



Nursing Metrics

'The Chesterfield Experience'

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Context

- Board assurance
- Adverse media coverage
- Professional concerns
- Benchmarking
- Focus on process & outcomes
- Advancing quality agenda

Care Indicator Audits



- Documentation audits of compliance with agreed standards
 - observation monitoring & response
 - pain assessment & management
 - pressure ulcer risk assessment & prevention
 - nutritional assessment and care
 - falls risk assessment and intervention
 - medicines administration
 - infection prevention & control
 - moving & handling



hand in hand
fighting infection together

Chesterfield Royal Hospital **NHS**
NHS Foundation Trust

Compliance Standards



RED	Less than 90%
AMBER	90-95%
GREEN	Over 95%

Patient Experience Surveys



- Core questions
 - communication
 - involvement
 - respect
 - pain management
 - environment
 - food
 - discharge
- Detailed questions
 - privacy & dignity
 - nutrition
 - infection control



Standards



RED	Bottom 20% of Trusts
AMBER	Middle 60% of Trusts
GREEN	Top 20% of Trusts



Accessing Results

- Web hosted
- Available via link on intranet
- Levels of access
- Immediately available
- Shared with team
- Clinical Standards & Governance Report





Acting on Results

- Ward meetings
- Directorate governance meetings
- Action plans
- Monthly 'Nursing Forum'
- Mid & end of year reviews
- Annual reports
- Corporate support



Metric Category	Sep -09	Oct -09	Nov -09	Dec -09	Jan -10	Feb -10	Move ment
Observation	84 %	91 %	91 %	93 %	94 %	97 %	
Pain	48 %	56 %	73 %	79 %	75 %	83 %	
Falls	19 %	31 %	33 %	47 %	51 %	56 %	
Nutrition	58 %	67 %	68 %	73 %	61 %	73 %	
Pressure sore	76 %	83 %	82 %	83 %	80 %	86 %	
Medication	86 %	90 %	89 %	91 %	87 %	90 %	
Moving & handling	54 %	63 %	62 %	65 %	68 %	75 %	



Directorate	Feb-10 Results						
	Obs	Pain	Falls	Nutrition	Pressure	Medication	M&H
Medicine	98 %	90 %	69 %	80 %	87 %	91 %	85 %
Ortho	96 %	89 %	32 %	48 %	87 %	87 %	51 %
Surgery	95 %	82 %	43 %	86 %	91 %	88 %	72 %
Women's & Children's	92 %	23 %	54 %	48 %	50 %	91 %	64 %



Actions Taken

- Documentation review
- Redesign fluid balance and observation charts
- Amalgamation of risk assessments
- Personalised care plans
- Education & training
- Medicines management campaign
- Discharge care pathway

Critical success factors



- Leadership
- Communication
- Clarity of expectations
- Immediate feedback
- Action in response to results
- Whole systems approach

Future Developments



- Expanding scope of metrics
- Alternative ways of gaining patient feedback
- Ward/ department accreditation
- Chief Nurse's award