Choosing Measures in QI

Outcome

Clinical outcomes / ultimate aim

Make things better for patients

Often take time to demonstrate results

MRSA bacteraemia



Process

Have you changed your processes?

Assumes process change will lead to positive change in clinical outcomes

Often provide faster results

Hand washing compliance
MRSA decolonisation compliance



Balancing

Identify any unintended consequences

Generally negative

Ensure you detect the full consequences of change

Staff complaints of dry skin



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“Just enough” data

Data collection is time-consuming



What do you really need?

- 1-2 outcome measures
- 2-4 process measures
- 0-1 balancing measure
- 1-2 patient experience measures

Choose measures that are easy to collect and relevant
Consider the sustainability of data collection

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Examples of outcome measures

- Number (or %) of dialysis patients on peritoneal dialysis at the end of each month
- Number (or %) of dialysis patients starting PD each month
- Number(or %) starting assisted PD each month or on it at the end of each month
- Number (or %) of PD patients coming off PD each month

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Examples of process measures (linked to drivers and change ideas)

AKCC driver

- Number (%) referred to AKCC atleast 18 months before needing RRT
- Number (%) in AKCC who have documentation of dialysis choice on EPR
- Number (%) in AKCC who have chosen PD
- Number (%) of late presenters starting ICHD each month who had home dialysis education

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- **PD access pathway**
  - Number (%) who chose PD but started ICHD due to delayed surgery
  - Number (%) who had PD access surgery within 30 days of listing
- **PD training pathway**
  - Number (%) who started incremental PD
  - Number (%) who had refresher training every 6 months

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Examples of balancing measures

- Peritonitis rates
- Early Drop off from PD (within 90 days) due to catheter malfunction or poor compliance
- Staff experience survey to identify burn out and poor morale



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Patient Related Experience Measures

- Patient satisfaction on RRT education
- Patient uptake and satisfaction with peer support

Change ideas

- Test using PDSA cycles where relevant and feasible

- Not all change ideas need to be rigorously measured