Developing a dashboard for AEC

Mike Holmes
Measurement Lead – AEC Network
NHS Elect

MikehatAEC@nhselect.org.uk

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NHS England, NHS Improvement and the Ambulatory Emergency Care Network

What do you picture when someone says “Dashboard”?

No wonder some people react like this when we talk about data and dashboards

Almost every dashboard was heavily skewed to financial data

Almost every image of a dashboard was "just too much"!

The dashboards had no clear message, clear aim or clear sense of what the users are trying to achieve

We could not tell if things were changing over time

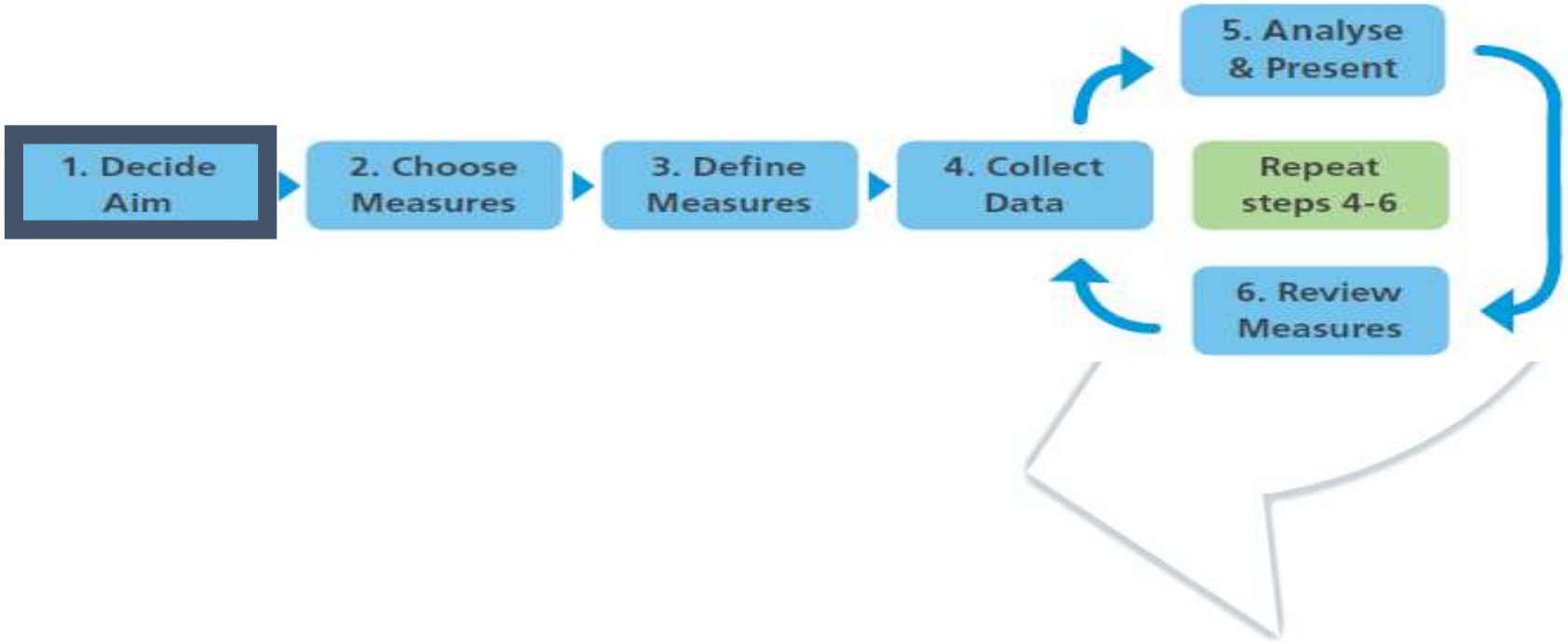
That is doing my head in!

Measurement for improvement

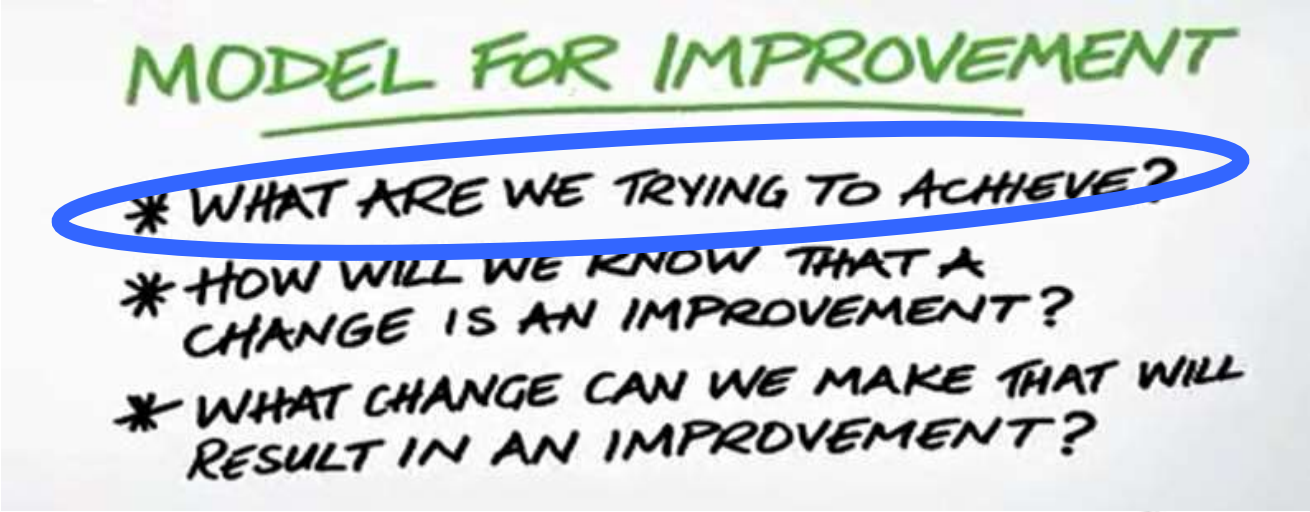
Reference: Langley et al 1996

Good measurement doesn't happen by magic

Before you can develop a dashboard, you need to work your way through the seven step process for Measurement for Improvement



What are we aiming to achieve?



To reduce the number of preventable deaths in hospitals to zero

To reduce the time from presentation to medical intervention for acute heart attack victims

To reduce the number of medication errors in hospitals to zero

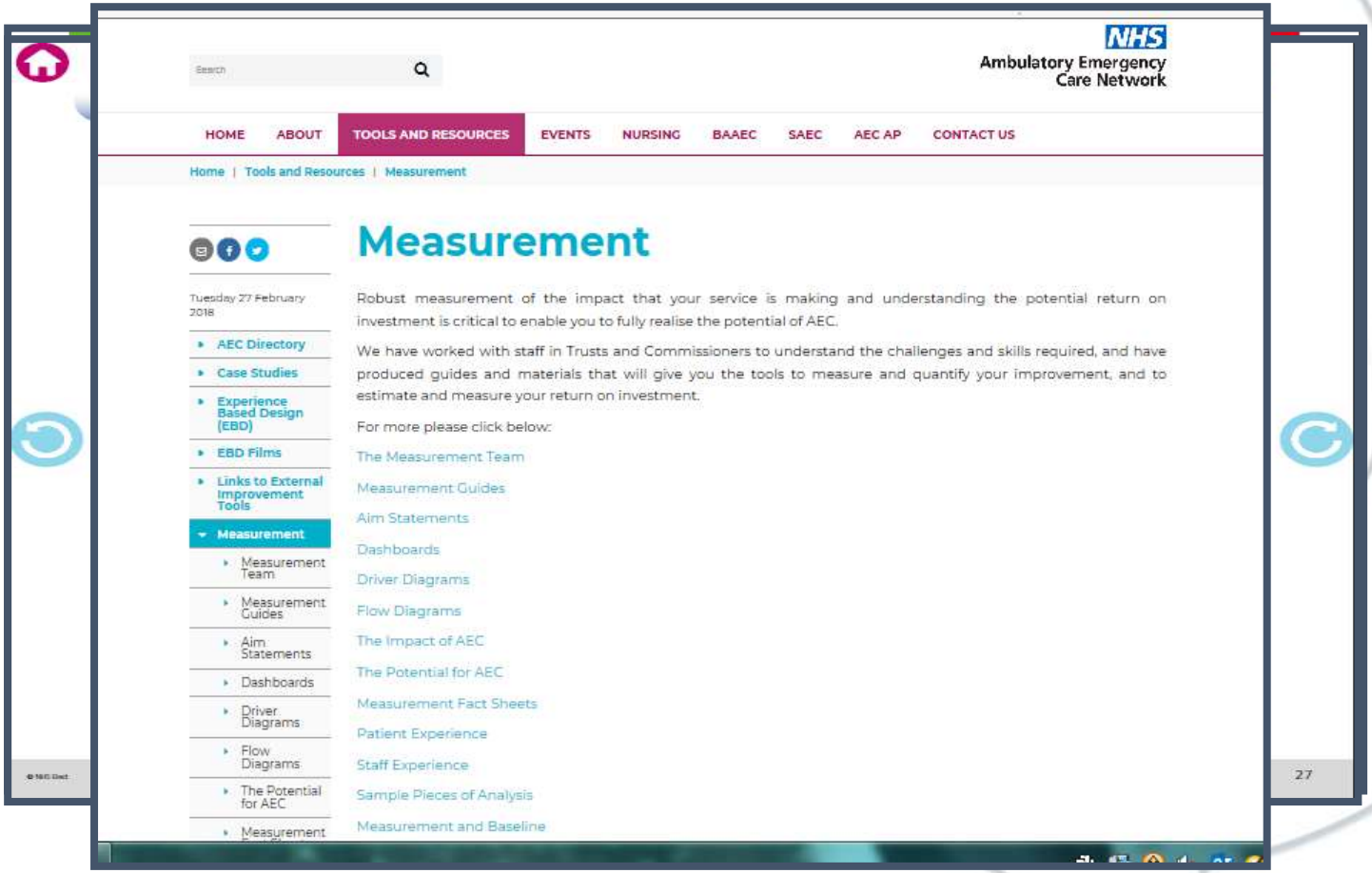
To reduce the time from admission to discharge for elective surgical patients to a minimum

To reduce the number of nosocomial infections to zero

To reduce the number of medication errors in hospitals to zero

To reduce the time from admission to discharge for elective surgical patients to a minimum

Signposting you to some help



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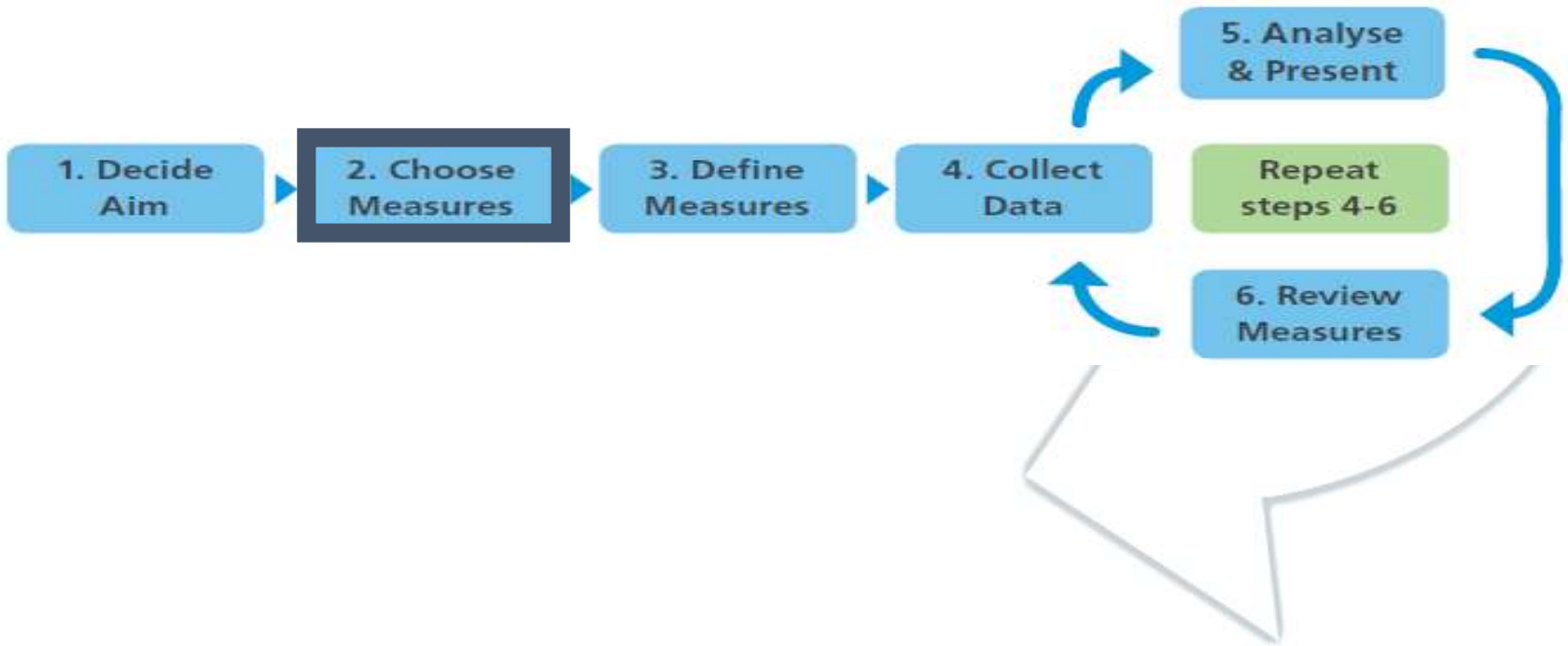
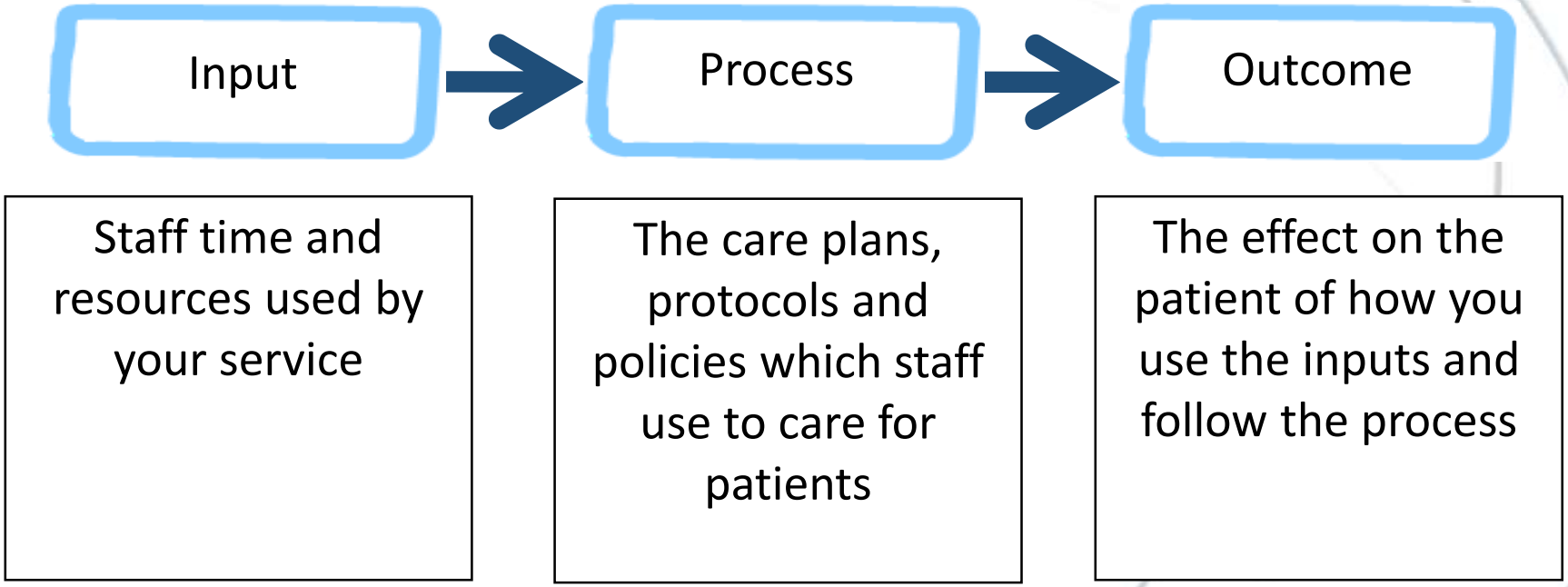


Measuring change in a system context



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

So you need three types of measures

Process measure

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

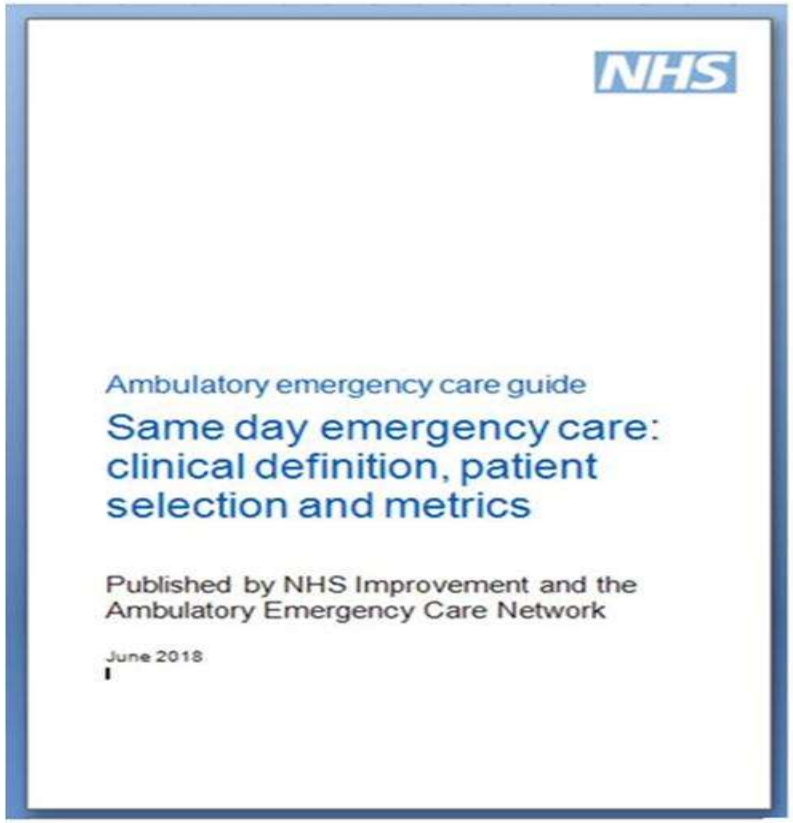
Outcome measure

Outcome measures show the impact of what we do on patients/our aim

Balancing measure

Balancing measures show any unintended consequences of a change

Three recommended measures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Ambulatory emergency care guide

Same day emergency care: clinical definition, patient selection and metrics

Published by NHS Improvement and the Ambulatory Emergency Care Network

June 2018

Process measure

The number of new non-elective presentations of patients to a hospital manage in AEC/SDEC unit within the previous 7 days

Balancing measure

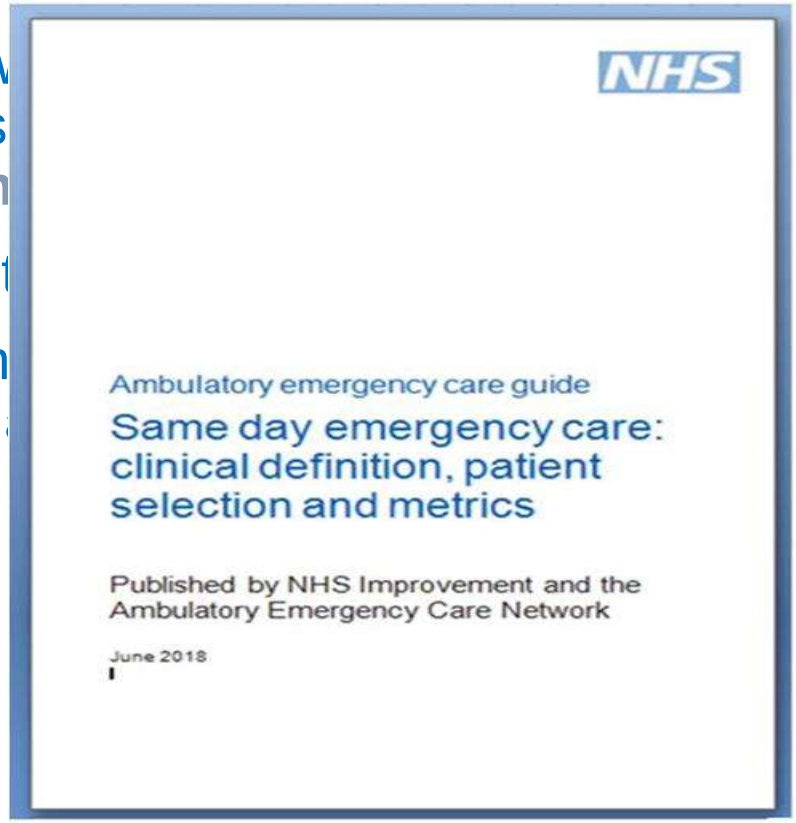
The number of new non-elective presentations of patients to a hospital manage in AEC/SDEC unit within the previous 7 days

What presentation style to use

"W ΞC present these data items
as stical process control
ch

wit ecial cause events

an n of any changes where there
is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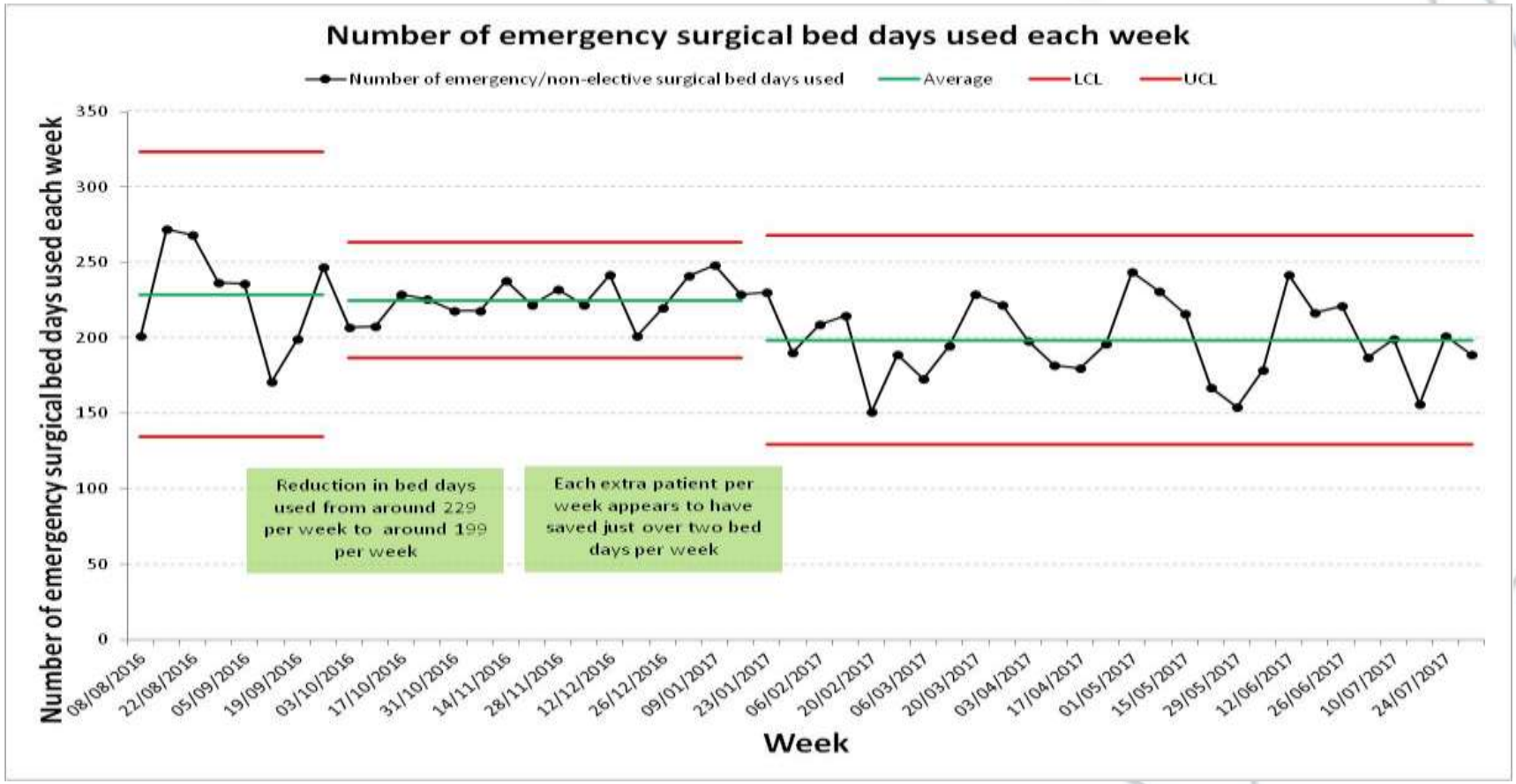
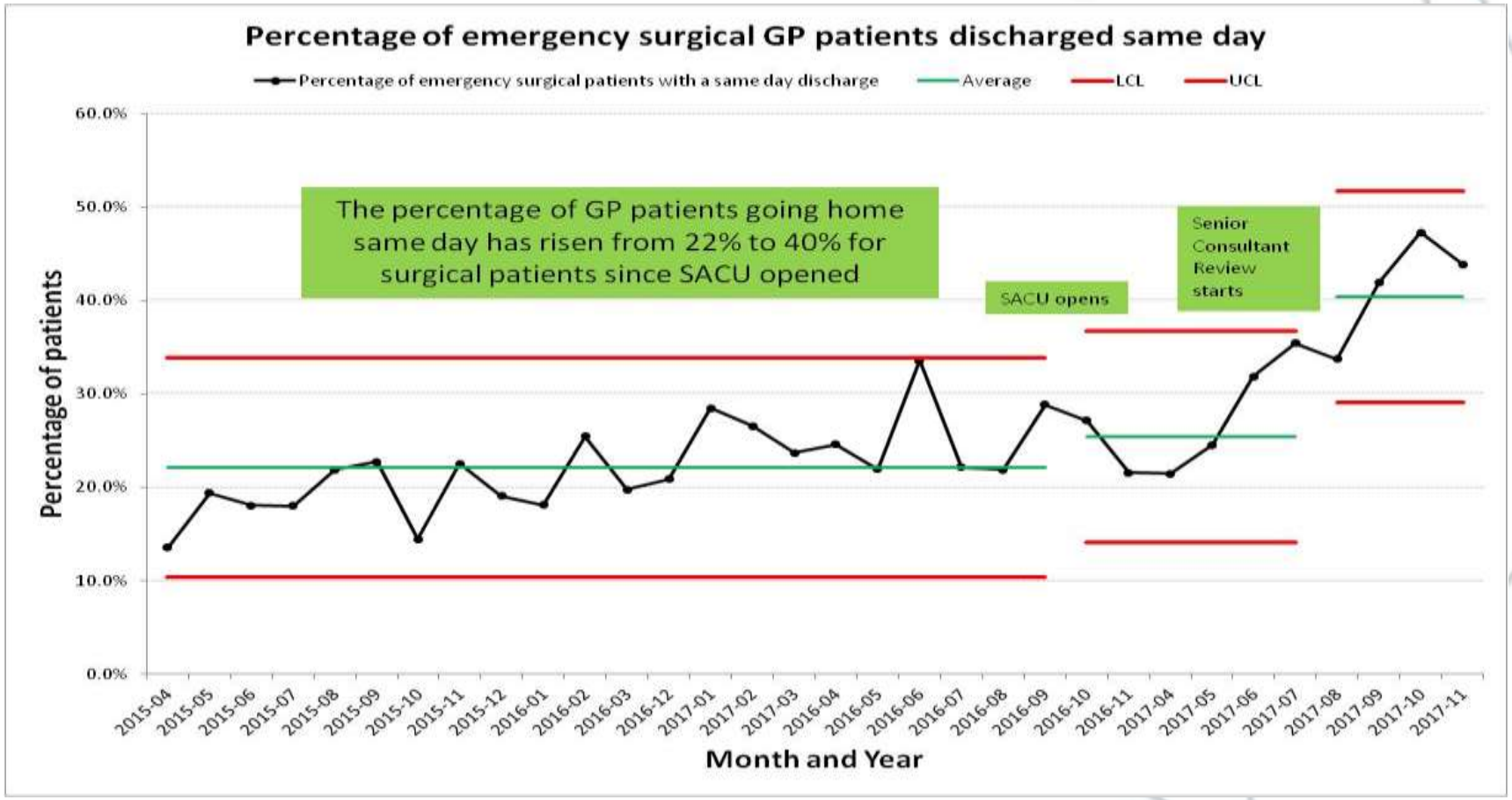
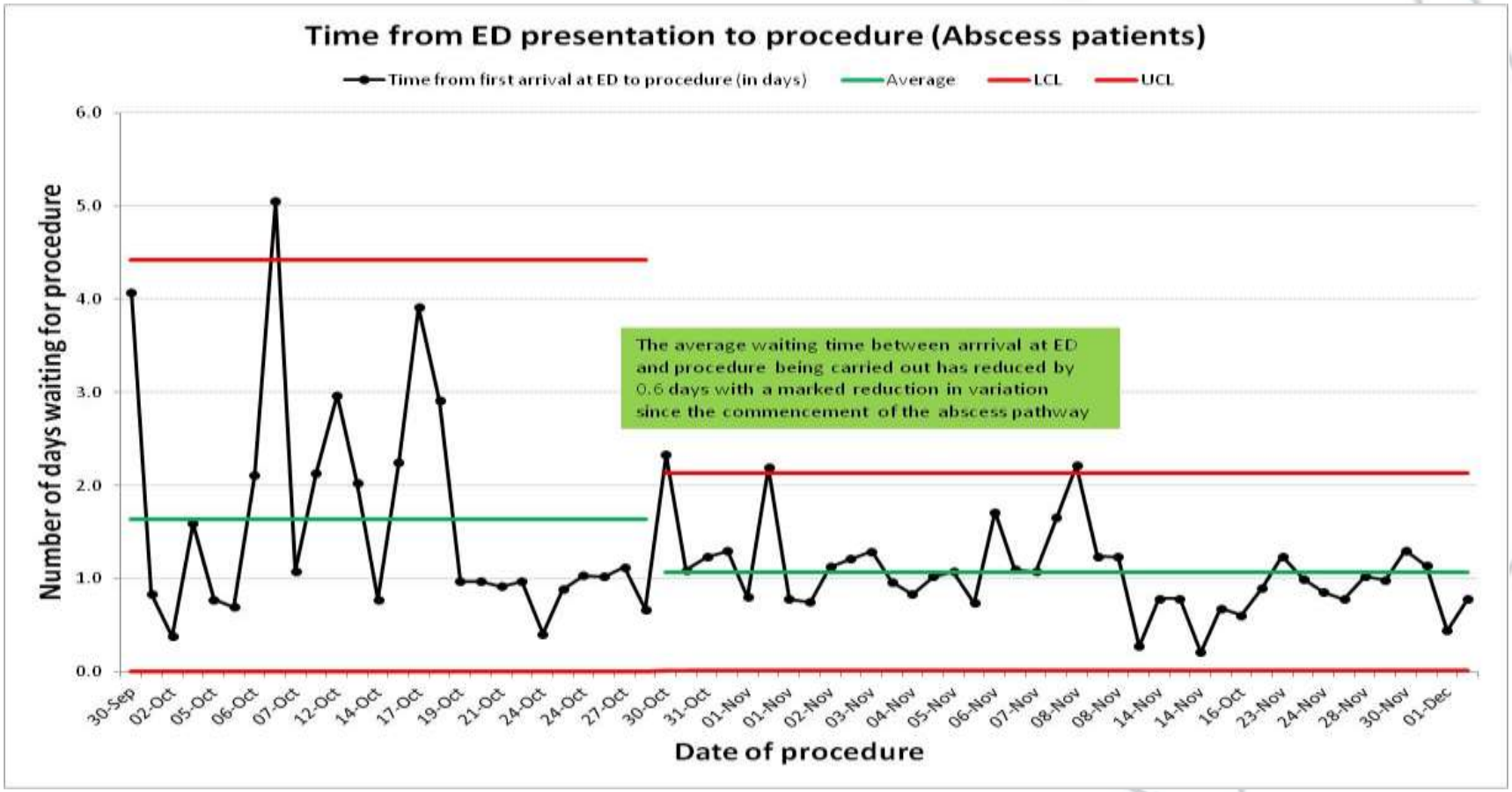
Wythenshawe Hospital
Surgical AEC Network Cohort 1



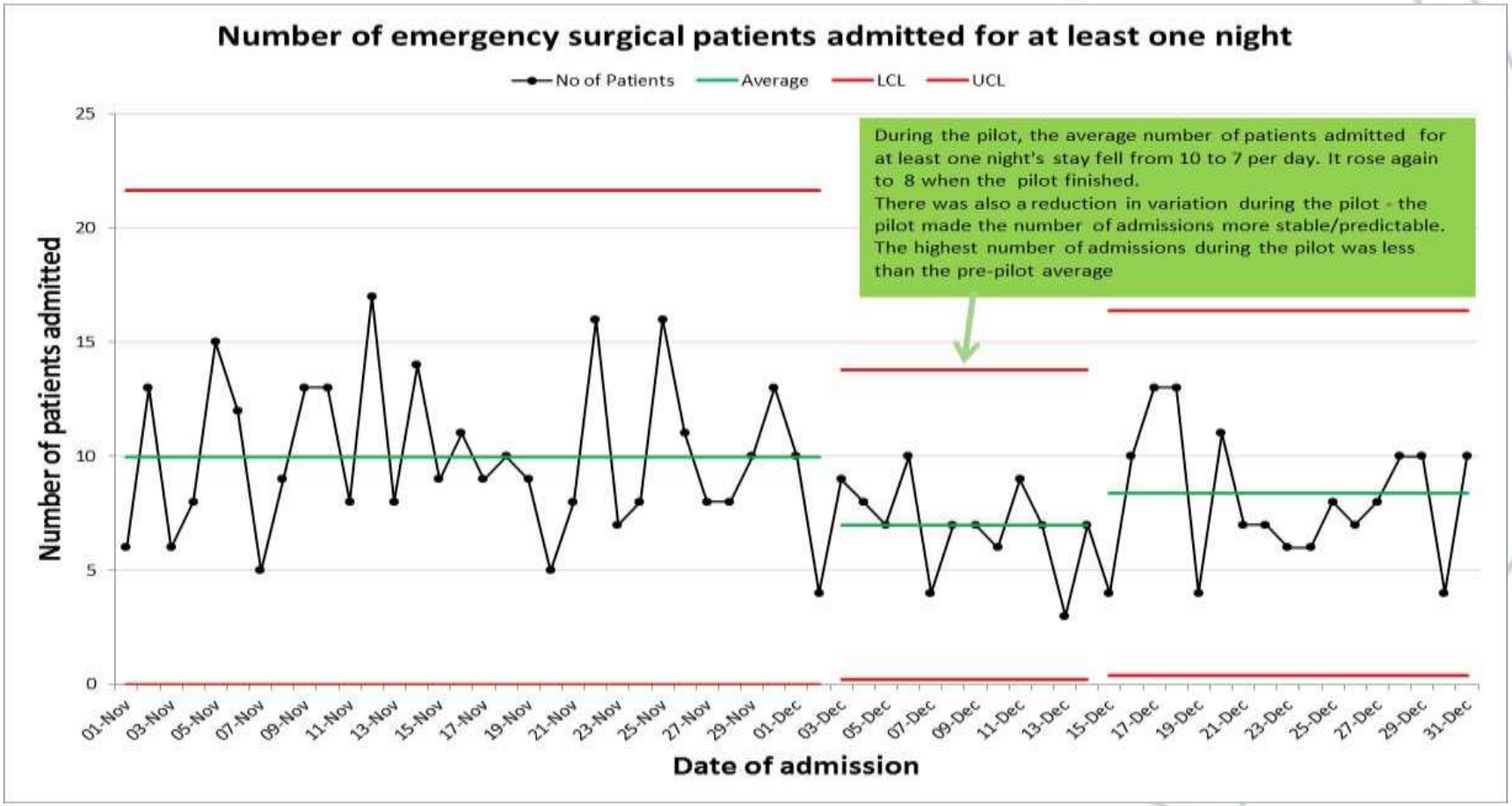
Leighton Hospital
Surgical AEC Network Cohort 1



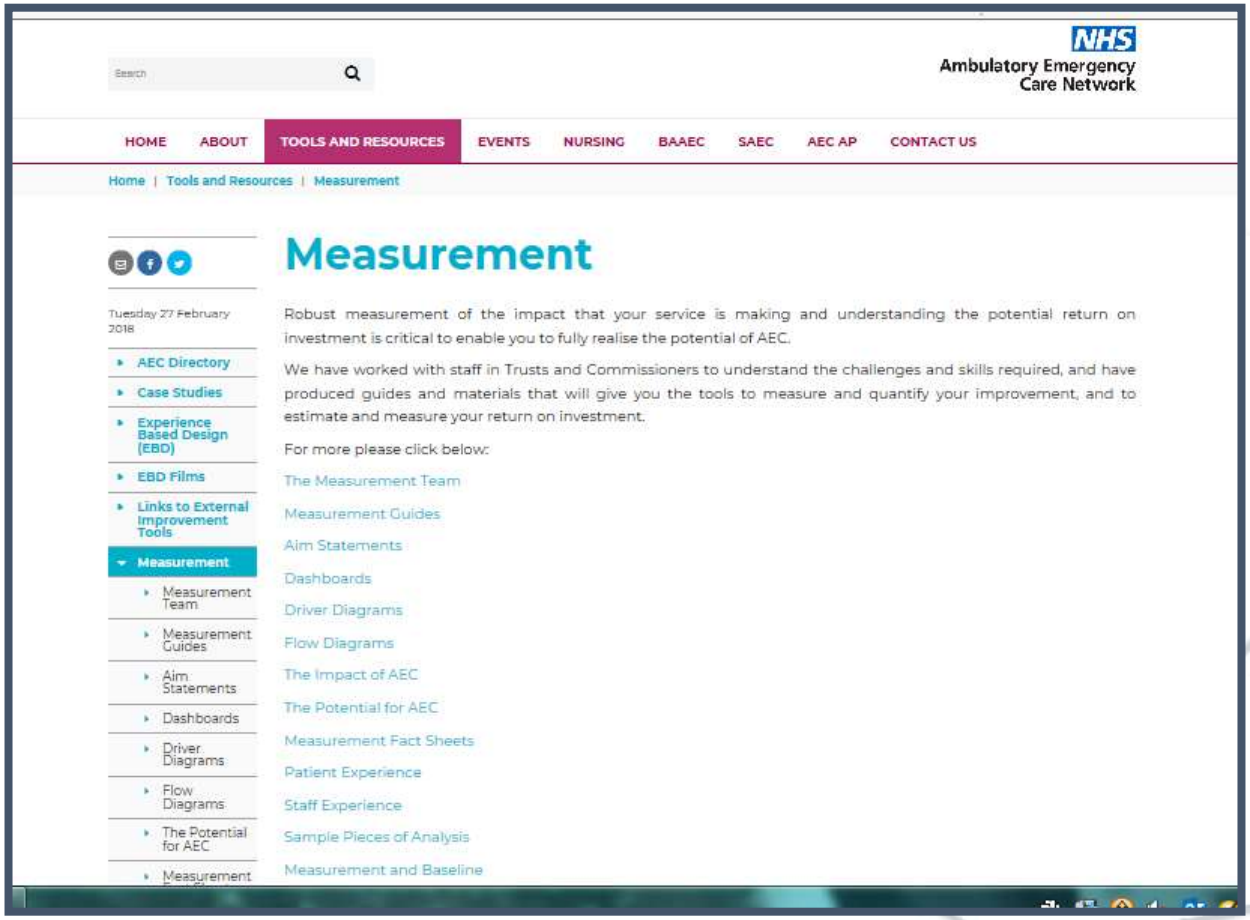
Royal London
Surgical AEC Network Cohort 1



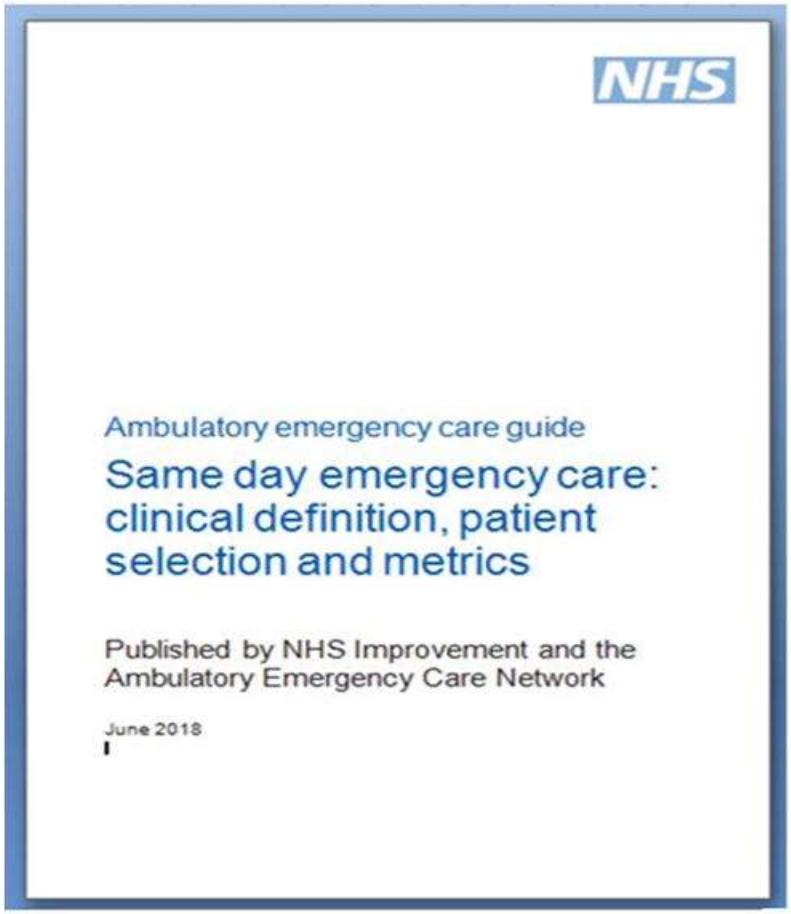
West Suffolk Hospital
Surgical AEC Network Cohort 2



More help is available



Measuring your process



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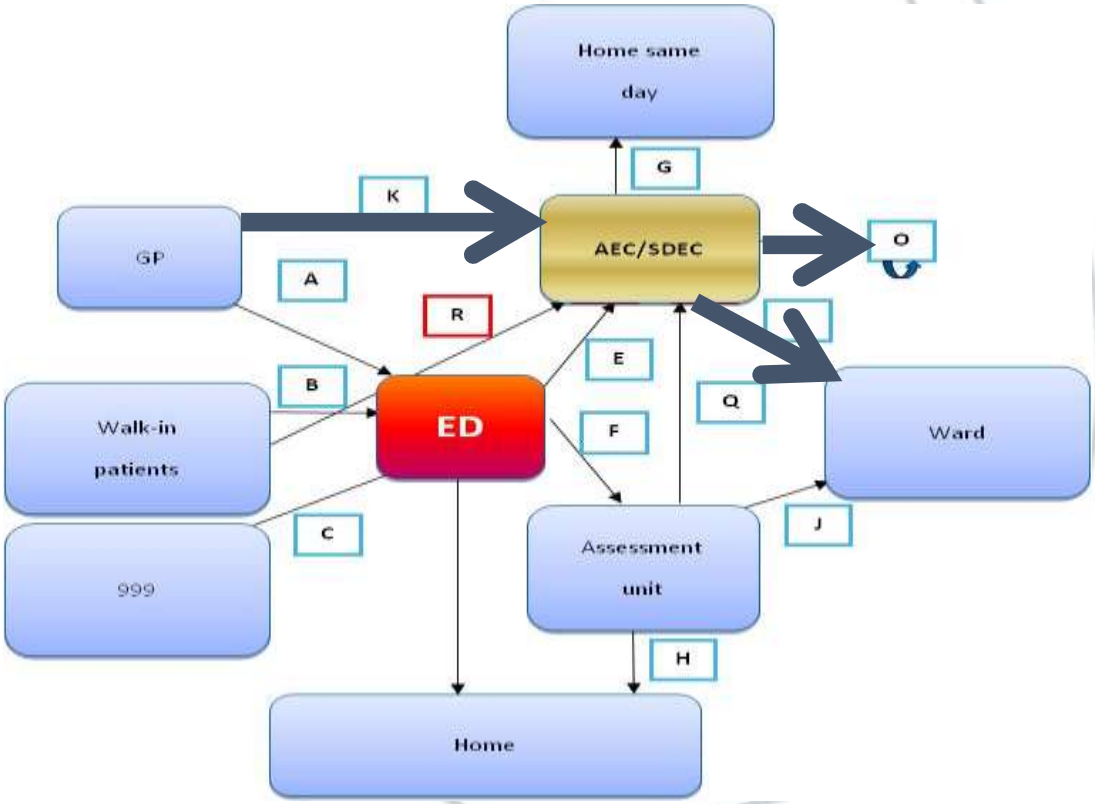
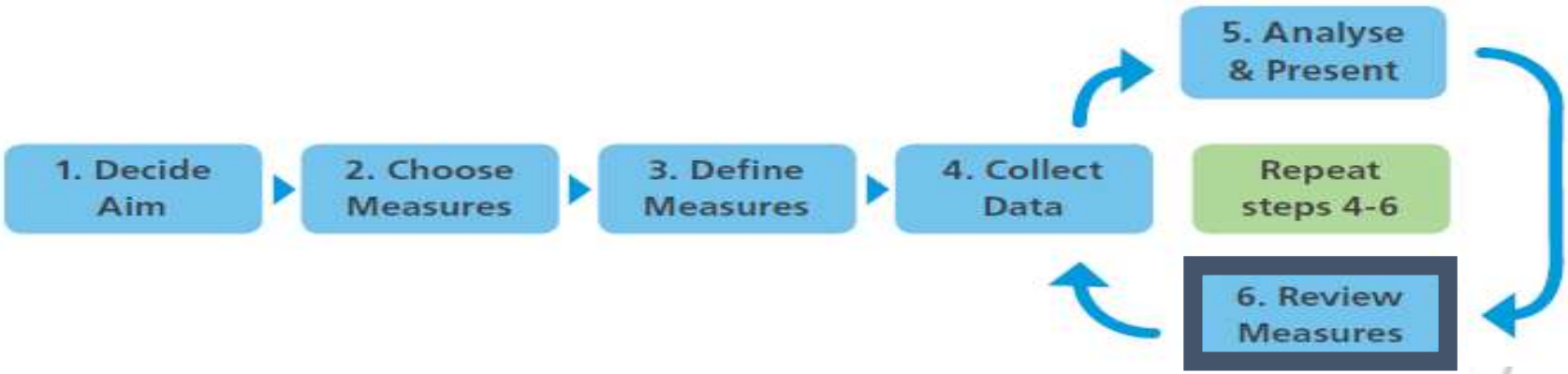


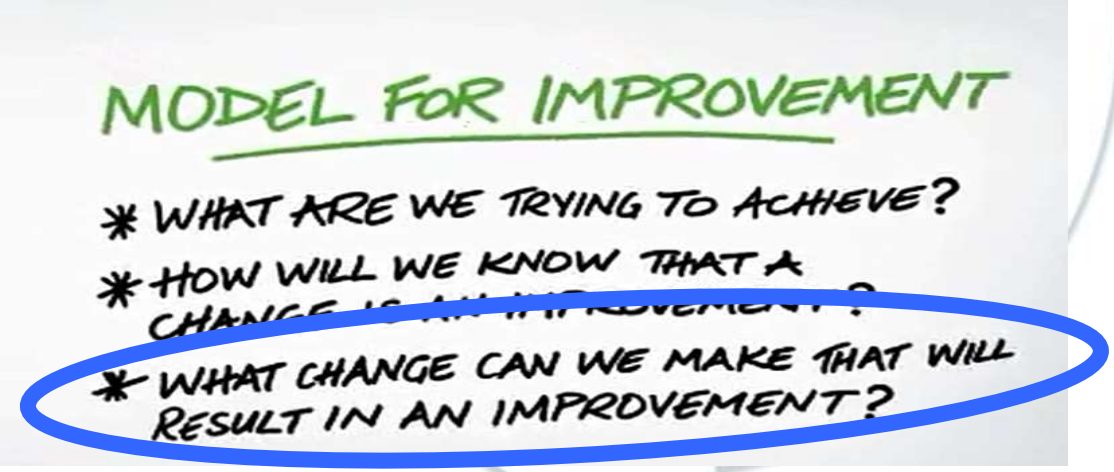
High level Driver Diagram from AEC Network

Reviewing and using your measures



It is a waste of time collecting and analysing your data if you don't take action on the results

How often do you sit down as a team to look at your data and **use it to drive changes to your system** is something you need to think through



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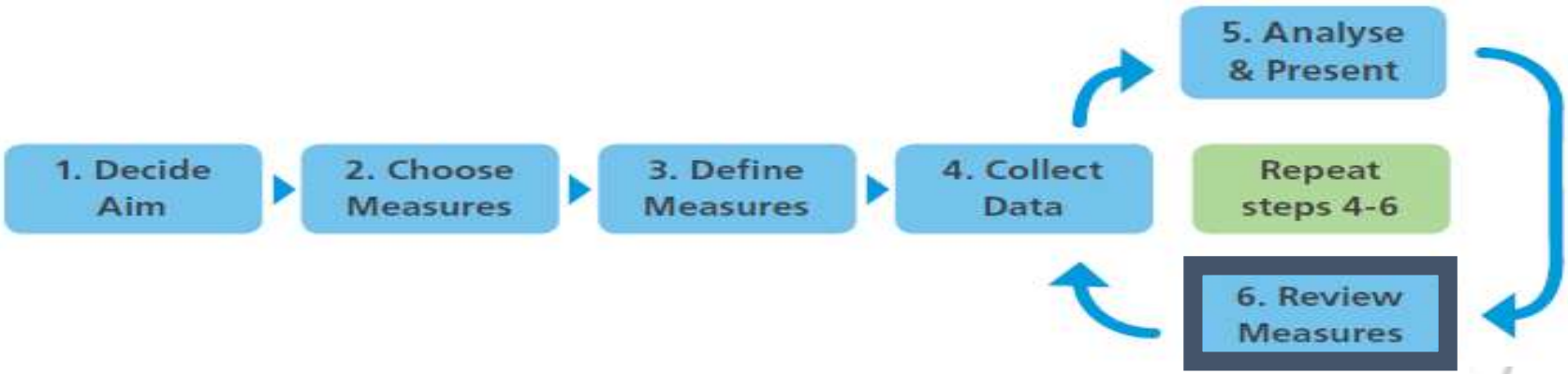

That meeting needs to gear up to become the engine that drives **change and measureable improvement**

Some practical things to take away

- Set up a regular SDEC/AEC meeting
- Generate ideas for changes you want to make
- Agree a clear aim for each change
- Decide what measures fit that aim well
- Engage with data/analytics/IT people
- Review existing SDEC/AEC data pack
- Find out more about 7 step model for Measurement for Improvement
- Look at the AEC Network website measurement section
- Get some help and advice around SDEC/AEC data