

A Practical Guide to Implementing the

National Nursing Outcome Indicators

and linking to the High Impact Actions
to improve quality and productivity

Wednesday 6 October 2010
20 Cavendish Conference Centre London

“England’s first set of national outcome indicators specifically related to nursing care will measure performance on pressure ulcers, falls and urinary tract infections.”

NURSING TIMES 6 APRIL 2010



Topics include:

- + Demonstrating and measuring quality of nursing care: national policy update
- + Linking with the High Impact Actions: improving quality and productivity
- + Supporting the nursing workforce to improve safety, effectiveness and patient experience
- + Using existing tools to support nursing quality and improved outcomes: progress update
- + Implementing the indicators in practice:
 - Eliminating avoidable pressure ulcers
 - Reducing the number of falls and harm from falls
 - Reducing the incidence of urinary tract infections
- + Developing and implementing a real-time reporting system
- + Reporting the data: quality dashboards and quality accounts

Chair and speakers include:

- + **Gerry Bolger** *Programme Director, Quality in Nursing Department of Health*
- + **Katherine Fenton** *Director of Clinical Standards NHS South Central*
- + **Lesley Marsh** *Project Nurse NHS London*

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"Quality is always going to be a key priority for nursing; to deliver quality means nurses working differently – working across pathways, working with other clinical colleagues and working in different environments. You need to be able to demonstrate the contribution you make for the patients in your care. Wherever nurses work, there are tools to help you provide and demonstrate quality while working in a productive manner."

THE NURSING ROADMAP FOR QUALITY –
A SIGNPOSTING MAP FOR NURSING
DEPARTMENT OF HEALTH 2010

"We know that nursing and midwifery are fundamental to high quality healthcare. There is hardly an intervention, treatment or healthcare programme in which we do not play a significant part. This means we are in a powerful position to improve the quality of care across the NHS and play a major role in improving health outcomes."

DAME CHRISTINE BEASLEY CHIEF NURSING OFFICER
(ENGLAND)

As work continues on the development of national nursing indicators as originally proposed by the Chief Nursing Officer for England in Framing the Nursing and Midwifery Contribution following Lord Ara Darzi's report High Quality Care for All, this fourth national conference will be chaired by **Gerry Bolger Programme Director, Quality in Nursing** Department of Health who will open the day by giving a national policy update on demonstrating and measuring the quality of nursing care.

The focus of the morning will look at tools to support nurses to use the national nursing indicators and improve quality and outcomes. **Lesley Marsh Project Nurse** NHS London will discuss this area with a focus on **Energising for Excellence** and the **Safer Care** tool. The latter will be discussed to explain how indicator data can be used to show links between performance and staffing levels.

This will be followed by **Kerry Bloodworth Assistant Director of Nursing** and **Tracey Warren Practice Development Matron** Nottingham University Hospitals NHS Trust who will focus on their experience of using **Essence of Care** and **Productive Ward** to measure and demonstrate quality.

As the day continues the focus will shift to look at implementing the first three suggested nursing outcome indicators and how these can be linked to the **High Impact Actions for Nursing and Midwifery** to achieve quality care whilst making cost savings. The day will conclude with topics looking at learning from the data using real-time learning systems, quality dashboards and quality accounts.

10.00 CHAIR'S WELCOME AND INTRODUCTION –
Demonstrating and measuring quality of nursing care: national policy update

Gerry Bolger
Programme Lead, Quality in Nursing
Department of Health

- demonstrating and measuring quality of nursing care: national policy update
- the importance of measuring nursing quality
- the difference between process and outcome measures

10.40 Linking with the High Impact Actions: improving quality and productivity

Katherine Fenton
Director of Clinical Standards
NHS South Central

- supporting the nursing contribution to improving quality and productivity
- aligning the indicators to the High Impact Actions for falls, pressure ulcers and infection
- implementing the High Impact Actions and indicators: combining a bottom up and top down approach to implementation

11.10 Questions and answers, followed by coffee and exhibition at 11.20

FOCUS: supporting nurses to use the national nursing indicators and improve quality and outcomes

11.45 Supporting the nursing workforce to improve safety, effectiveness and patient experience
Focus: *Engisising for Excellence and the Safer Care tool*

Lesley Marsh
Project Nurse
NHS London

- improving safety, effectiveness and patient experience by encouraging and inspiring the nursing workforce
- developing and implementing nursing indicators to measure the impact of nursing care
- using indicator data to show links between performance and staffing levels: the Safer Care tool

12.15 Using existing tools to support nursing quality and improved outcomes: progress update
Focus: *Essence of Care and Productive Ward*

Kerry Bloodworth
Assistant Director of Nursing and
Tracey Warren
Practice Development Matron
Nottingham University Hospitals NHS Trust

- re-launching Essence of Care across an organisation, enhancing and improving scoring and comparison processes
- developing an integrated approach with the Productive Ward programme
- using quality indicators and visual tools to monitor progress: update on the work in Nottingham

12.45 Questions and answers, followed by lunch and exhibition at 13.00

FOCUS: implementing the national nursing outcome indicators in practice

14.00 Eliminating avoidable pressure ulcers
High Impact Action: *Your skin matters – no avoidable pressure ulcers in NHS provided care*

Elaine Strachan-Hall
Director of Nursing and Clinical Leadership
Oxford Radcliffe Hospitals NHS Trust and
Executive Workstream Lead
Patient Safety Federation

- measuring the number of patients with newly acquired pressure ulcers whilst in NHS provided care
- publicising the information across the Trust to raise awareness
- implementing steps to reduce the occurrence of pressure ulcers
- engaging frontline staff and providing tools, support, education and training

14.25 Reducing the number of falls and harm from falls
High Impact Action: *Staying safe-preventing falls – demonstrating year on year reduction in the number of falls sustained by older people in NHS provided care*

Jennie Negus
Deputy Director of Nursing
Homerton Hospital NHS Trust

- measuring the number of incidents where patients have been harmed by a fall whilst in NHS provided care
- identifying the causes of falls and making safety improvements
- taking action from board to ward to reduce the number of falls and harm from falls

14.50 Reducing the incidence of urinary tract infections
High Impact Action: *Protection from infection – demonstrate a dramatic reduction in the rate of Urinary Tract Infections (UTIs) for patients in NHS provided care*

Sue Dailly
Lead Infection Control Nurse
Winchester and Eastleigh Healthcare NHS Trust

- measuring the number of patients with an indwelling urinary catheter
- carrying out urinary catheter assessment and monitoring: UCAM care, to improve practice and its potential impact on reduction of UTIs
- the impact on quality of care and cost reduction

15.15 Questions and answers, followed by tea and exhibition at 15.25

FOCUS: learning from the data

15.45 Developing and implementing a real-time reporting system

Mandie Sunderland
Chief Nurse and
Andy Laverick
Chief Information Officer/Director of IT
Heart of England NHS Foundation Trust

- measuring the indicators and their impact using a real-time reporting system
- reflecting on the quality of nursing care as well as the outcomes to develop a high standard of best practice
- our experience in the Heart of England: where we're at, results and lessons learned

16.15 Reporting the data: quality dashboards and quality accounts

Suzanne Hinchliffe CBE
Chief Operating Officer/Chief Nurse
University Hospitals of Leicester NHS Trust

- reporting and presenting the data using quality dashboards
- using the information to support the Trust quality accounts
- comparing the data across the Trust and nationally to identify areas for improvement
- sustaining quality improvement

16.45 Questions and answers, followed by close



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20 Cavendish Square, London, W1G 0RN. A map of the venue will be sent with confirmation of your booking.

Date

Wednesday 6 October 2010.

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