

Resource 4

Examples of potential sources of information to populate a Quality Profile

The following four tables provide some examples of potential sources of information to populate a quality profile. Some commentary is also provided in parentheses indicating further detail on these potential sources.

In this resource, measures are aligned to the 4 main themes of the National Standards for Safer Better Healthcare:

- ▶ **Person Centred Care**
- ▶ **Safe Care**
- ▶ **Effective Care**
- ▶ **Better Health & Wellbeing for patients, staff & community**

Please note that these tables are for illustrative purposes only; it is not a list of measures that must be collected for the profile, nor is it comprehensive. However, many of the measures listed are required for other purposes, for example in reporting against the National Service Plan. In addition, some measures could arguably be aligned to more than one theme. In such situations, the measure should only be included once and the project team can specify which theme the measure should be aligned to, based on their service and the range of other available measures.

Each service will make decisions on which specific measures will be included in their own Quality Profile. These decisions will be based on finding sources of information relevant and important to their service, and where that information already exists or is required and is of good quality, the service will likely use that information. There will be other questions that cannot be answered with currently available information and the service will make a plan to answer these questions over time.

Person Centred Care

Examples of potential sources of information to populate a Quality Profile

- ▶ Complaints
- ▶ End of life care measures
- ▶ Patient reported outcome measures (e.g. Patients and families report their voice is heard)
- ▶ Policies and procedures in place for responding to complaints
- ▶ Implementation of 'Your Service, Your Say'
- ▶ Implementation of Open Disclosure: National Guidelines
- ▶ Implementation of 'National Consent Policy'
- ▶ Patient Experience Survey
- ▶ Patient Interviews
- ▶ Complaint/ Compliment cards
- ▶ Evidence of patient/ public engagement on groups

Safe Care

Examples of potential sources of information to populate a Quality Profile

- ▶ Rates of preventable harm (e.g. Rates of key indicator HealthCare Associated Infections (HCAIs), rates of In hospital hip fractures, rates of In hospital falls, rates of Surgical complications, Medication error rates)
- ▶ National Adverse Events Monitoring System (e.g. Report on portion of incidents, near misses, and all serious reportable events)
- ▶ Legal proceedings
- ▶ Implementation of 10 recommendations of the Report of the Quality and Safety Clinical Governance Development initiative
- ▶ Evidence of compliance with HSE Standards for Healthcare record management
- ▶ HCAI Governance including Committee and strategy
- ▶ Infection Prevention and Control audit, including, hand hygiene audit, antimicrobial prescribing audit
- ▶ Quality and Patient Safety Audit
- ▶ Checklists e.g. surgical checklist
- ▶ Staff in-service education and Continuing Professional Development up to date
- ▶ Safety walk-rounds
- ▶ Safety Pause
- ▶ Handovers
- ▶ 24 hour access to HCAI specialist
- ▶ Risk Register
- ▶ Safety Culture Survey
- ▶ Staff indicators, e.g. absence rates and staffing levels

Effective Care

Examples of potential sources of information to populate a Quality Profile

- ▶ Hospital Standardised Mortality Rates (e.g. Standardised Mortality Rate (SMR) for inpatient deaths by hospital and clinical condition)
- ▶ Readmission Rates (% of emergency re-admission for acute medical conditions to same hospital within 28 days of discharge % of surgical re-admissions to the same hospital within 30 days of discharge)
- ▶ Speciality Quality Improvement Programme audits (including histopathology, endoscopy, radiology)
- ▶ Metrics from Cancer and other National Clinical Programmes (% of emergency hip fracture surgery carried out within 48 hours (pre-op Length Of Stay: 0, 1 or 2))
- ▶ Nursing/midwifery care metrics
- ▶ Staff surveys e.g. staff patient safety culture survey
- ▶ Pathways of care in place as per clinical programmes
- ▶ Implementation and audit of National Clinical Effectiveness Committee Guidelines – National Early Warning Score (NEWS), MRSA, *Clostridium difficile*
- ▶ Local Audit
- ▶ National Office of Clinical Audit (NOCA) (e.g. Irish National Orthopaedic Register, National Intensive Care Unit audit)
- ▶ National one-off audits e.g. stroke
- ▶ Implementation of pathways of care/care bundles
- ▶ Governance system clear and unambiguous
- ▶ Is there a process/culture that staff can raise their concerns to management/board of directors
- ▶ Student nurse and doctor exit surveys

Better Health & Wellbeing for patients, staff & community

Examples of potential sources of information to populate a Quality Profile

- ▶ Smoking cessation rates
- ▶ Patient and family reported outcome measures (e.g. achievement of health and care goals, attainment of the skills needed to keep well and healthy, emotional needs met)
- ▶ Immunisation rates
- ▶ Cancer Screening rates
- ▶ Staff training in health and wellbeing promotion
- ▶ Implementation of 'Healthy Ireland in the Health Services: National Implementation Plan 2015-2017'