

# To Introduce Standardised Quality Nursing Metrics to all OPD's

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## The Project Driver

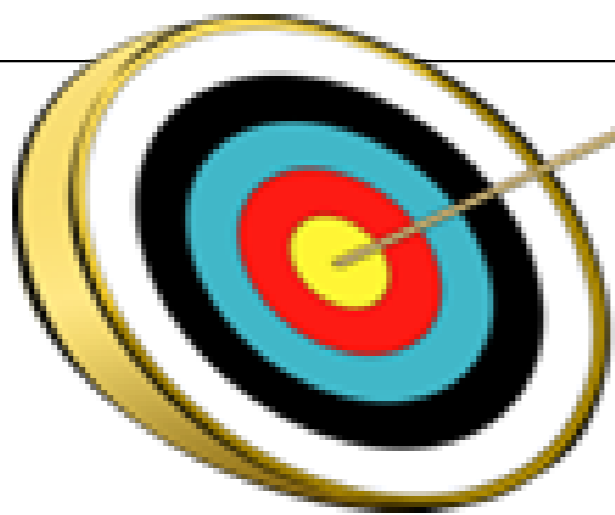
Not all outpatient departments in the Trust routinely complete nursing metrics so how are they measuring quality?



How can we collectively demonstrate that we are providing the Best quality Care for our service users?

## The Aim

•To review and introduce SMART standardised quality nursing metrics throughout all GHNHSFT Outpatient departments by March 2017



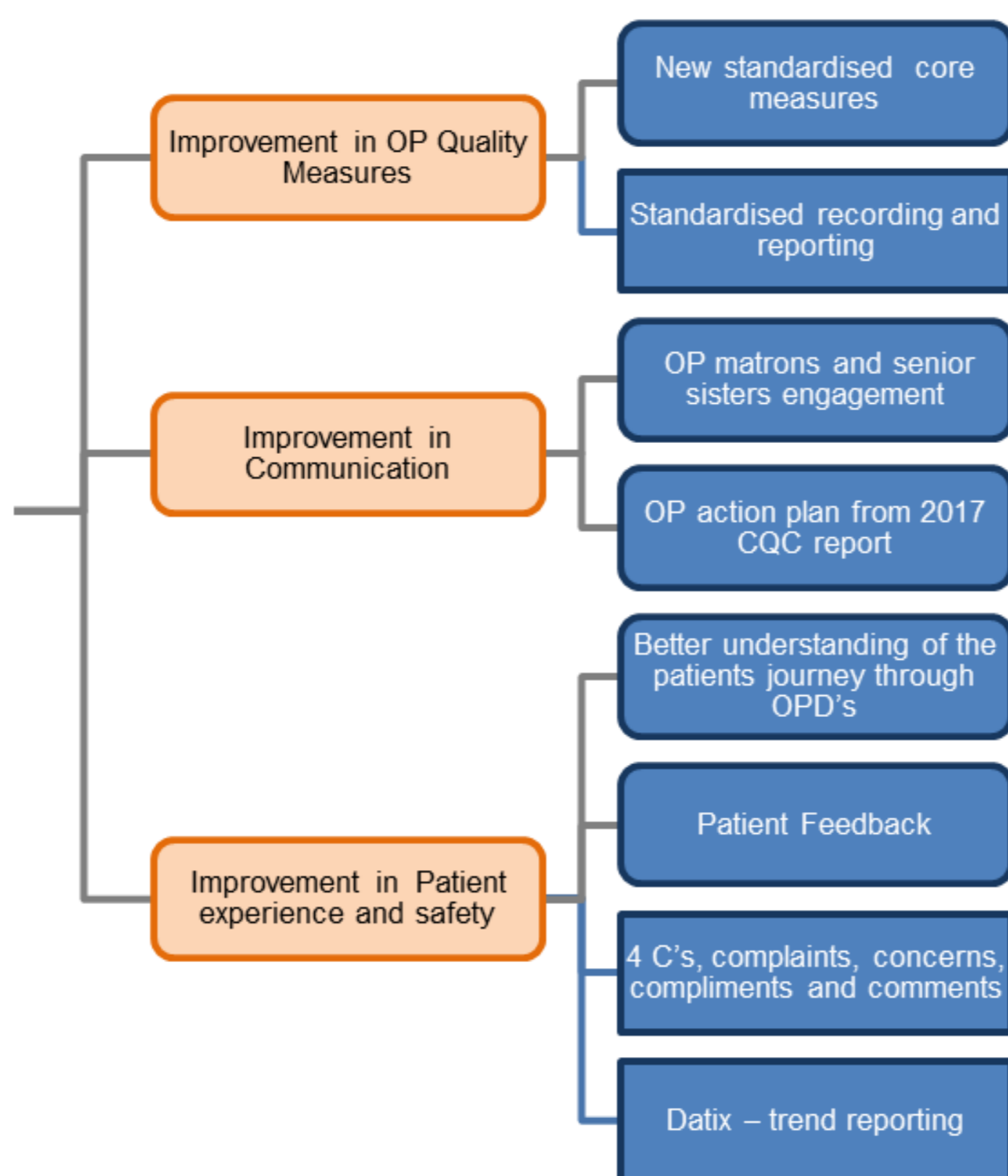
## What we already know.....

- 5 outpatient areas within D+S and 1 within the Surgical Division (T+O) were routinely completing and submitting monthly nursing metrics. This left 6 other specialties not completing them including gynaecology, ENT, Max Fax, Ophthalmology, ARU, Paediatrics
- Unlike the inpatient nursing metrics they do not reach the Trusts quality committee which made us question their value
- Our CQC inspection in 2015 acknowledged that some OPD's were competing metrics but this was inconsistent across the Trust
- Knowing that we were due a further inspection in early 2017 it was the opportunity to review our quality standards and roll them out across all Outpatient areas

## The Quality Improvement Team

**Key Members**:- Matrons responsible for General, ENT+, Ophthalmology Outpatients  
Band 7 senior sisters from all OPD's and radiology  
**Sponsor** :- D+S Operational team

To introduce SMART, standardised, quality nursing metrics in all GHNHSFT OPD's by March 2017



## ACTIONS/PDSAs

- Introduce a new Outpatient Nurses forum ✓
- Collate and review current OP nursing metrics ✓
- Work across divisions to prepare for CQC visit ✓
- Review methods of recording and reporting
- Review 2017 CQC report
- Use the CQC Key lines of enquiry to devise new SMART quality measures



## Key Results

- A hugely successful and popular outpatient nurses forum continues to meet monthly
- 100% agreement from all Outpatient specialties that quality measures must be implemented and standardised as far as possible
- One early adopter - ARU

## Next Steps...

- July's OPNF is dedicated to reviewing the CQC report and action planning
- Devise and agree new, measurable standards
- Implement new metrics by end of September
- Establish with DND's how and where outpatient metrics will be reported

