



# **Developing clinical quality and outcome measures for children & young people's specialist services**

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# Background

69. *In order to monitor progress and effectively manage change, there is a clear need to be able to measure outcomes. The complexity of specialist children's services, which encompasses the whole range of clinical specialties and disciplines, makes this challenging.*
70. *Within individual service areas there are agreed markers of service quality ... Important though these parameters are, in many cases their usefulness in service development is limited by inconsistent or incomplete data collection, a dependence on long-term outcomes or uncertainty as to the extent to which the data gathered truly measures service quality.*
71. *There is, therefore, a need to be able to identify, gather and analyse a number of key clinical or service outcome measures that would allow an accurate and timely understanding of progress across the spectrum of specialist children's services.*



# Background



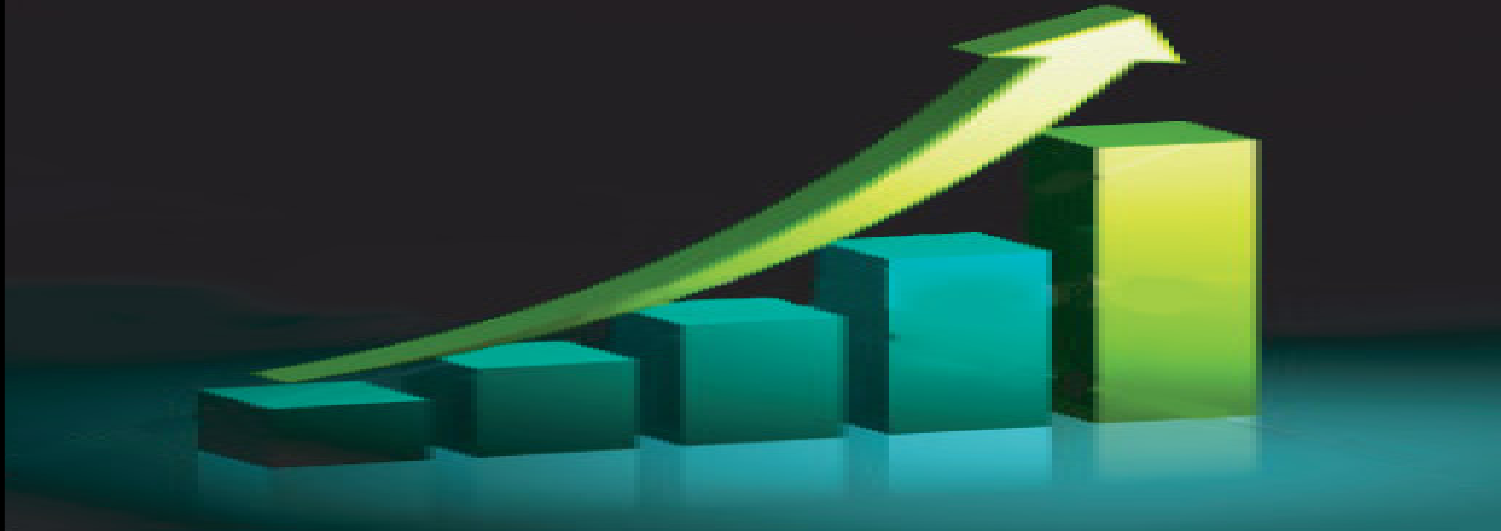
*71. Work will accordingly be undertaken with Information Services Division and NHS Quality Improvement Scotland, in collaboration with professional bodies such the Royal College of Paediatrics and Child Health, to agree additional realistic outcome measures that will support the implementation of the Delivery Plan and the longer-term development of specialist children's services.*

National Delivery Plan for Children and Young People's Specialist Services in Scotland (Scottish Government, 2009)

*That's this work!*

# Aim & Objectives

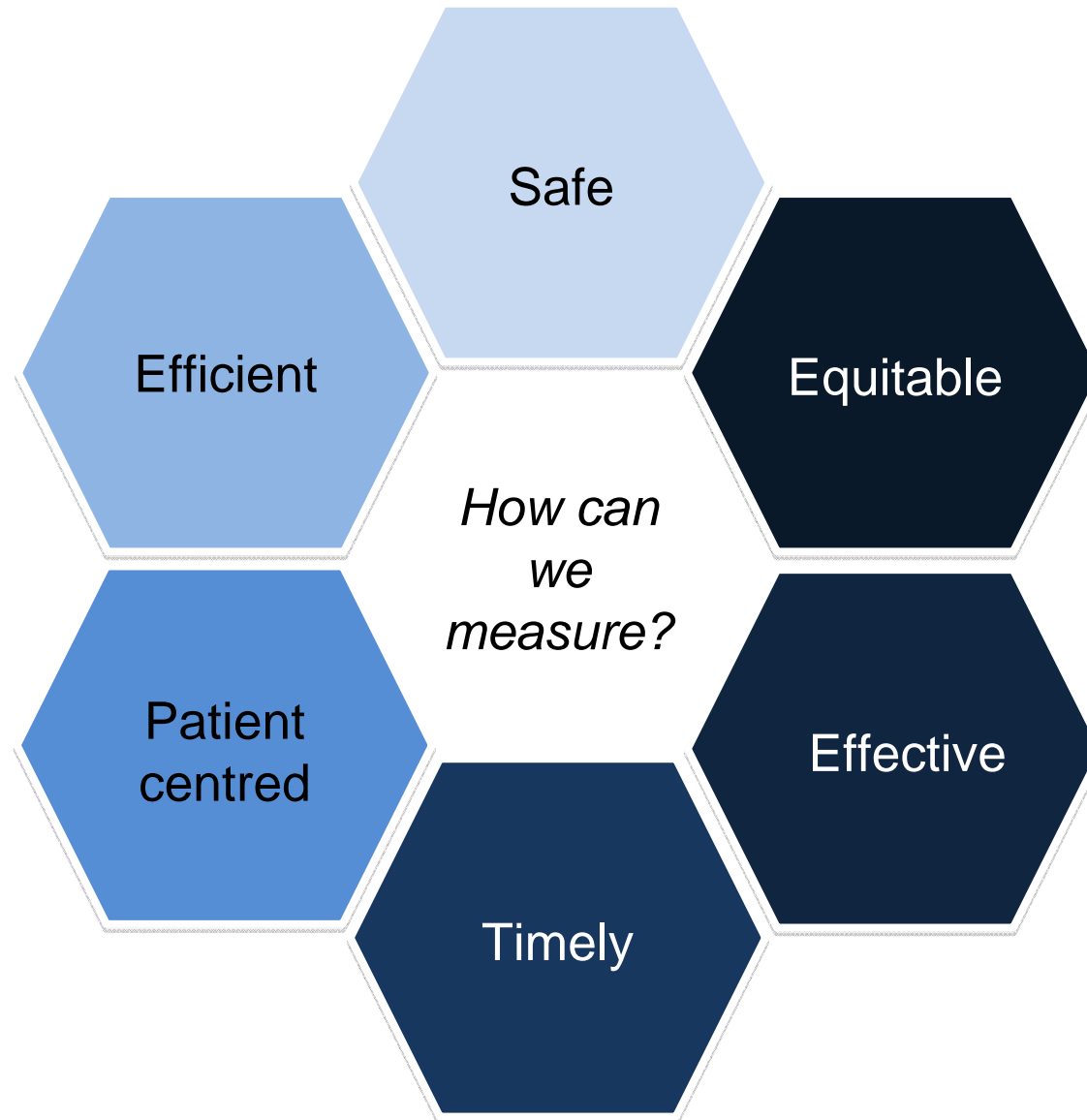
To help services demonstrate how investment → improvement



By:

- Developing clinical quality indicators in all 6 dimensions of quality
- Exploiting currently-collected data
- Building capacity to collect, analyse & act on additional data (without excessive cost)

# Six dimensions of quality



# Approach

**Define success using 6 dimensions as framework**

**Decide what we need to measure**

**Resolve where we get the data**

Success?



# Workstreams



Exploit current data: access to surgery

Widely engage to define further indicators

Catalogue existing indicators

Work up indicators w' Rheum & Endocrin

Map to 6 dimensions/ 'good indicators'

Analysis to support reflective practice

Can current data support proposals

Project management & governance

Propose new data sources

Liaison & Communications



# Draft timeline



Timeline	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09
Project initiation/ brief										
Exploit current data: access to surgery										
Catalogue existing indicators										
Widely engage to define further indicators (clinicians & patients)										
Work up indicators with Rheumatology & Endocrinology										
Map to 6 dimensions and against APHO 'good indicators'										
Analysis to support MCN reflective practice										
Can current data support proposals										
Propose new data sources										
Project management & governance										
Liaison & communications										



# Already happening...

- Project Brief submitted
- Working group established (2 meetings)
- Project manager and data developer in post
- Surgery analysis under way
- 4 Workshops at conferences to explore which indicators
- Met with clinical leads of Rheum and Endocrin MCNs
- Catalogue of existing indicators prepared

