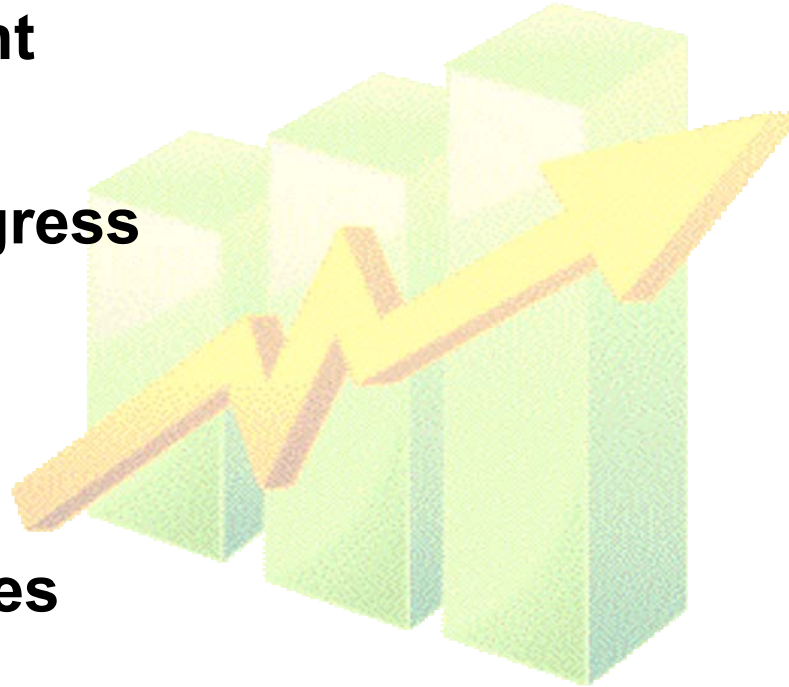


Introducing the national metrics

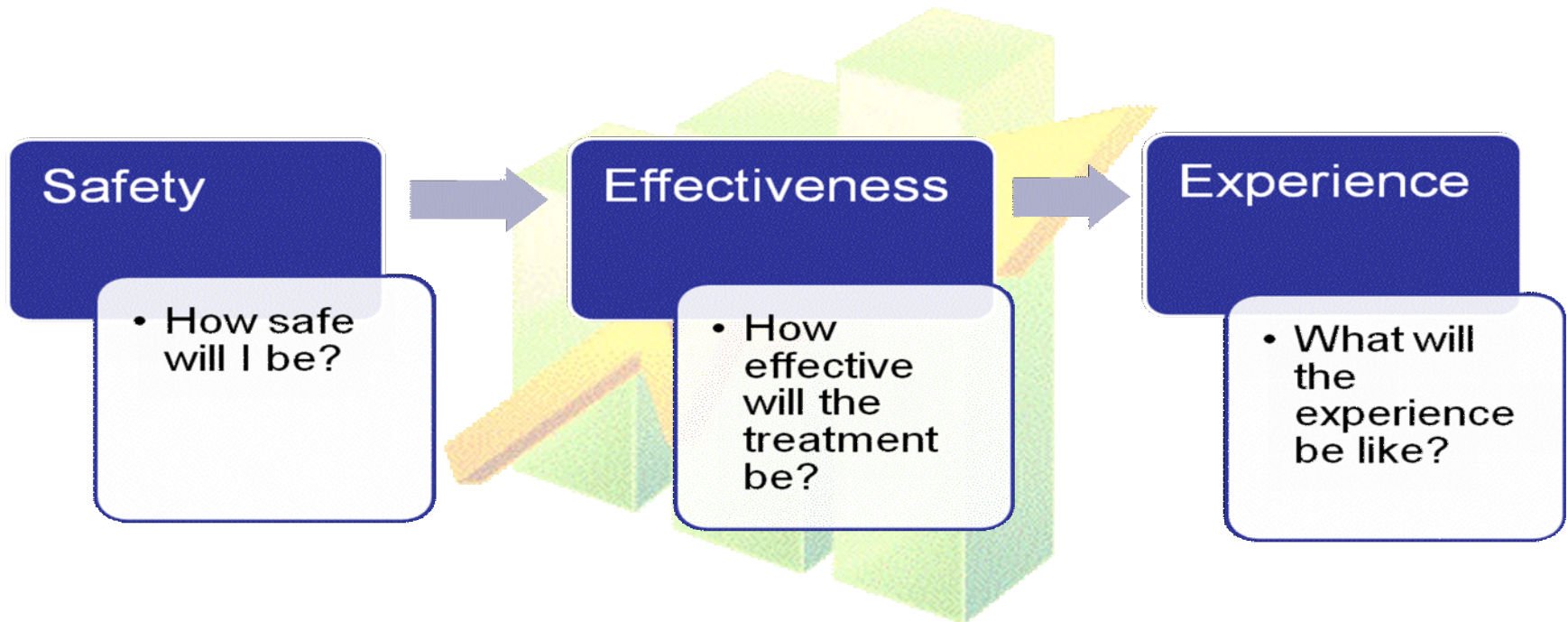
Gerry Bolger
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Agenda

- **Why the need to change**
- **Starting Point**
- **Current Progress**
- **Challenges**
- **Key messages**

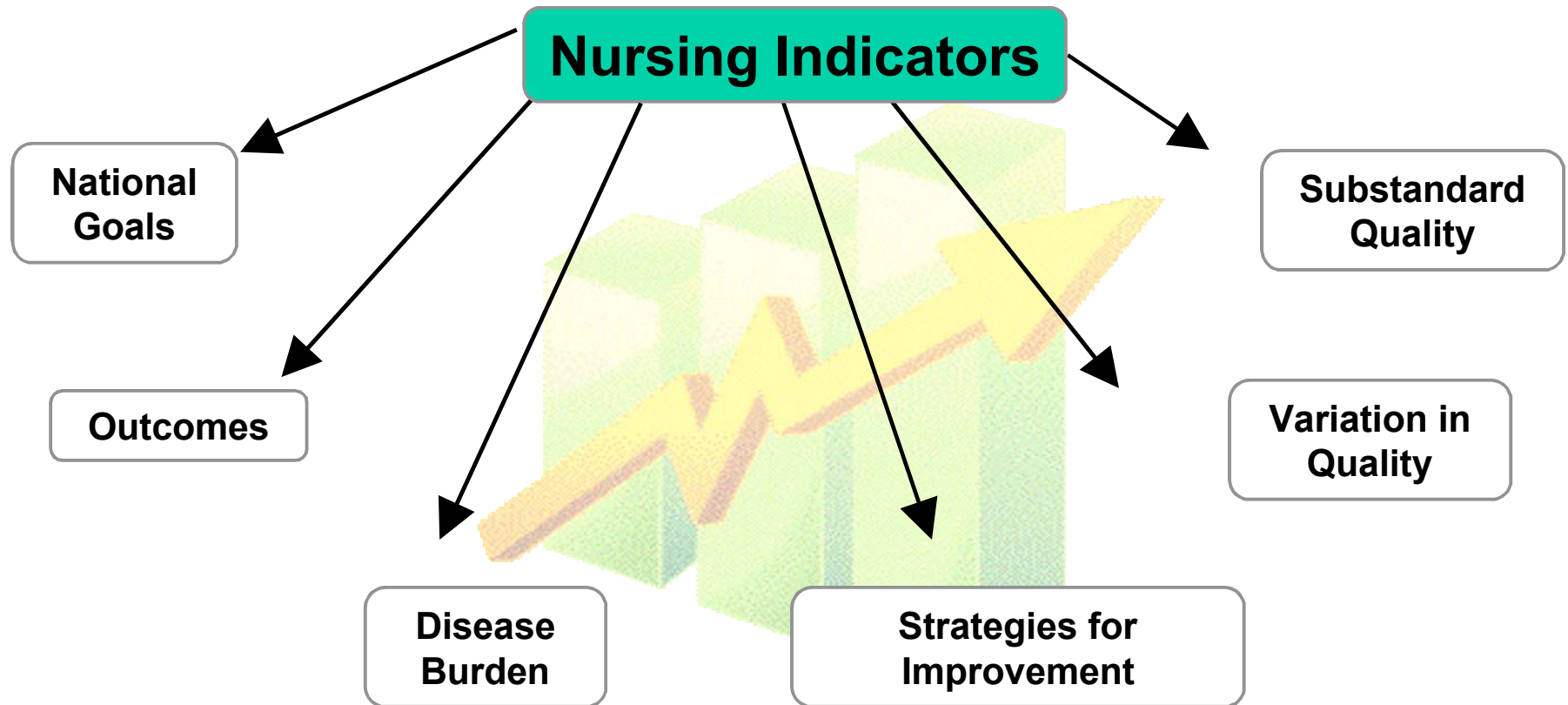


Peoples experience as part of quality



Why we need to change

Addressing several Issues



Starting Point

- **Build upon the NNRU Work**

- Learning from others

- Develop a small number of metrics well

- Link national / regional / local work



Building on the State of the Art for Metrics work



Safety	Effectiveness	Compassion
Failure to Rescue	Staffing Levels	Experience of Care (Pt reported)
Healthcare Associated Pneumonia	Staff Satisfaction	Communication (Pt Reported)
Healthcare Associated Infection	Staff Perception of the practice environment	
Pressure Ulcers		
Falls		

Source: State of the art metrics for nursing, 2008, NNRU

Starting Point

- Build upon the NNRU Work
- **Learning from others**
- Develop a small number of metrics well
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Starting Point

- Build upon the NNRU Work
 - Learning from others
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- 

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“What other job dictates how you should behave outside of work?”

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NHS quality indicators go live

19 May 2009 | By Helen Mooney

A set of national quality indicators that can be used to measure the performance of NHS nurses has been published by the government.



The [Department of Health](#) has revealed a list of over 200 indicators or 'metrics' that are intended to measure the performance of clinical teams – the development of which was first outlined in the NHS Next Stage Review in June.



The government has whittled its list of 232 down from more than 400 possible indicators suggested in a consultation document, launched in November. The final metrics fall into in three main categories – patient experience, effectiveness and safety.

RELATED ARTICLES

- [How to ensure good clinical engagement with new quality indicators.](#)
13 January 2009
- [Government launches metrics to measure nurses'](#)

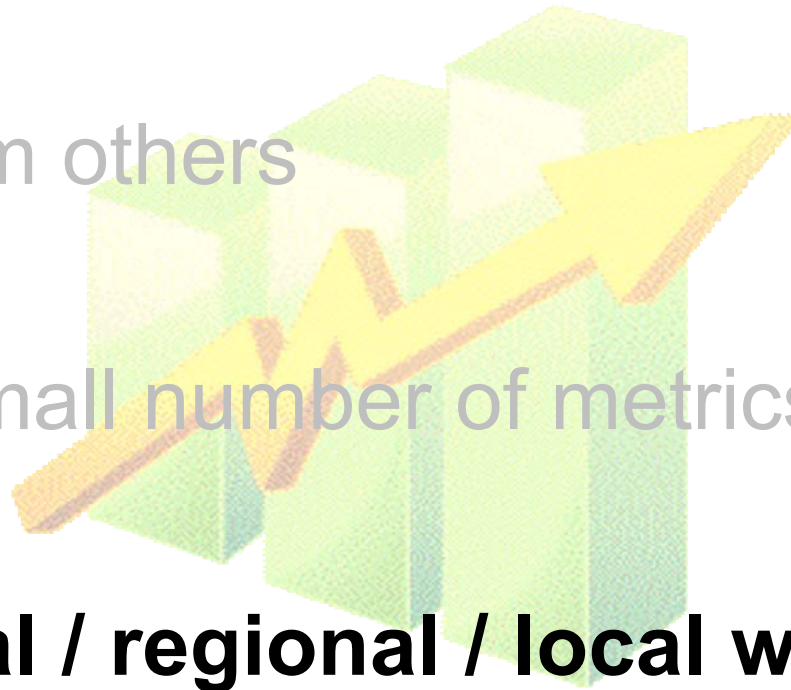
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Patient Safety AWARDS 2010

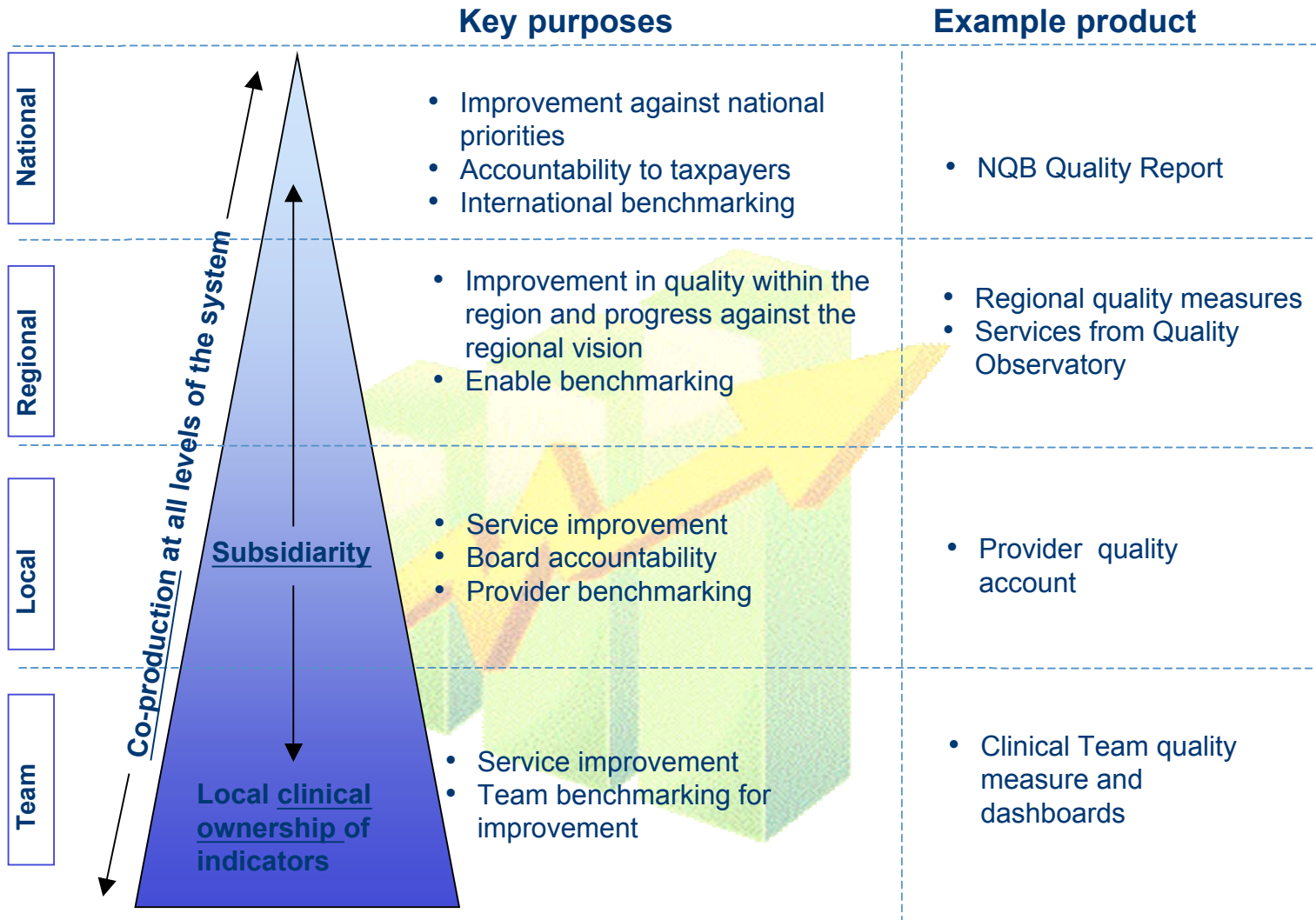
Enter by

Starting Point

- Build upon the NNRU Work
- Learning from others
- Develop a small number of metrics well
- **Link national / regional / local work**



The quality pyramid



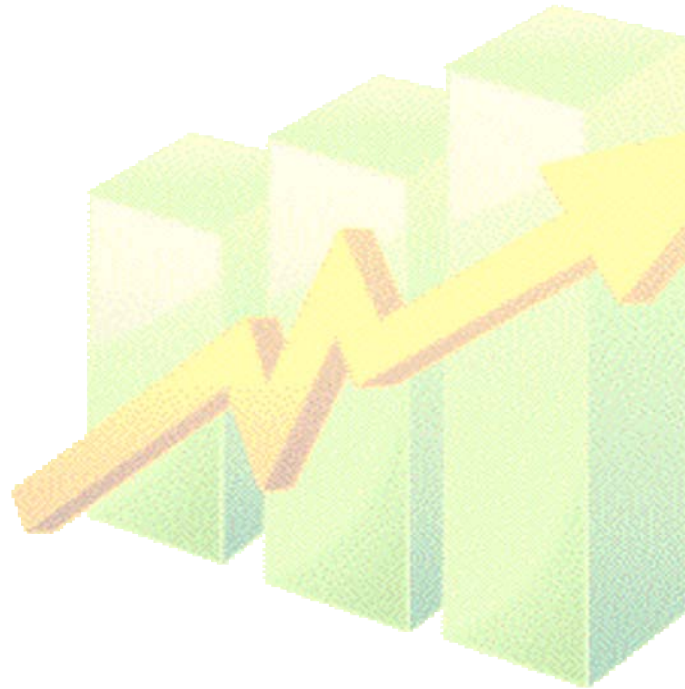
Sources of evidence-based indicators include Royal Colleges, specialist societies, NHS Information Centre, universities, commercial sector

Current progress

Safety	Effectiveness	Compassion
Failure to Rescue	Staffing Levels	Experience of Care (Pt reported)
Healthcare Associated Pneumonia	Staff Satisfaction	Communication (Pt Reported)
Healthcare Associated Infection	Staff Perception of the practice environment	
Pressure Ulcers		
Falls		
VTE		

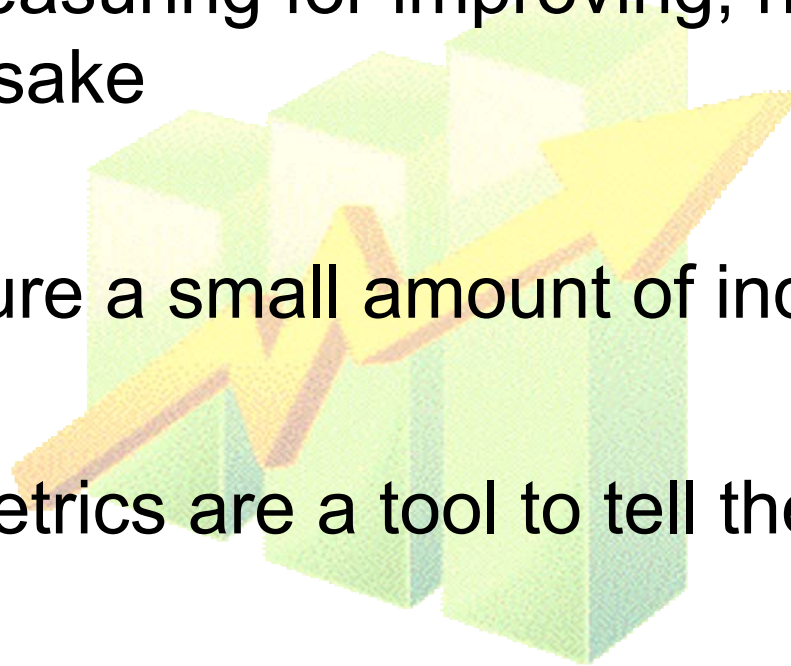
Challenges

- **Lack of IT/integrated systems**
- **Assurance**
- **Validation**
- **Reward**
- **Gaming**



Key messages

- We need to measuring for improving, not for measurement sake
- Need to measure a small amount of indicators well
- Indicators & metrics are a tool to tell the story



Tools to support Nursing Quality

