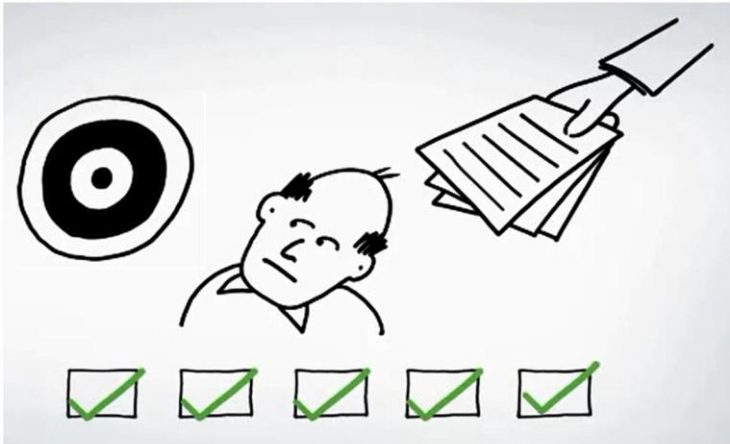


# Measurement for improvement

**Mike Holmes**  
**AEC Measurement Team**

**[MikehatAEC@nhselect.org.uk](mailto:MikehatAEC@nhselect.org.uk)**

# Our approach to measurement



## Measurement for judgement

Have to hit a target - set by someone  
Using data provided or told what to collect

## Measurement for research

Discover new knowledge. Well constructed trial, lots of data.  
Distinguish between effects of new drug and existing treatment



## MODEL FOR IMPROVEMENT

\* WHAT ARE WE TRYING TO ACHIEVE?

\* HOW WILL WE KNOW THAT A  
CHANGE IS AN IMPROVEMENT?

\* WHAT CHANGE CAN WE MAKE THAT WILL  
RESULT IN AN IMPROVEMENT?

# Measurement support



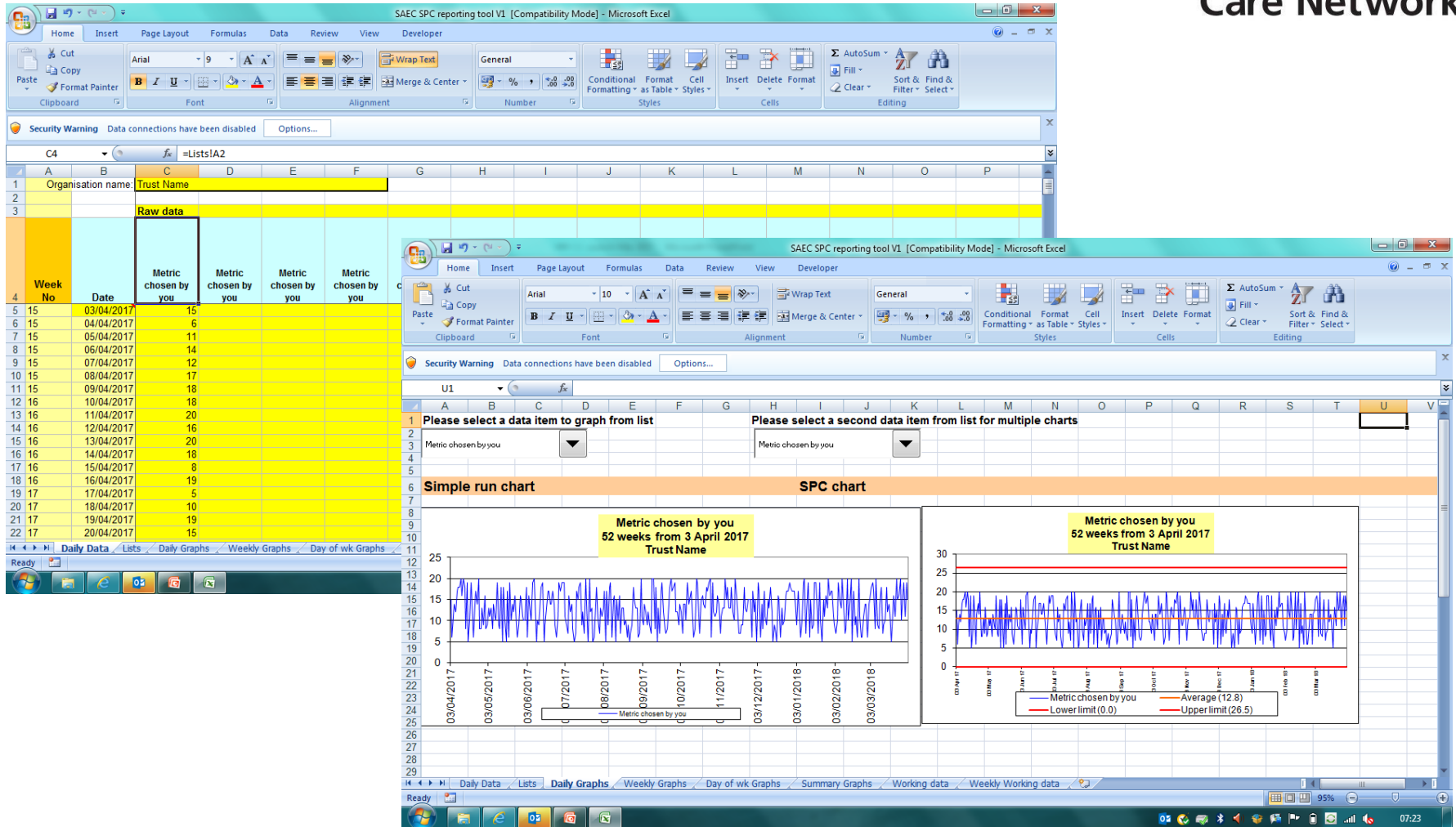
Ambulatory Emergency  
Care Network

- **Measurement Analysis Tool - Excel based - which we expect you to help us develop, then complete and send back to us to demonstrate your impact**
  - Measurement Masterclass - 5<sup>th</sup> April
  - Measurement visits
  - Measurement fact sheets on website
  - Measurement Guide - interactive PDF
  - Measurement webex's
  - Measurement e-mail or telephone support
-

# Measurement Analysis Tool

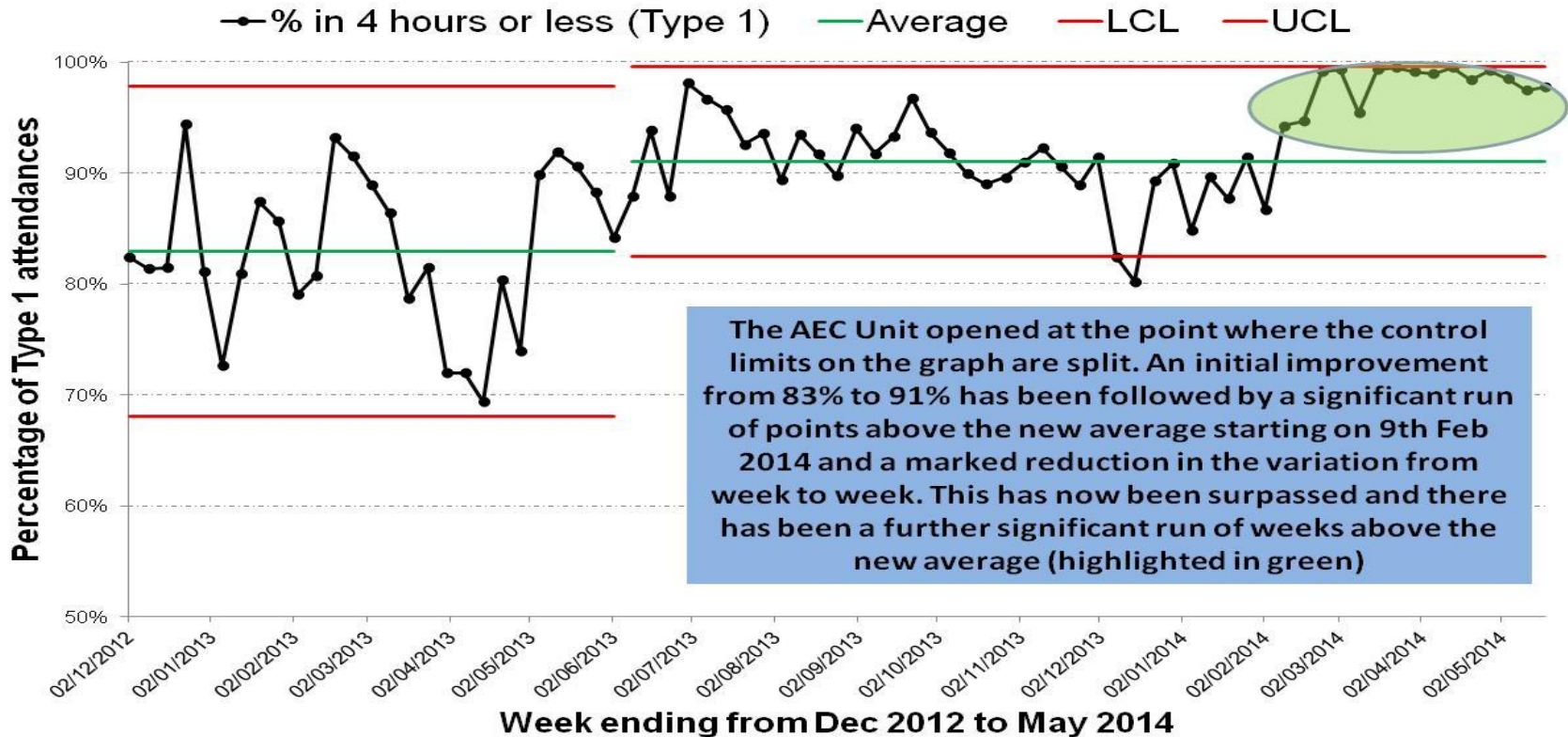


Ambulatory Emergency  
Care Network

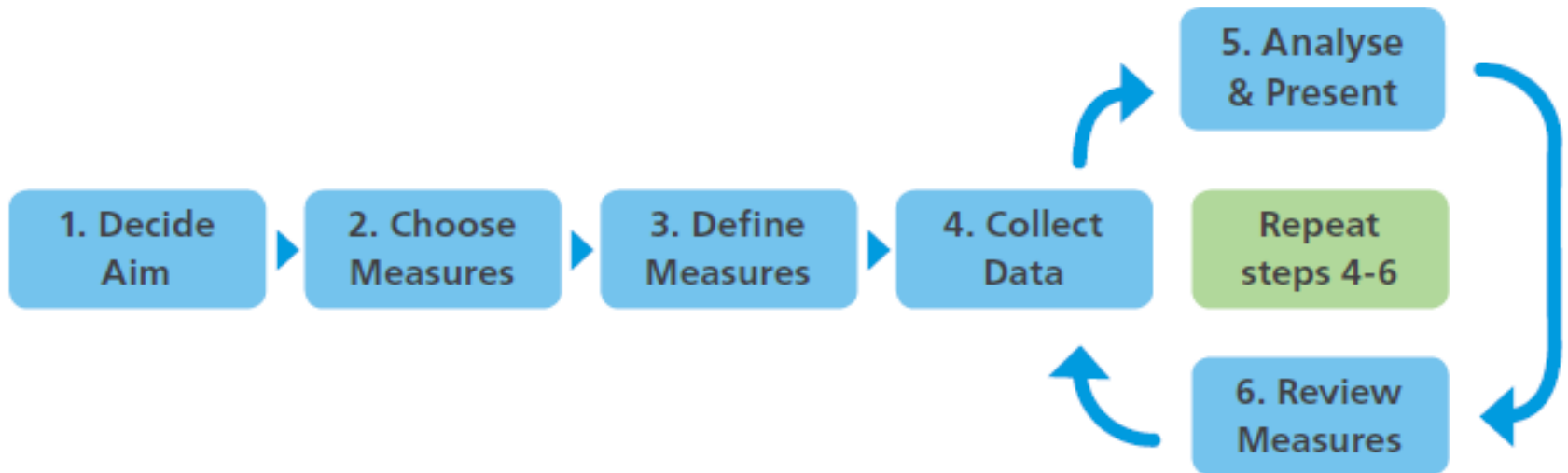


# Measurement for improvement

### Percentage of Type 1 A&E attendances dealt with in 4 hours or less




# 7 Steps to Measurement for Improvement



# Hitchhikers Guide to the Galaxy



Ambulatory Emergency  
Network


answer to life the universe and everything 

[All](#) [Images](#) [Videos](#) [Books](#) [Maps](#) [More](#) [Settings](#) [Tools](#)

About 30,100,000 results (0.63 seconds)

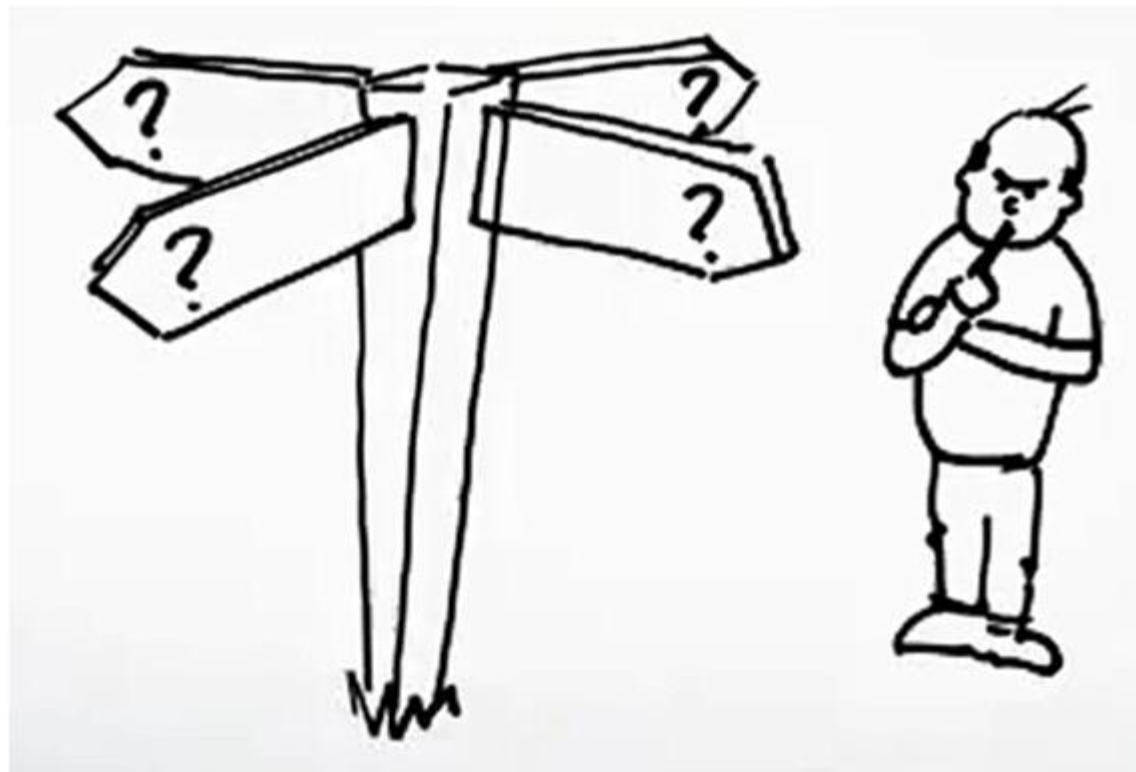
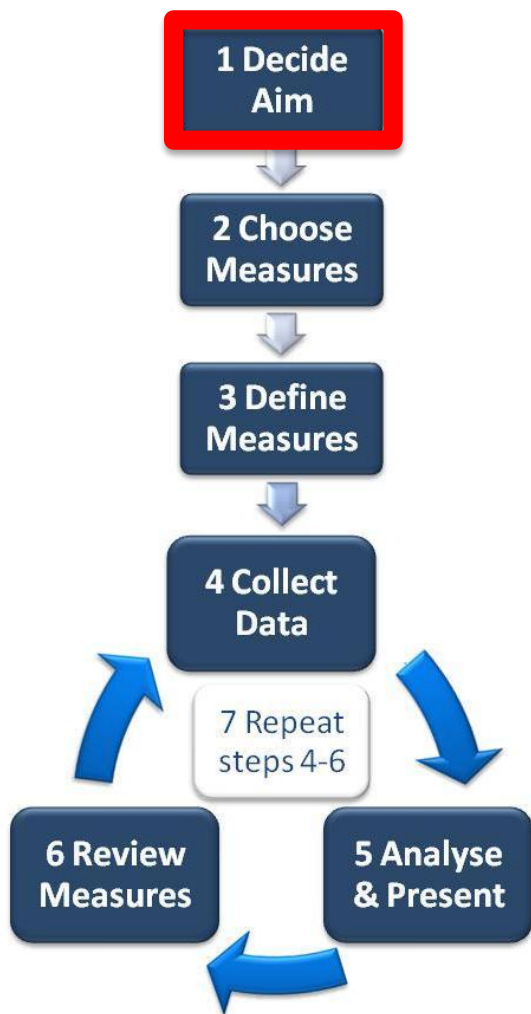
The answer to life the universe and everything =

42

Rad		x!	(	)	%	AC
Inv	sin	ln	7	8	9	÷
π	cos	log	4	5	6	×
e	tan	√	1	2	3	-
Ans	EXP	x <sup>y</sup>	0	.	=	+



# Step 1 - Decide Aim

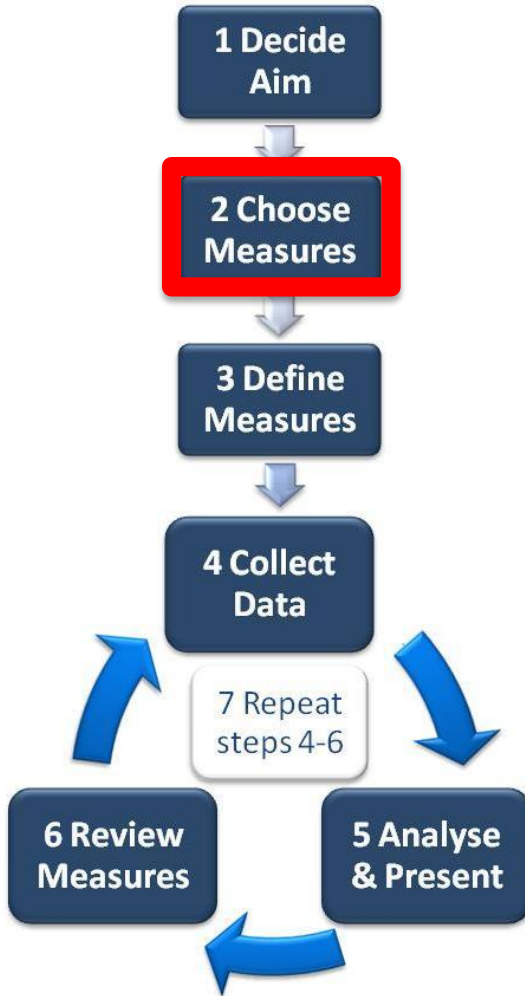


# Exercise 1 - What is your aim?

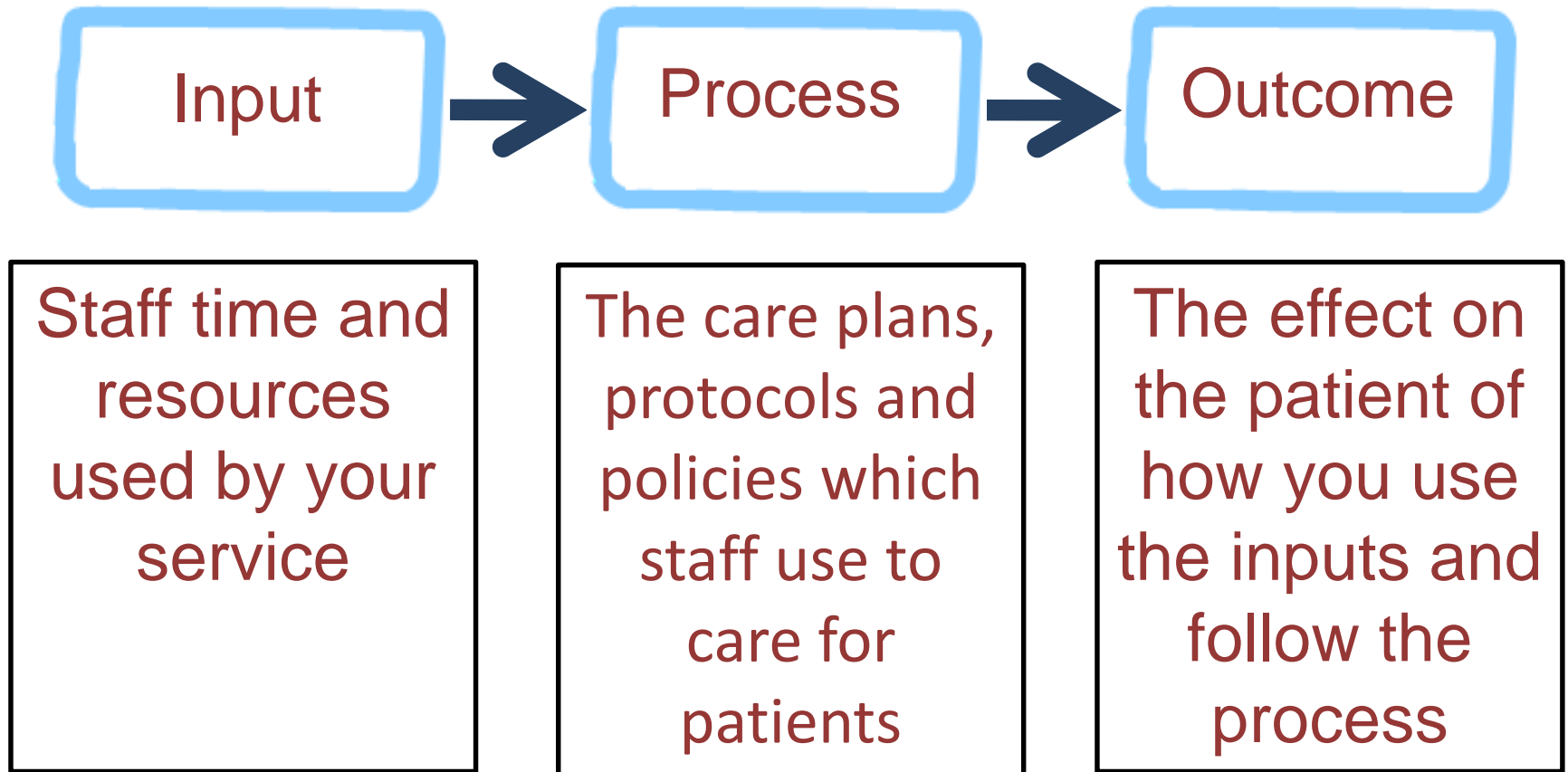
- You've got the amount of time it takes for the lift to go from the ground to the third floor to explain what your project is trying to do
- **5 minutes:** discuss in your group, agree and write down a clear, unambiguous aim for your project



# Step 2 - Choose measures

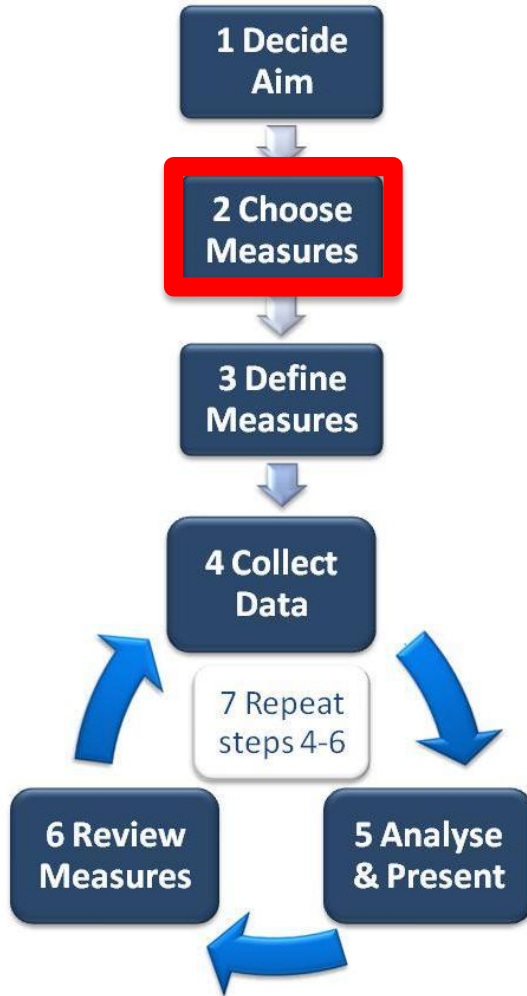


# Systems thinking



Source: "Evaluating the Quality of Medical Care", Donabedian A, 1966

# Three types of measures



Process  
measure

Process measures show how well we do what we say we do

Outcome  
measure

Outcome measures show the impact on patients/our aim

Balancing  
measure

Balancing measures show any unintended consequences

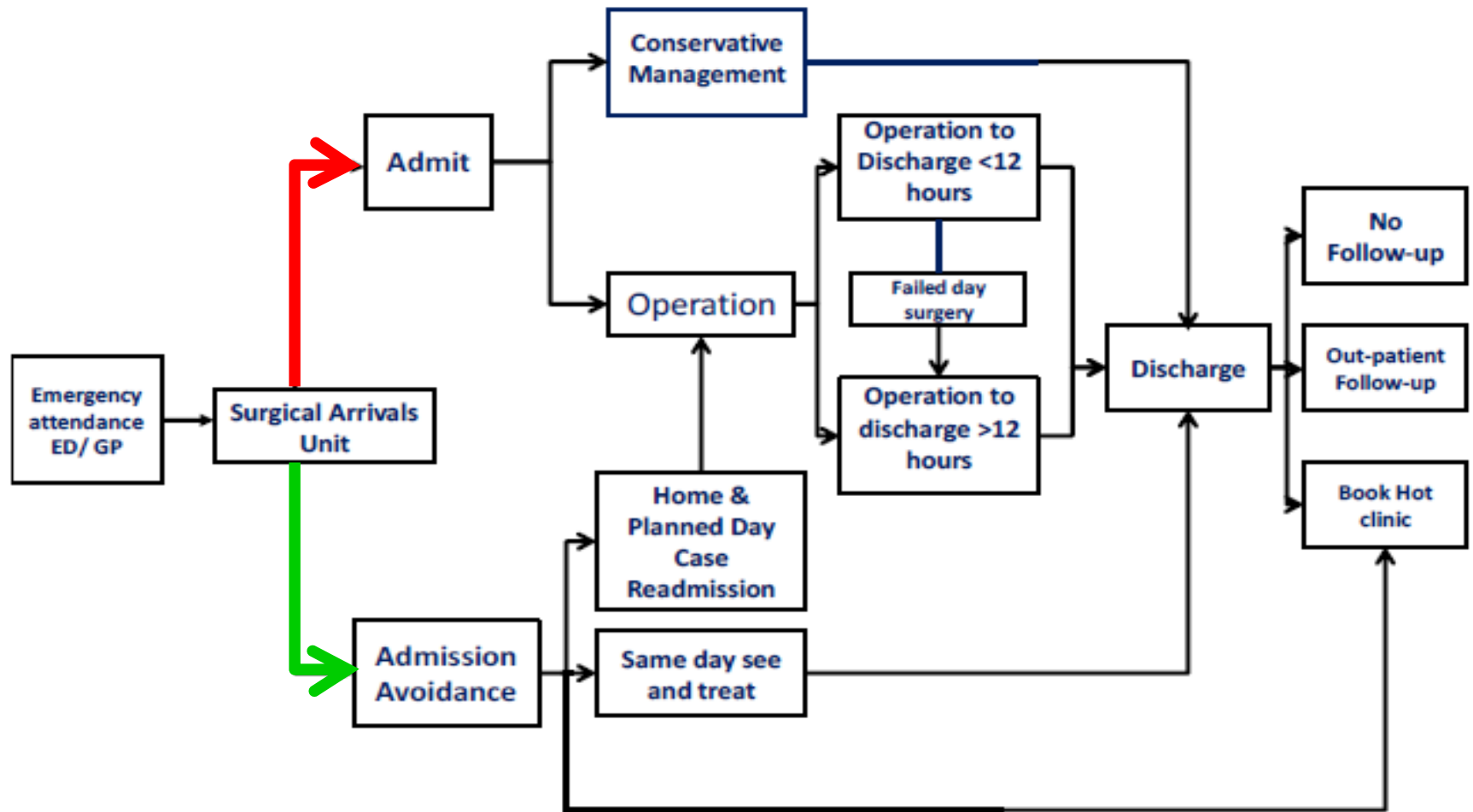
# So what should you measure?



Mrs. Jones I have no clue what's wrong with you, go home  
and google your symptoms, call me in the morning  
and we'll go from there.

- *“Many emergency surgical procedures are minor and non-life threatening and traditionally have been considered low priority for surgical intervention. Consequently it is not unknown for these patients to **occupy an acute surgical bed for several days** as subsequent admissions are prioritised to restricted emergency theatre slots”*
- Edited by Dr Madhu Ahuja Consultant Anaesthetist and Lead for Day Surgery and Pre Assessment The Royal Wolverhampton Hospitals NHS Trust, Wolverhampton, UK

# AEC - a BADS handbook





# Exercise 2 - What to measure?

- What is an outcome measure that would link well with the aim you wrote down?
- **5 minutes:** discuss in your group and write down what outcome measure(s) you will need to have



# What needs to happen next?



Ambulatory Emergency  
Care Network

- Make sure you have filled in and completed the sheet with contact details so that we can send you the Measurement Analysis Tool
- **You will need to engage with us on developing the measures for the Measurement Analysis Tool - it must be completed and returned before the 4<sup>th</sup>/final national event**

# What needs to happen next?



Ambulatory Emergency  
Care Network

- Engage with your data people and get them on the project - come to the Measurement Masterclass
- **Work with them to produce a completed flow diagram (based on the AEC BADS diagram) for display on the wall at the next event - prize for the best!**

# What needs to happen next?



Ambulatory Emergency  
Care Network

- **You also need to complete a Driver Diagram - more on this at the Measurement Masterclass - which shows the changes you plan to make and the way in which you plan to measure them**
- The Measurement Team will be on the forthcoming site visits and will be arranging measurement visits too