Measuring outcomes at individual clinician level
• Development of the 10 audit for Everyone counts
• Individual outcomes: looking ahead
• Improving the quality of consultant level data
• Ensuring accurate and understandable information for the public
‘If you can’t describe exactly what you do and how well you do it, you have absolutely no right to be doing it at all!’
Benefits for patients – the cardiac surgery experience

• Reduced mortality – by 70%
• Driven a patient-centred culture
• Reassurance that quality is monitored and action taken when necessary
• Ability to chose provider
Improvement in outcomes

Mortality proportion

Observed: O:E = 0.37
Expected: O:E = 0.73

Time
The Society for Cardiothoracic Surgery in Great Britain & Ireland

The Society for Cardiothoracic Surgery in Great Britain & Ireland

Maintaining patients’ trust: modern medical professionalism 2011

Prepared by:
The Society for Cardiothoracic Surgery in Great Britain & Ireland
Deborah Clinical Sytem
Benefits of transparency

• Quality improvement
  – Cost constraint
• Maintenance of public trust
  – Reassurance
• Regulation
• Choice
• Cultural change
  – To place patients truly at the heart of healthcare delivery
History repeats itself

• The only initiative which created complete compliance with a national quality improvement initiative in cardiac surgery was publication of data

• The initiative to publish outcomes for 9 additional specialties this year has led to marked improvements in compliance and data quality for all involved national audits
Professional society website

Outcomes data for patients
Regulation

Organisation
Individual

Clearly defined protocols
Challenging area
www.scts.org
Issues to be considered further through local appraisal processes
Surgeons' data out 'from the summer'

By Nick Triggle
Health correspondent

Performance data on individual surgeons should start being published from next summer, the head of the NHS says.

Data on heart surgeons is already available, but Sir David Nicholson said it was now time to push ahead with other specialities in England.

He said he wanted to see a host of other specialities, including vascular and orthopaedic surgeons follow suit from next summer.

There is a concerted move to publish more data on surgeons' performance.
Current situation

- All 10 audits now live
- Signposted from NHS choices
- Links disseminated to Trusts
- Some media
  - NHS England
  - RCS
  - Professional societies
Surgeon Level Public Reporting

We have, for the first time, published details of consultant-level outcomes after vascular surgery. The NVR 2013 Report on Surgical Outcomes Consultant Level Statistics, presents information on the results of surgery for patients who underwent two types of vascular procedures:

- elective repair of an infra-renal Abdominal Aortic Aneurysm (AAA)
- stroke prevention surgery or carotid endarterectomy (CEA).

The information about surgeons is sorted by region and then the NHS trust that they work in.

Some surgeons work in more than one NHS trust. The figures for surgeons were produced from all patients that they operated on, and cover all hospitals in which they have worked.

The regions covered by this report are:
Individual operator information

Percutaneous Coronary Intervention Outcomes Data

Search for Hospital

Enter your search criteria below to search for a hospital or view all hospitals

Hospital Location: North West

Hospital Name

Search

Search for PCI Operator

Enter your search criteria below to search for a PCI operator or view all PCI operators

PCI Operator Name / GMC Number

Search
Patients will get clearer data on surgeons' death rates next year

Patients will be able to compare the death rates of surgeons at every NHS hospital by next year, the national medical director has said, amid criticism that data published so far does not allow the public to make a meaningful choice.
**HQIP observations**

- Massive focus of energy from professional groups and audit suppliers
- Excellent leadership from RCS
- Marked improvements to audit structures
- Major efforts on resolving data quality issues
- Driven outlier analysis and processes
- Massive step forward
Added value
Transparency toolkit

- Outcomes website
- blue book online
- Governance toolkit
- Dynamic charts

SCTS eLAB
Web-based tools
SCTS database
Blue book online and Look up app
Patient experience
The process – UHSM/Picker

1. Consultation in OPD
2. Digital dictation of clinic letter
3. Identification of patient from PAS system
4. Questionnaire and context mailed to patient
5. Questionnaire returned to Picker for analysis
Ben Bridgewater

Consultation score

<table>
<thead>
<tr>
<th>Red</th>
<th>Yellow</th>
<th>Light green</th>
<th>Dark green</th>
</tr>
</thead>
<tbody>
<tr>
<td>On average, 10%+ of patients stated “Improvement definitely needed”</td>
<td>On average, 5-10% of patients stated “Improvement definitely needed”</td>
<td>On average, less than 90% of patients stated “No improvement needed”</td>
<td>On average, 90%+ of patients stated “No improvement needed”</td>
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</tbody>
</table>
## Our surgeons

<table>
<thead>
<tr>
<th>Name</th>
<th>Ben Bridgewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical school</td>
<td>St Mary's Hospital, London</td>
</tr>
<tr>
<td>Qualifications</td>
<td>MB BS, PhD, FRCS (CTh)</td>
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<tr>
<td>Date of qualification</td>
<td>1986</td>
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<tr>
<td>Post graduate training</td>
<td>Wythenshawe Hospital, Manchester Royal Infirmary, Green Lane Hospital, Auckland, New Zealand</td>
</tr>
<tr>
<td>Date of consultant appointment</td>
<td>1997</td>
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</tbody>
</table>

Ben Bridgewater trained at St Mary’s Hospital Medical School in Paddington and then in cardiac surgery in Manchester and at Green Lane Hospital Auckland. Since being appointed as a consultant in 1998, he has developed a specialist interest in Mitral valve surgery (along with Tim Hooper). In addition to his operative commitments, Ben is heavily involved with initiatives to collect, publish and improve cardiac surgical outcomes through various roles with the Society for Cardiothoracic Surgery of GB and Ireland, the Royal College of Surgeons, and The National Institute for Clinical Outcomes Research. He is also an Honorary Professor at Manchester Academic Health Science Centre (MAHSC).

> Ben's cardiac surgery activity and results  
> National results for cardiac surgery  
> How to interpret the graphs

> What our patients think about Ben  
> Our approach to measuring Patient Experience
Summary

• Working towards a comprehensive programme to collect clinical outcomes data, patient safety indicators and patient experience measures
• Granular to individual clinicians
• Superimposed transparency
• Quality improvement is major focus
• Feeds regulation and patient choice
Summary - challenges

• Cultural
  – The sky won’t fall in
  – Be aware of unintended consequences

• IT

• Novel procedures

• Applying optimal quality improvement methodologies

• Dealing with sub-optimal performance

• Delivering modern societal expectations