Why change?
- Healthcare Associated Infection (HCAI) is a major patient issue
- We have scientific evidence for the interventions that are likely to lead to reduced HCAI
  - We know what to do
- Studies have demonstrated that guidance does not translate into practice
  - We don’t know how to do it

Objectives
- A brief introduction to Quality Improvement
- Introduction to the forthcoming IPS Quality Improvement Tools

What is Healthcare Quality?
<table>
<thead>
<tr>
<th>Safe</th>
<th>avoiding injury from care that is intended to help e.g. medication, surgery, medical equipment, falls, pressure sores.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective</td>
<td>avoiding under use or over use of services e.g. unnecessary tests or investigations, adherence to guidelines.</td>
</tr>
<tr>
<td>Patient-centred</td>
<td>providing respectful, responsive individualized care e.g. partnering with patients to design and redesign care pathways, improve estate and lead change.</td>
</tr>
<tr>
<td>Timely</td>
<td>reducing waits and harmful delays in care, including ensuring safe transitions into and out of the hospital system.</td>
</tr>
<tr>
<td>Equitable</td>
<td>providing equal care regardless of personal characteristics, gender, ethnicity, geographic location, and socio-economic status.</td>
</tr>
<tr>
<td>Efficient</td>
<td>providing care that best uses available resources for control, benefit and focus on eliminating waste such as unnecessary movement of patients or staff.</td>
</tr>
</tbody>
</table>

Institute of Medicine 2001

What is Quality Improvement?
- Term used to describe application in healthcare, of approaches first developed in manufacturing industry e.g.
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Dr. Neil Wigglesworth, QI Tools Steering Group

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Statistical Process Control (SPC)

Lean

Six Sigma

“Every system is perfectly designed to achieve exactly the results it gets”

Institute for Healthcare Improvement

If I had to reduce my message for improvement to just a few words, I’d say it all had to do with reducing variation”

W Edwards Deming

“All improvement will require change, but not all change will result in improvement”


“To measure is to know”

“If you cannot measure it, you cannot improve it”

Lord Kelvin, 1824-1897

Measurement

• Outcome
  – e.g. Infection rates
• Structures and Processes
  – IPS QI tools
• Balancing measures
  – Unintended effects of change

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Measurement for Improvement

- Purpose of measurement is learning not judgement
- Rapid sequential measures with results displayed on (annotated) run charts
- Identify opportunities for testing changes using PDSA cycles
- Process Measures
  - Are we doing the work we are supposed to be doing in order to improve outcomes?
  - Adapted from www.ihi.org

Infection Prevention Society
Quality Improvement Tools for Infection Prevention and Control 2009

Background

- West Midlands ICNA produced audit tools for infection control 1990s
- National ICNA produced updated audit tools for infection prevention and control early 2000s
- 2008 – DH England agrees to support IPS review of ‘acute tools’
  - Scoping exercise identified need for a suite of tools
  - IPS recognises need to support developing quality improvement approaches in IP&C

Cont...

- Project to develop quality improvement tools receives support from governments and administrations of all 5 IPS countries
  - England
  - Scotland
  - Wales
  - Northern Ireland
  - Republic of Ireland

Project Structure

<table>
<thead>
<tr>
<th>Project Board</th>
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</thead>
<tbody>
<tr>
<td>• Project Lead</td>
</tr>
<tr>
<td>• IPS Treasurer</td>
</tr>
<tr>
<td>• Representatives of funding bodies</td>
</tr>
<tr>
<td>Project Steering Group</td>
</tr>
<tr>
<td>• Tool development group leads</td>
</tr>
<tr>
<td>• Expert advisors</td>
</tr>
<tr>
<td>• Thames Valley University</td>
</tr>
<tr>
<td>Tool Development Groups</td>
</tr>
<tr>
<td>• IPS members</td>
</tr>
</tbody>
</table>

Scope

- Clinical Practice
  - Hand Hygiene*
  - Peripheral VC
  - Central VC
  - Urinary catheter
  - Standard Precautions
  - Asepsis
  - Enteral feeding
  - Contact precautions
  - Epidural catheter

*collaboration with Royal Free/University
College, supported by NPSA

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Tools Development

Review of evidence
• Restriction to impact on HCAI
Testing in Practice
• Using PDSA cycles
Wider Consultation with Stakeholders

Tool Structure

Database

• Key Features
  – “Pick and Mix” any combination of measures
  – Adapt and create for bespoke use
  – Compatible with NHS (including security) and non NHS IT
  – Multiple methods for data entry
  – Built in reports to support quality improvement (e.g. Run charts)
  – Compatible with ‘credits for cleaning’ system
  – Support and training available (chargeable)

Conclusions

• Infection prevention is central to patient safety
• Quality improvement approaches offer opportunity of transformational change in IP&C
• Measurement for improvement is a requisite of any QI approach
• IPS Tools will support measurement for improvement
• Expected launch towards end of 2009

Acknowledgements

• Governments and administrations in all UK countries and Republic of Ireland
• Royal Free and University College School of Medicine
• National Patient Safety Agency
• Steering Group and Tool Development Group Members
• IPS Board

Project Steering Group Members

• Dawn Hill
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• Sue Millward
• Kathryn Little
• Mags Moran
• Neil Wigglesworth
• David Tucker

More information on www.ips.uk.net – “Quality Improvement Tools”

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<tr>
<th>Date</th>
<th>Event</th>
<th>Speaker/Details</th>
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</table>
| 21 Sep. 09 | (Free British Teleclass) Live Broadcast from the Infection Prevention Society Conference | Fifty Years of Resistance  
Speaker: Prof. Gary French, Guy's & St. Thomas' Hospital, England            |
| 22 Sep. 09 | (Free British Teleclass) Live Broadcast from the Infection Prevention Society Conference | The Pursuit of Excellence During a Global Pandemic  
Speaker: Prof. Robert Peel, Thames Valley University                           |
| 23 Sep. 09 | (Free British Teleclass) Live Broadcast from the Infection Prevention Society Conference | Not Off the Press: A Review of the Evidence  
Speaker: Dr. William Janie, President, Jason and Janie Associates               |
| 23 Sep. 09 | (Free British Teleclass) Live Broadcast from the Infection Prevention Society Conference | Moving on from Audit - Quality Improvement Tools for Infection Prevention  
Speaker: Dr. Neil Wigglesworth, Suffern Royal NHS Trust                           |

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