on Mr P, but one or more is out of place
 - **1** – One or more pieces are not on Mr P.
- **Time**
 - **Start:** When time keeper says go.
 - **Stop:** when the builder indicates last piece is in place AND removes hand.