

# Nursing Metrics for Quality

## Measuring quality in nursing and monitoring progress against the 6Cs

Monday 7 December 2015 Hallam Conference Centre, London

10% card payments discount\*  
15% Group booking discount\*\*

### Topics Include:

- Measuring Quality in Nursing and Progress against the 6Cs: National Update
- Nursing Metrics: where should we be focusing our efforts?
- Understanding quality metrics, indicators and dashboards
- Measuring Quality in Nursing: Delivering ward accreditation for quality
- Working to provide a positive experience of care: patient experience metrics
- Developing and using a Nursing Dashboard to monitor nursing standards and quality in real time
- Driving improvement in 'open and honest care': using data and measures to deliver high quality



### Chair and Speakers Include:

**Hazel Richards**  
*Deputy Chief Nurse,*  
NHS England, North

**Margaret Berry OBE**  
*Director of Nursing*  
NHS England East

**Chris Dew**  
*Clinical Indicators*  
*Programme Manager*  
HSCIC

**Paul Jebb**  
*Experience of Care*  
*Professional Lead*  
*Patient Experience Team*  
NHS England

### Supporting Organisations



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**Monday 7 December 2015 Hallam Conference Centre, London**

Chaired by **Hazel Richards Deputy Chief Nurse, NHS England, North** this conference focuses on measuring quality in nursing and progress against the 6Cs as set out in compassion in practice through Nursing Metrics, Indicators and Dashboards. The conference will provide a practical guide to developing and monitoring nursing metrics for quality through national updates and practical based case study presentations.

“There is a strong link between high quality healthcare and a high reporting culture. Issues can be identified early and discussed openly in order for lessons to be learnt and improvements made. “Open and Honest Care: Driving Improvement” promotes this by encouraging organisations to publish safety, experience and improvement data” Open and Honest Care, NHS England 2015

**Margaret Berry OBE Director of Nursing for NHS England East** will open this one conference with a national update on measuring quality in nursing and progress against the 6Cs and will discuss promoting the use of measurement and openness to understand and improve care: moving forward with ‘Open and Honest Care’, Compassion in Practice and the 6C’s, monitoring progress against the implementation plans and six action areas at ward and organisational level, ensuring an open reporting culture in terms of monitoring, current national nursing metrics and looking forward and recognising excellence in nursing and in the implementation of 6Cs.

“Organisations with a high reporting culture can be safer and deliver higher quality care consistently” Gill Harris Chief Nurse NHS England (North) and Senior Responsible Officer Action Area 3, November 2014

Follow this conference on Twitter #NursingMetrics

## 10.00 Chair's welcome

**Hazel Richards** Deputy Chief Nurse, NHS England, North

## 10.10 Measuring Quality in Nursing and Progress against the 6Cs: National Update

### **Margaret Berry OBE**

Director of Nursing  
NHS England East

- promoting the use of measurement and openness to understand and improve care: moving forward with 'Open and Honest Care'
- Compassion in Practice and the 6Cs : National developments and progress
- monitoring progress against the implementation plans and six action areas at ward and organisational level
- ensuring an open reporting culture in terms of monitoring
- current national nursing metrics and looking forward
- recognising excellence in nursing and in the implementation of 6Cs

## 10.50 Nursing Metrics: where should we be focusing our efforts?

### **Howard Catton**

Head of Policy  
Royal College of Nursing

- how key nursing metrics link to wider changes in health policy
- maintaining quality and balancing the NHS productivity challenge
- ensuring safe staffing levels
- accountability for quality in nursing: linking to nursing revalidation

11.15 Question & answers followed by coffee & exhibition at 11.25

## 12.15 Understanding quality metrics, indicators and dashboards

### **Chris Dew**

Clinical Indicators Programme Manager  
Health and Social Care Information Centre (HSCIC)

- prioritising and agreeing the nursing quality metrics to focus on
- what's the difference between a metric and an indicator?
- how many indicators or metrics should you focus on?
- establishing and agreeing the individual metric limits and targets
- developing and using dashboards successfully

## 12.45 Measuring Quality in Nursing: Delivering ward accreditation for quality

### **Dr Shelley Dolan**

Chief Nurse  
Royal Marsden NHS foundation Trust

- setting up a ward accreditation programme
- measuring and monitoring quality at ward level
- changing culture and practice at ward level
- improving quality at ward level through benchmarking

13.05 Question & answers followed by lunch & exhibition at 13.10

## 14.00 Working to provide a positive experience of care: patient experience metrics

### **Paul Jebb**

Experience of Care Professional Lead  
Patient Experience Team  
NHS England

- how can we measure patient experience at ward level
- understanding the nursing contribution to patient experience
- securing, listening to and acting on patient and carer feedback to improve care
- understanding the relationship between patient and staff experience
- improving real time feedback and action
- using patient experience metrics to monitor nursing quality

## 14.30 Developing and using a Nursing Dashboard to monitor nursing standards and quality in real time

### **Speaker to be announced**

- developing and using nursing indicators and dashboards
- improving openness and accountability for quality at ward level
- using nursing dashboards to monitor staffing, acuity and skill mix in real time
- how we use nursing dashboards in our organisation
- how the board look at nursing quality and dashboards

## 15.00 Monitoring positive care through Always Events ®: Always Events ® at Ward Level

### **Dr Gregor Smith**

Medical Director  
NHS Lanarkshire

- learning from what people tell us we get right
- learning from compliments and positive areas of care
- sharing good practice and implementing at Primary Care level leading to Wards
- our experience and our six Always Events®

15.30 Question & answers followed by coffee & exhibition at 15.40

## 16.00 Driving improvement in 'open and honest care': using data and measures to deliver high quality care

### **Jan Dainty**

Lead Nurse for Quality & Safety  
University Hospitals of Aintree NHS Foundation Trust

- evolving data and measures to improve quality care
- the use of 'How Are We Doing?' boards updated daily at ward level
- monitoring patient harm: falls, pressure ulcers, medication error, infection
- how do we ensure we are using the information for improvement
- triangulating and analysing the data from metrics and patient feedback
- our experience and what we have learnt as an original 'Open and Honest Care 'Pilot Site

## 16.30 Compassion in Nursing: How do you measure Compassion

### **Michael Clift**

Lead Practice Educator: Paediatrics and Neonates  
Royal Free London NHS Foundation Trust

- what care staff think it is and how you do it
- what gets in the way of compassion?
- how do you measure it?
- can you develop a compassion metric?
- how do you get better at it?

17.00 Question & answers followed by close 17.10

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

### Where did you hear about this conference?

For more information contact Healthcare Conferences UK on **01932 429933** or email **Jayne@hc-uk.org.uk**

#### Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

#### Date

Monday 7 December 2015

#### Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.  
☐ £250 + VAT (£300.00) Reduced rate for Clinical Audit Mgrs/Leads  
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☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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