

Developing a dashboard for AEC

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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

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?

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 emergency admissions to the hospital to the emergency department
to hospital for emergency admissions as a result of asthma

Signposting you to some help

The screenshot shows the NHS Ambulatory Emergency Care Network website. The page is titled "Measurement" and is dated Tuesday 27 February 2018. The main content area is titled "Measurement" and contains the following text:

Robust measurement of the impact that your service is making and understanding the potential return on investment is critical to enable you to fully realise the potential of AEC.

We have worked with staff in Trusts and Commissioners to understand the challenges and skills required, and have produced guides and materials that will give you the tools to measure and quantify your improvement, and to estimate and measure your return on investment.

For more please click below:

- The Measurement Team
- Measurement Guides
- Aim Statements
- Dashboards
- Driver Diagrams
- Flow Diagrams
- The Impact of AEC
- The Potential for AEC
- Measurement Fact Sheets
- Patient Experience
- Staff Experience
- Sample Pieces of Analysis
- Measurement and Baseline

The left sidebar contains a navigation menu with the following items:

- AEC Directory
- Case Studies
- Experience Based Design (EBD)
- EBD Films
- Links to External Improvement Tools
- Measurement**
 - Measurement Team
 - Measurement Guides
 - Aim Statements
 - Dashboards
 - Driver Diagrams
 - Flow Diagrams
 - The Potential for AEC
 - Measurement

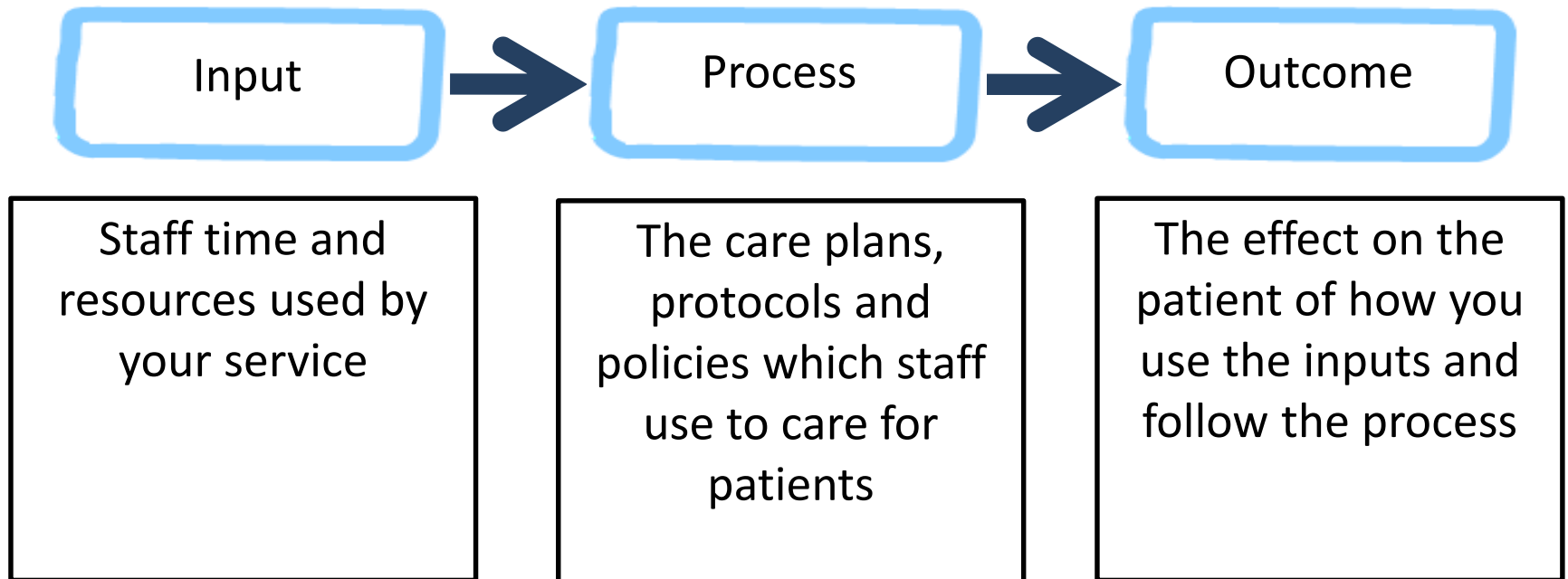
The footer of the page includes the copyright notice "© NHS Data" and the page number "27".

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



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

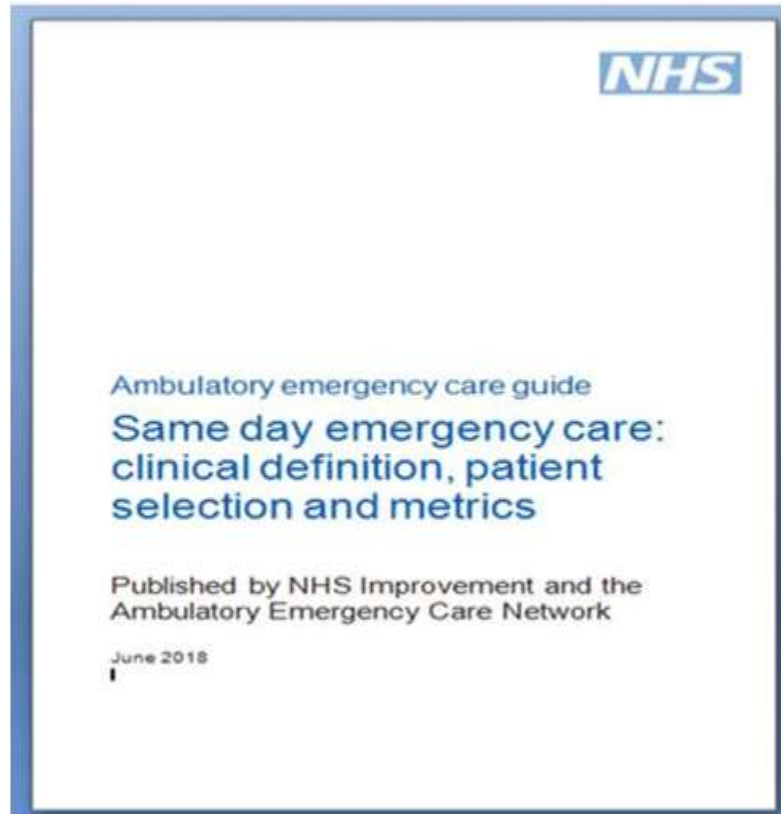
**Outcome
measure**

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

**Balancing
measure**

Balancing measures show any unintended consequences of a change

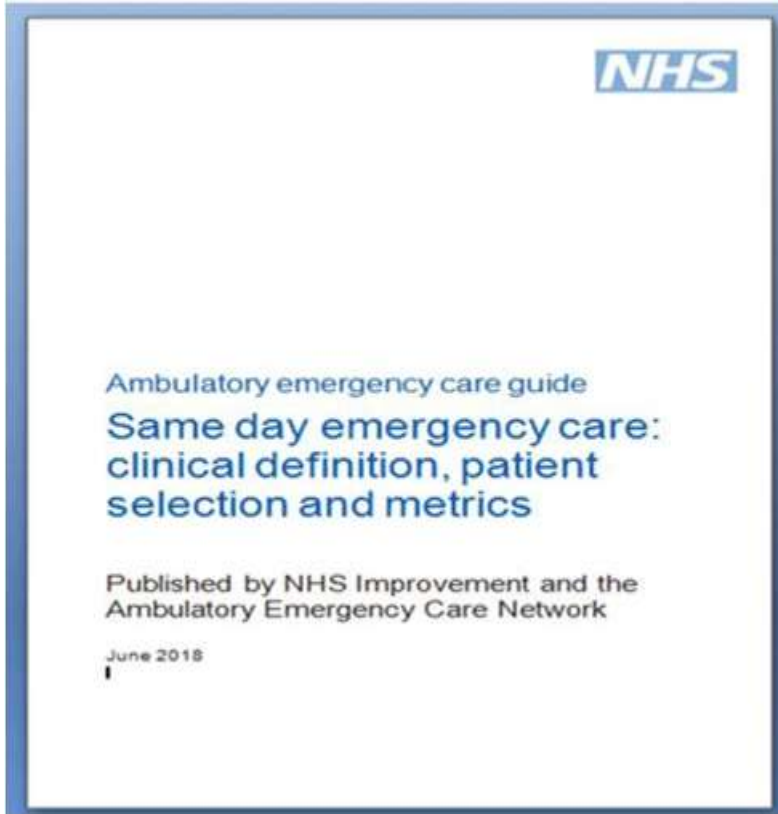
Three recommended measures



Planning measure

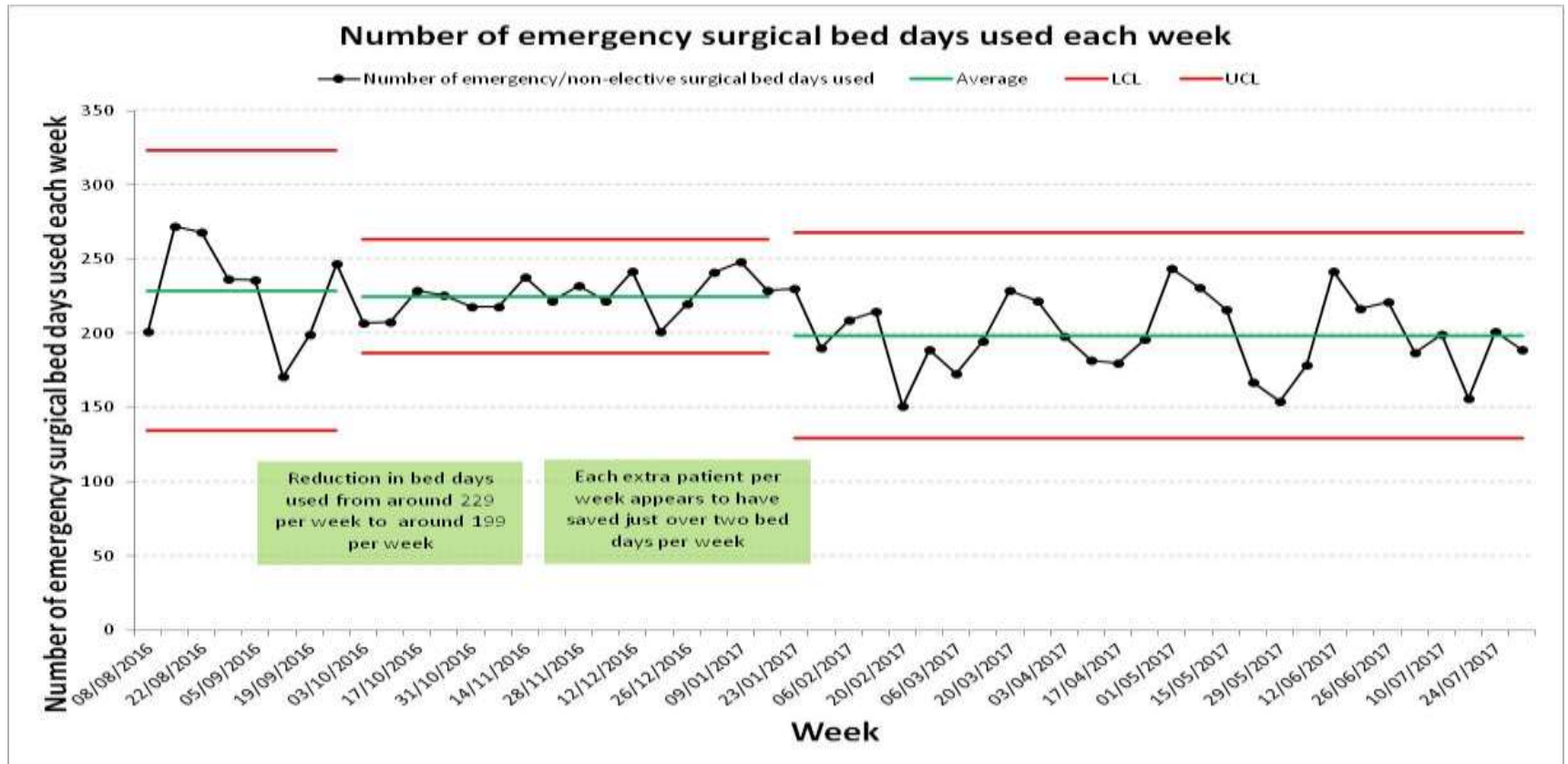
The number of unplanned non-acute presentations of patients who have been managed by the A&E/SDEC on at least one night in A&E/SDEC within the previous 7 days

What presentation style to use

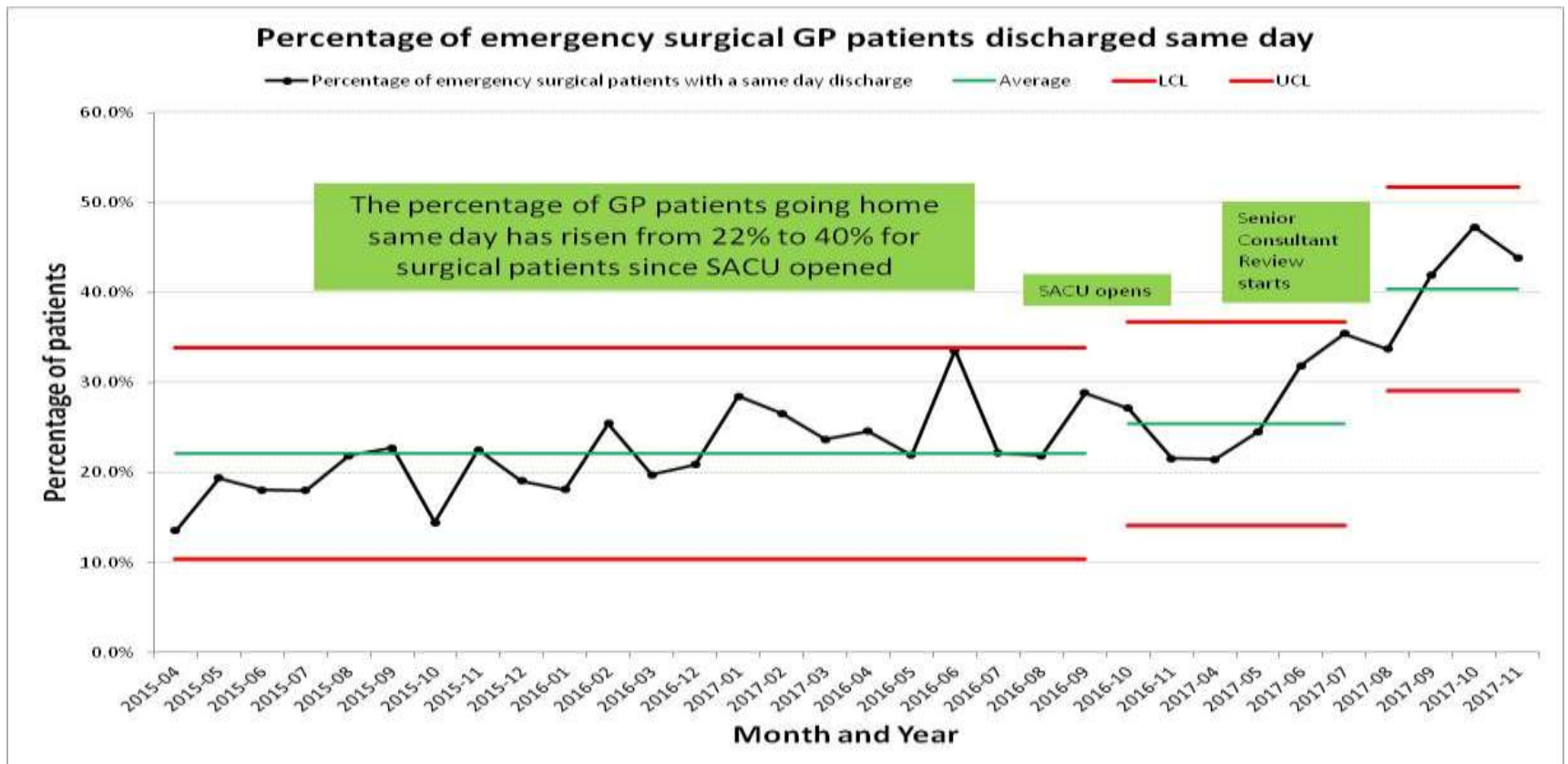


“We strongly recommend AEC/SDEC present these data items as daily run charts (or, better, **statistical process control charts**) with appropriate explanation for special cause events and **annotate the implementation of any changes** where there is an improvement in the data.”

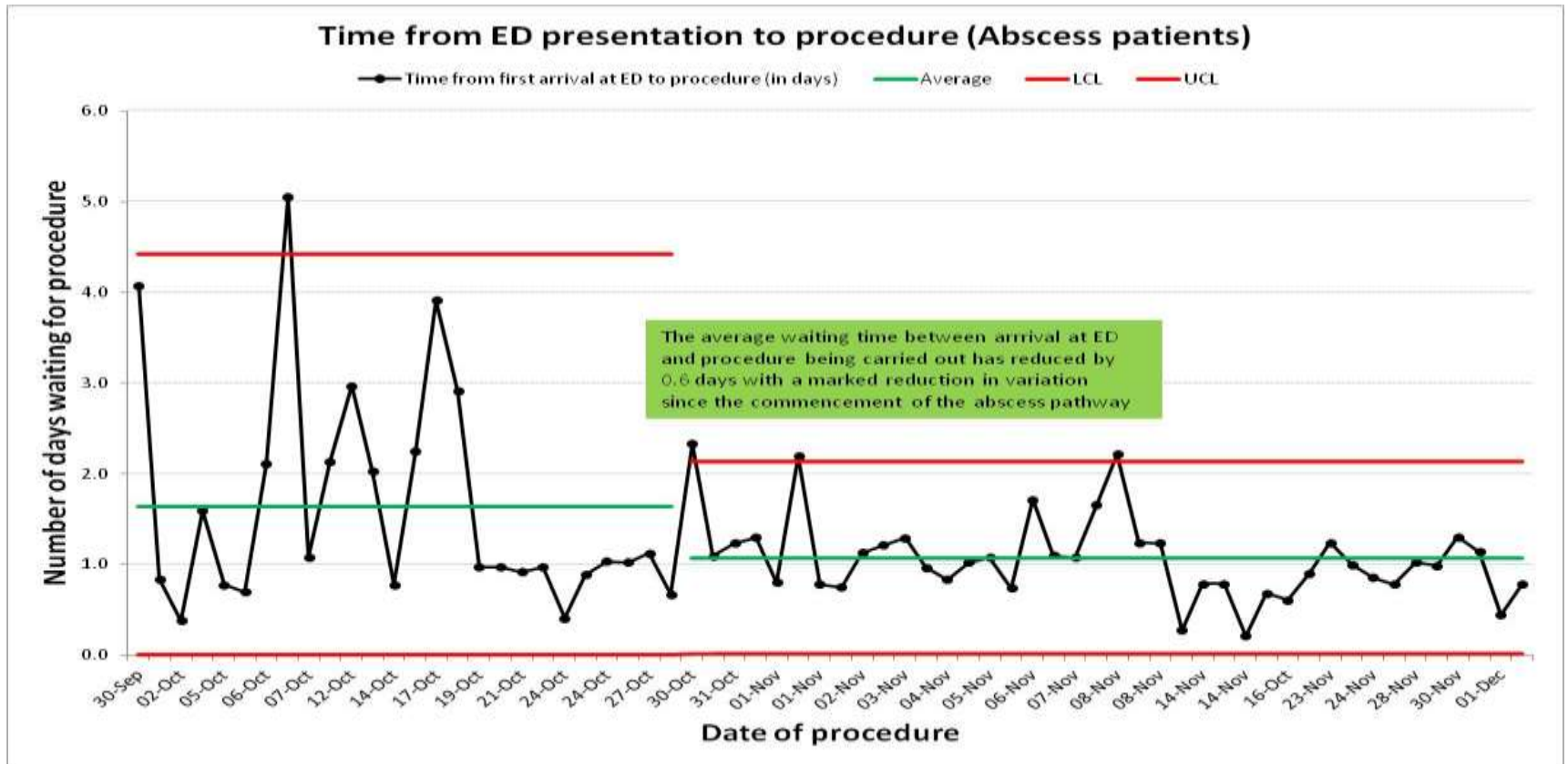
Wythenshawe Hospital Surgical AEC Network Cohort 1



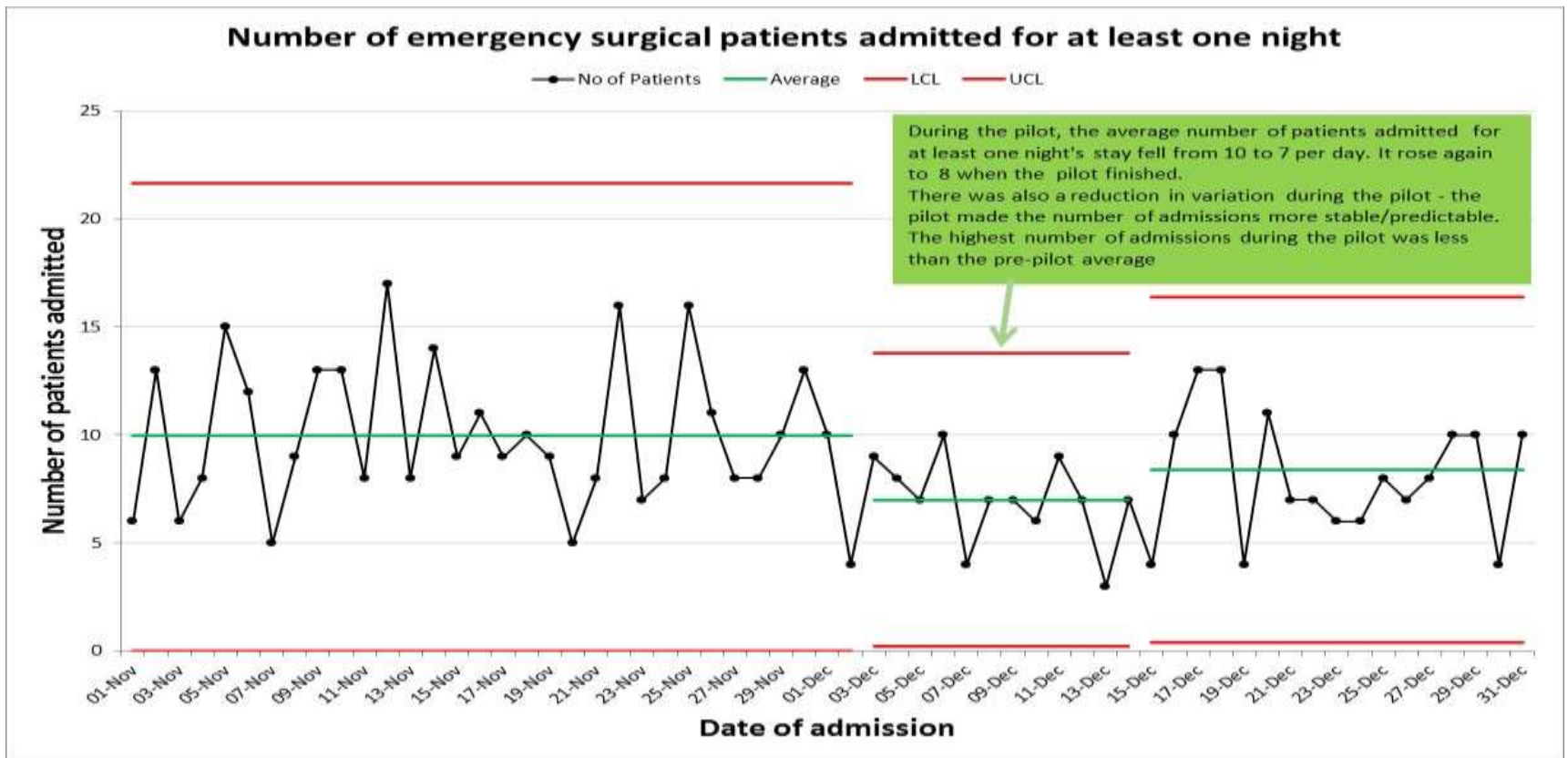
Leighton Hospital Surgical AEC Network Cohort 1



Royal London Surgical AEC Network Cohort 1



West Suffolk Hospital Surgical AEC Network Cohort 2



More help is available

The screenshot displays the NHS Ambulatory Emergency Care Network website. At the top right is the NHS logo and the text "Ambulatory Emergency Care Network". A search bar is located at the top left. The main navigation menu includes "HOME", "ABOUT", "TOOLS AND RESOURCES" (which is highlighted in purple), "EVENTS", "NURSING", "BAAEC", "SAEC", "AEC AP", and "CONTACT US". Below the navigation is a breadcrumb trail: "Home | Tools and Resources | Measurement".

The main content area features a large heading "Measurement" in teal. To the left of the heading is a social media sharing bar with icons for email, Facebook, and Twitter. Below the heading is a date stamp: "Tuesday 27 February 2018".

On the left side, there is a vertical menu with several items, each with a right-pointing arrow:

- AEC Directory
- Case Studies
- Experience Based Design (EBD)
- EBD Films
- Links to External Improvement Tools
- Measurement** (highlighted in teal)
- Measurement Team
- Measurement Guides
- Aim Statements
- Dashboards
- Driver Diagrams
- Flow Diagrams
- The Potential for AEC
- Measurement

The main text area contains the following content:

Robust measurement of the impact that your service is making and understanding the potential return on investment is critical to enable you to fully realise the potential of AEC.

We have worked with staff in Trusts and Commissioners to understand the challenges and skills required, and have produced guides and materials that will give you the tools to measure and quantify your improvement, and to estimate and measure your return on investment.

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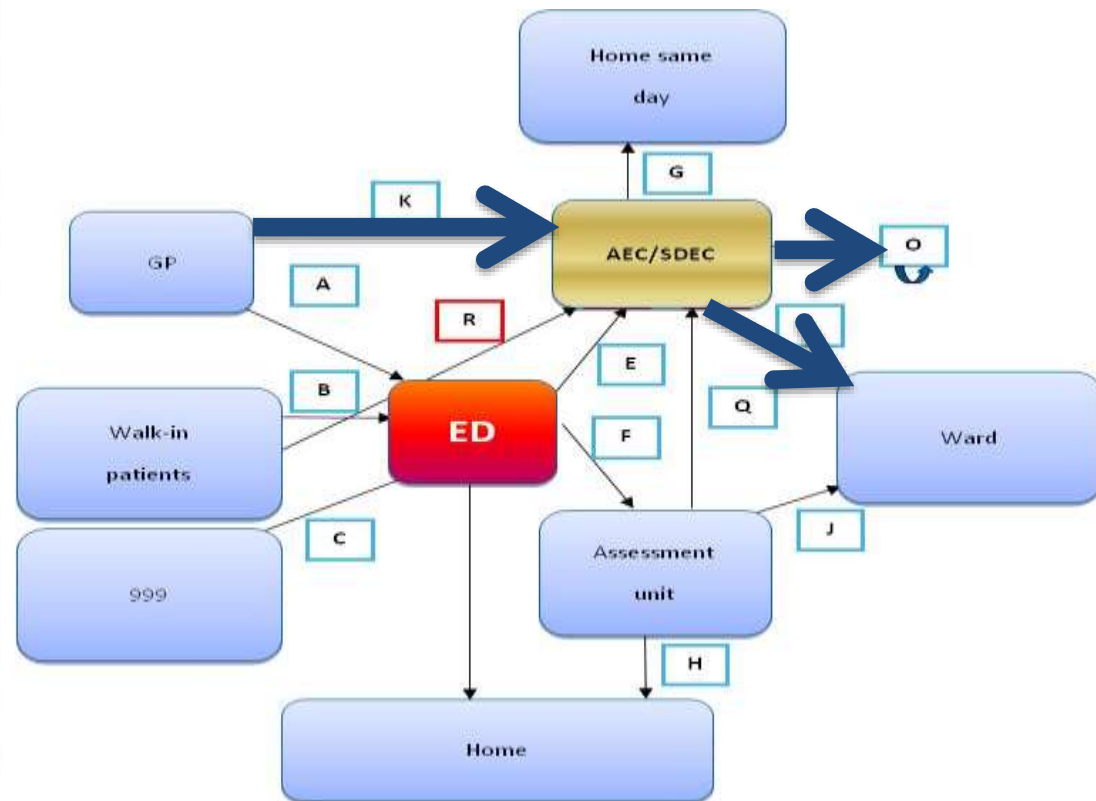
Measuring your process

NHS

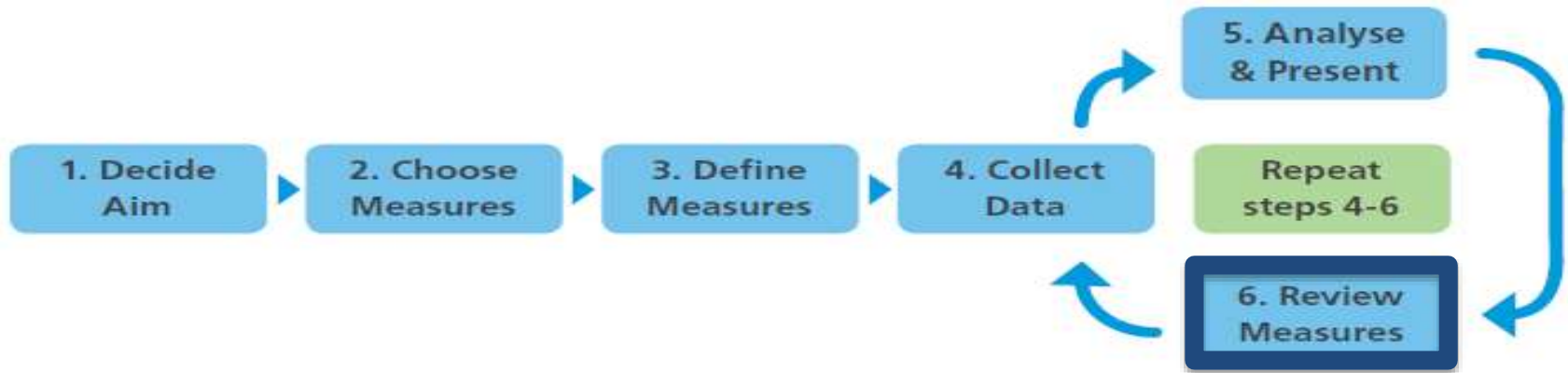
Ambulatory emergency care guide
Same day emergency care:
clinical definition, patient
selection and metrics

Published by NHS Improvement and the
Ambulatory Emergency Care Network

June 2018



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

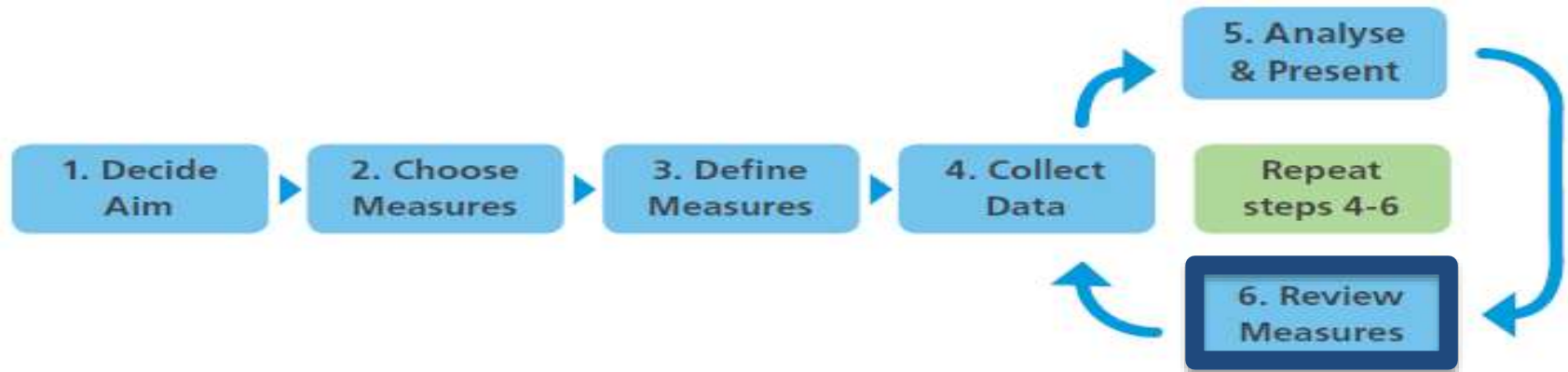
use it to drive changes to your system

is something you need to think through

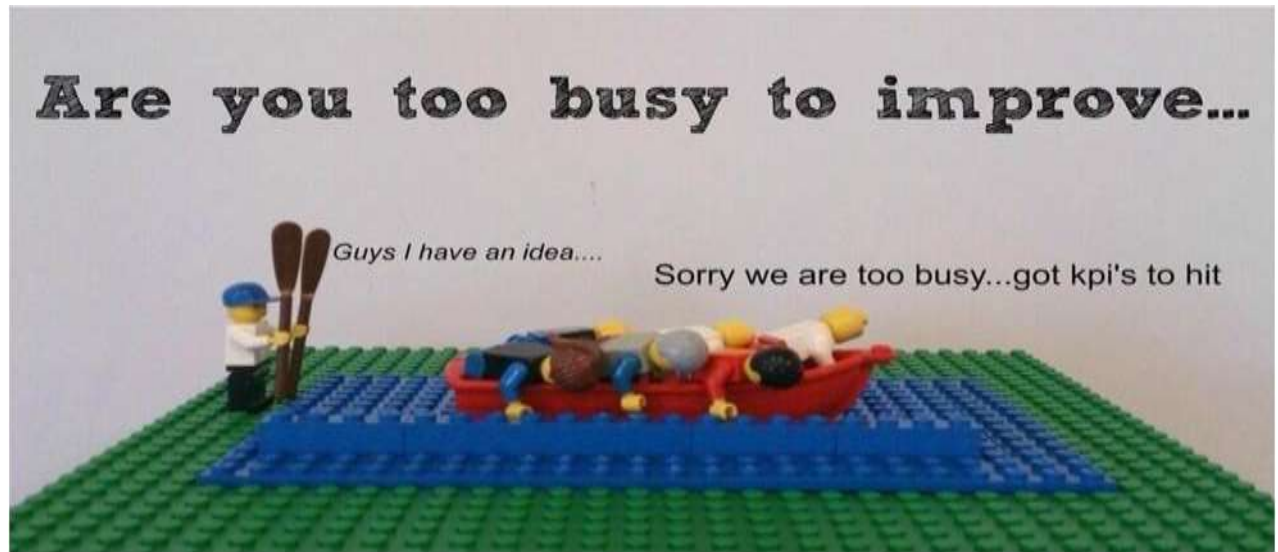
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Reviewing and using your measures



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



Exercise for you to start today

- What is your aim? What are you trying to achieve?
- What measures do you need to understand whether any changes you make are helping you achieve your aim?
- What are you going to go back to work and **do** as a result of this session?

Set up a regular AEC meeting, agree a clear aim, engage with data/IT people, review existing data pack, find out more about 7 step model for Measurement for Improvement, look at the AEC Network website, generate ideas for changes you want to make, get some help with data