Outcome Measures in Practice ECHO Network

Session 21: Using Outcome Measures to Influence Commissioning

06 July 2022

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Network Recording Declaration

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<td>15:30</td>
<td>Introductions</td>
<td>Julie Kinley, Research and Clinical Innovation Project Lead, Hospice UK</td>
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<td>15:35</td>
<td>Preparation to use Outcome Measures for commissioning</td>
<td>Robert Fletcher, Business intelligence &amp; Information Governance Manager, Martlets Hospice</td>
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<td>15:55</td>
<td>Questions and Discussion</td>
<td>All</td>
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<td>16:25</td>
<td>Using Outcome Measures to Influence Commissioning</td>
<td>Fliss Murtagh, Professor of Palliative Care and Associate Director of the Wolfson Palliative Care Research Centre</td>
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<tr>
<td>16:35</td>
<td>Questions and Discussion</td>
<td>All</td>
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<td>16:55 – 17:00</td>
<td>Close</td>
<td>Julie Kinley, Research and Clinical Innovation Project Lead, Hospice UK</td>
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Preparation to use Outcome Measures for commissioning

Robert Fletcher,
Business intelligence & Information Governance Manager,
Martlets Hospice

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Preparation to use Outcome Measures for commissioning
The story so far

Primary interest in Outcome Measures to date has been for internal use, to demonstrate and evidence effective patient care.

Our secondary interest, external use of Outcome Measures, has been to have robust quality data ready and available to satisfy future commissioning requirements.

To achieve our primary interest it was essential that we had a good understanding of what would be required, then, aside from technical challenges, the data for external use would be generated at the same time.
Using outcome measures in clinical practice

1. Understanding measures – how & when, value to patient care
2. Building organisational practice – collaborative approach
3. Using outcome measures – IT infrastructure
4. Feedback – at patient, team, service & population level
Use of outcome measures in clinical care

- Used for assessing, measuring, evaluating or monitoring different aspects of healthcare
- Establish patients’ baseline (e.g. performance status)
- Assess patients’ symptoms, as well as families’ and patients’ needs/problems
- Monitor changes in patients’ health status or quality of life
- Facilitate communication with patients/families and the healthcare team
- Aid clinical decision making
- Evaluate the effect of interventions, care or services
- Service improvement
Internal Interest
Internal interest – Where have we got to?

An Outcome Measures standard has been created and agreed across the organisation

A project group is in place to train and support clinical teams that will be collecting OM data

PowerBI reports and workspaces have been created that align to the standard so that we can immediately start to feedback results of OM at patient and team level, right from the off

Refinement of MDT tool is being carried out and tested with IPU and will be rolled out to include Community once satisfied that all is working as expected
Internal interest - Where have we got to?

But...

Decision to move to new EPR.

Coronavirus and the various impacts on staff and resources

Last but not least ... New hospice...
Internal interest – Next Steps

Complete the implementation of the outcome measures standards across the clinical service areas

Once in place, carry out clinical validation exercise(s) with senior consultants, doctors and nurses

With clinical models validated, continue the education of end users on interpretation and understanding of what the data is showing and how to present that back to their teams
External Interest
External interest - Where have we got to?

Martlets have been part of a 7 hospice collaborative for a number of years and, with a number of streams, including L&D, Echo and Data, data stream now focussed on aspects of CSDS and Community Currencies.

It has been very useful to align with the other 7 hospices as at some point, we will all have to submit the same outcomes data to the same ICP

Learning from each other how to move forward and overcoming the technical challenges it throws at us
Community Services Data set/Community Currencies

Martlets EPR is SystmOne. Includes a tool that will generate CSDS data automatically and deliver the output to a folder or network server in either XML document or CSV format.

However... there are two key obstacles to using the tool.

1. We don’t operate our Hospice model on an appointment/event basis.

2. Our version of SystmOne is based on Read codes whereas CSDS requires Snomed codes.
External interest – Next Steps

Decide if we take time to investigate and fix the anomalies produced by the CSDS extract report in SystmOne or build our own solution with Strategic Reporting/PowerBi/Access-DB

Put in place a solid data validation process to ensure that we are able to resolve any data queries in a quick and timely fashion.

At some point we will receive a commissioning requirement from ICP’s and we will have to ensure we are able to comply with that and have confidence in the accuracy and robustness of our submissions.
Questions
Using Outcomes to Influence Commissioning

Fliss Murtagh,
Professor of Palliative Care and Associate Director of the Wolfson Palliative Care Research Centre

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These slides will not be included as they contain confidential information.
## 2022 Curriculum:

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<td>19th January</td>
<td>Triage, Complexity &amp; Case Load Management – OACC Outcome Measures, Spirituality &amp; Curriculum Setting</td>
<td>N/A</td>
<td>Helen Brewerton</td>
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<td>23rd February</td>
<td>Using Outcome Measures for Benchmarks</td>
<td>Fliss Murtagh</td>
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<td>23rd March</td>
<td>The Role of disease specific IPOS</td>
<td>Clare Ellis-Smith</td>
<td>Joana Iliadis and Amy Fogarty</td>
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<td>27th April</td>
<td>Using OACC measures to inform service design</td>
<td>Kerry Harrison - OJ</td>
<td>Fliss Murtagh</td>
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<td>25th May</td>
<td>Looking at family anxiety questions &amp; Career Support</td>
<td>Gail Ewing</td>
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<td>6th July</td>
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<td>Robert Fletcher</td>
<td>Fliss Murtagh</td>
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<td>21st September</td>
<td>Other examples of how data has informed service development</td>
<td>David Waters</td>
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<td>26th October</td>
<td>Implementation plans amongst community teams – checks and balances</td>
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<td>23rd November</td>
<td>Completing the deceased IPOS</td>
<td>Fliss?</td>
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Next session:

Topic: Other examples of how data has informed service development

Date: 21/09/2022

Time: 15:30 – 17:00
Before you go…

Let us know your feedback via this survey:

https://www.surveymonkey.co.uk/r/OMiP-06-07