What are Quality Care-Metrics?

Care-Metrics are process performance quality indicators which provide a framework for how fundamental nursing and midwifery care can be measured. (Foulkes, 2011)
One piece of the Quality Jigsaw

- Metrics provide one aspect of an assurance mechanism to indicate the safety and quality of care processes is embedded within organisations.

- Additional factors in a quality governance framework should include structural and contextual factors, outcome data and qualitative evidence.
Donabedian’s Conceptual Model for Evaluating Quality of Care (1966)

Structure
How care is organised. The stable elements of organisation and infrastructure that comprise a health delivery system.

Process
What is done – the actions that are taken and how they are carried out. Includes the interaction between patient and providers.

Outcome
The end-results of care
KPI’s & Metrics…
What’s the difference?

- KPI’s measure outcomes
- Metrics measure process leading to outcomes

‘many outcomes, by their nature, are delayed, and if they occur after care is completed, information about them is not easy to obtain….it is not possible to say precisely what went wrong unless the antecedent process is scrutinized’

(Donabedian, 1988)
However...

Metrics provide a powerful platform to incentivise quality and to drive improvements in care processes.

In addition metrics can be used to illuminate the contribution of nurses and midwives, particularly in climate where nursing and midwifery can be deemed “invisible” (Scott et al., 2014).
Organisational Context

The need for standardised information in healthcare in Ireland is coming into greater focus.

The requirement to deliver greater value and increased efficiency while guaranteeing ever-higher quality care is placing additional pressure on healthcare organisations to provide evidence of the quality and safety of care.

In a climate of greater fiscal controls on health budgets, focused attention is needed to maintain high-quality care delivery.
History of the Development of Metrics in Ireland

In 2012, the NMPDU North West, North East and Dublin North enabled and supported healthcare organisations in their regions to embed a system to measure and monitor a range of nursing and midwifery care processes.

A web-based software system entitled Test Your Care was contracted and a core suite of metrics were developed based on established standards and from evidence of best practice.
Test Your Care

Test Your Care

a collection of nursing care indicators and patient experience questions to monitor and improve standards of patient care

Login

Username: [ ]
Password: [ ]

Log In

www.testyourcare.com
Reporting on Metrics

(RAG) Agreed Standard Measurement Score

90%-100% = Green
80%-89%  = Amber
79%-0%   = Red
# Test Your Care Report

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What Metrics are Currently Being Measured across Services?
## A Core Set of Metrics for Measurement and Monitoring of Standards of Care

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# Example of a Pressure Ulcer Metric

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<td><strong>1.</strong> A Pressure Ulcer risk assessment was conducted within 6 hours of admission/transfer to the unit/ward and was dated, timed and signed by the assessing staff member</td>
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<td><strong>2.</strong> There is evidence of a reassessment of pressure ulcer risk in accordance with organisational policy</td>
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<td><strong>3.</strong> If the individual is identified at risk, a care plan with pressure ulcer prevention measures is evident</td>
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<td><strong>4.</strong> If identified as at risk, a daily skin inspection has been recorded on the care plan/ skin inspection chart</td>
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<td><strong>5.</strong> If a pressure ulcer is present, the grade is recorded on the relevant documentation</td>
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Evaluation of Metrics

Two research evaluations to determine the impact of Nursing & Midwifery Metrics in the Irish context have been undertaken:


http://www.hse.ie/eng/about/Who/ONMSD/NMPDU/NMPDDN/
‘Previously we reacted to incidents as they occurred but metrics helped to improve the system so that incidents didn’t occur’ (SN)

‘Listening to the views of the service users through the patient experience metrics enables the voice of the service user to be heard at all levels’ (CNM2)

‘when HIQA came… they noted that nurses on the wards had a real awareness of implementing standards and had quality improvement plans in place and felt the displaying of these results were really positive’ (DON)
Quality Care-Metrics
Go National!

- In 2014, demand increased from Directors of Nursing & Midwifery to roll out metrics nationally.

- As a result the ONMSD agreed to provide the national direction and support to embed a system of nursing and midwifery metrics within healthcare organisations where Directors specified the requirement.

- To date, a national lead has been appointed and the NMPDU’s have identified Project Officers to lead and enable wider dissemination of the project.
With the support of the HSE ICT Department and the HSE Procurement Services, a national service level agreement has been established to provide the ICT platform *Test Your Care*.

In the last 3 months, the Project Officers have
- assessed the nationwide demand
- determined organisations’ state of readiness
- established and developed the relevant infrastructure
- commenced building the internal capacity to allow nurses and midwives at local level to have ownership of the project.
• Further dissemination of the *Test Your Care* system to additional healthcare organisations will be phased in over the last quarter of 2014 and throughout 2015.

• If you are interested in implementing Quality care-Metrics in your organisation or want further information, please contact [ciara.white1@hse.ie](mailto:ciara.white1@hse.ie)
Establishing a National Suite of Nursing & Midwifery Quality Care-Metrics for Ireland

- To provide the evidence of the nursing and midwifery contribution to high quality safe patient care, data that provides assurance that national standards of care are being met and that care delivery is based on best international practice is required.

- This requires the development and national agreement of a generic set of nursing/midwifery discipline specific metrics that can be used consistently to measure care processes.
• There is a requirement to review the metrics that have been developed to date in order to:
  – Ensure that they are technically sound, appropriately evidenced based and are aligned to national and international standards.
  – Ensure that they are valid and reliable
  – Give robustness, academic rigour and credibility to the indicators.

• There is also a requirement to develop a sound framework and consistent methodology for the establishment of new metrics.
The ONMSD has identified that the next phase of the project will include the establishment of 7 work-streams /expert who will be tasked to validate the current metrics in use and to develop additional priority metrics.

Each work-stream will have a Lead and a co-lead from the NMPDU who will act as facilitators to a group of key national clinical expert stakeholders.
Work Stream Objectives

- Develop a suite of standardised Quality Care-Metrics for the nursing and midwifery profession aligned to the seven work-streams.

- Aim to agree and develop a minimum of 4 metrics per work-stream over a 12 month period.

- Development and use of a standardised framework to support services who wish to introduce the Quality Care-Metrics.

- Guide, support and enable the development and usage of an ICT platform within clinical services for Directors of Nursing/Midwifery or identified lead person who wish to use the Quality Care-Metrics.
Services in Dublin South, Kildare & Wicklow
Implementing Nursing & Midwifery Metrics

- Acute Services
- Midwifery Services
- Mental Health Services
- Older Person’s Services
Summary

Why Undertake Metrics?

• Provides valuable information to managers in understanding how well their individual wards or units are managing the delivery of safe, quality patient care.

• Promotes staff engagement and accountability for the quality of their services.

• Provides assurance to Directors of Nursing that care is provided in line with current best evidence and congruent with national and organisational policies.
Benefits of Metrics

- Measurement of Standards
- Engagement of Staff
- Timely Information
- Results = Openness & Transparency
- Improvement in Practice
- Culture Change
- Shared Learning
Thank You for Your Attention

Nursing & Midwifery Metrics Project Officer
NMPDU Palmerstown

ciara.white1@hse.ie
01- 6201737, 087- 6458059
Nursing and Midwifery Quality Care-Metrics

References