Implementing standards in healthcare

Dick Waite
About today…

• types of national standard

• clinical standards and the National Clinical Audit and Patients’ Outcomes Programme

• NHS standards and the Annual Health Check

• how they link together
Types of standard

1. Clinical standards:
   • NICE
   • NSF
   • Evidence vs. professional consensus

2. NHS standards:
   • 7 domains (e.g., safety, clinical & cost effectiveness, governance)
   • Core
   • Developmental measures?

England

Wales

How they link together

The Annual Health Check
The Healthcare Commission…

…promotes improvements in the quality of healthcare and public health through independent, authoritative, patient-centred assessments of the performance of those who provide services
# Programme 2006/07

## FULL PROJECTS, UNDERWAY:

<table>
<thead>
<tr>
<th>Category</th>
<th>Projects</th>
</tr>
</thead>
</table>
| Central Cardiac Audit Database CCAD: | Bowel cancer (NBOCAP)  
Head & neck cancer (DAHNO)  
Lung cancer (LUCADA)  
Oesophago-gastric cancer  
Mastectomy/breast reconstruction |
| Adult cardiac surgery | Continence (NACC)  
People who have fallen  
Stroke; and stroke prevention - carotid endarterectomy |
| Paediatric surgery and interventions | New-born babies - Neonatal intensive care |
| Cardiac ambulance services | Violence in MH Settings (inc. old age wards and the private sector) |
| Cardiac patients' pathway | National Diabetes Audit |
| Heart failure |  
Adult cardiac interventions (eg, angioplasty) |
| Heart attack - Myocardial infarction (MINAP) |  
Heart rhythm management (Pacing/Implantable Defibrillators) |
| Rehabilitation (funded by BHF) |  
Rehabilitation (funded by BHF) |

## POSSIBLE PROJECTS:

<table>
<thead>
<tr>
<th>Category</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maternity</td>
<td>Scoping completed</td>
</tr>
<tr>
<td>Renal</td>
<td>Scoping completed</td>
</tr>
</tbody>
</table>
Answering the most important questions…

• Was I given the best care?
• Am I better?
• Do I feel better?
Answering the most important questions...

- Was I given the best care? …clinical audit
- Am I better? …clinical outcomes measurement
- Do I feel better? …quality of life measures …patients’ views
Clinical standards and the National Programme

<table>
<thead>
<tr>
<th>NSF recommendations</th>
<th>All*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit-against-standards:</td>
<td>All:</td>
</tr>
<tr>
<td>• Based on NICE guidance</td>
<td>18</td>
</tr>
<tr>
<td>• Evidence-based (but not NICE)</td>
<td>5</td>
</tr>
<tr>
<td>• Professional consensus-based</td>
<td>4</td>
</tr>
</tbody>
</table>

*Except the cancer projects, because cancer has no NSF as such
Heart attack: ‘door to needle’
findings from MINAP

Patients 'thrombolysed' within 30 minutes of hospital arrival

- English NSF 'door to needle' Target
- Patients treated in England
- Patients treated in Wales
Heart attack: ‘call to needle’
findings from MINAP

Patients ‘thrombolysed’ within 60 minutes of calling for help

- English NSF ‘call to needle’ Target
- Patients treated in England
- Patients treated in Wales
Stroke services: improving findings from the National Sentinel Stroke Audit

Hospitals with a stroke unit

Patients spending majority of time on a unit
Stroke services in 2004: best hospitals excellent… worst ‘lamentable’

**STROKE: The 12 key indicators - average composite score (max=100)**

- Individual hospitals
- Average Welsh hospitals: 56%
- Average English hospitals: 61%
- Average Welsh hospitals: 56%
NICE guidance: lymph nodes
findings from the National Bowel Cancer Audit

Average (median) number of Lymph Nodes taken during 2004/05

Minimum number recommended by NICE: 12 per patient

About half of the trusts taking part in the audit met or exceeded the target on average (those on or above the line)...

...but more than two-thirds of trusts did not take advantage of the chance to audit this aspect of the quality of their care
Annual health check

Core standards
Existing national targets
Use of resources
Developmental standards
New national targets
Improvement reviews

Annual Rating

2005/06
2006/07 pilot

Annual

Getting the basics right
Making and sustaining progress and improvement

New national targets
Existing national targets
Use of resources
Core standards
Developmental standards
New national targets
Improvement reviews

2005/06
2006/07

Healthcare Commission

types of standard
the National Programme
the Annual Health Check
how they link together
The CORE NHS standards

• standard C5d: “Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services”

• cross-checking: includes participation in national audits

• England (Wales has its own arrangements)

• full information about the standards on our or DH website
Developmental standards

13 developmental standards across seven domains

2006/2007 focus on the following:

• safety
• clinical and cost effectiveness (stroke, cancer, coronary heart disease, mental health and research and development)
• patient focus (complaints handling)
• public health
Use in the Annual Health Check

How good is the quality of your care?
Developmental Standards from 2006/07 onwards

Is your trust taking part?
Core Standards from 2005/06 onwards

Improvement reviews

National targets

The National Clinical Audit and Patients’ Outcomes Programme

how they link together
Developmental standards assessment: timeline

- Detailed guidance published: Autumn 2006
- Information toolkit available: Dec 2006/Jan 2007
- Trusts self assess their progress: Apr 2007
- Trust declarations published: May/June 2007
- Follow up discussions held with trusts: Late Autumn 2007

National audits:
- Participation
- Data quality
- Findings

[Healthcare Commission logo]