

Nursing Metrics for Quality

Measuring quality in nursing and
monitoring progress against the 6Cs

Friday 8 July 2016 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:

Paul Jebb

Experience of Care Professional Lead
NHS England

Chris Dew

Clinical Indicators Programme Manager
HSCIC

Supporting Organisations



Nursing Metrics for Quality

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This conference focuses on measuring quality in nursing and improvement 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

The conference will open 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

Follow this conference on Twitter #NursingMetrics

**PROGRAMME
IN
DEVELOPMENT**

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

Speaker to be announced

- of measurement and openness to understand and improve with 'Open and Honest Care'
- and the 6Cs : National developments and progress
- the implementation plans and six action areas at level
- culture in terms of monitoring
- metrics and looking forward
- nursing and in the implementation of 6Cs

10.50 Nursing Metrics: where should we be focusing our

Speaker to be announced

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

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

Patricia Reid

Chief Nurse

Luton & Dunstable University Hospital Foundation Trust

- 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

11.40 Question & answers followed by coffee & exhibition at 11.25

12.15 Understanding quality metrics, indicators and dashboards

Speaker to be announced

- 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

Sue Burgis

Head of Practice Development

Imperial College Healthcare NHS 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

13.15 Question & answers followed by lunch

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

Paul Jebb

Experience of Care Professional Lead

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

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

Speaker to be announced

- 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

Speaker to be announced

- 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 to support, enhance and measure Compassion

Michael Clift

Lead Practice Educator

Royal Free NHS 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 support and enhance compassion?

17.00 Question & answers followed by close 17.10

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Friday 9th July 2016 Hallam Conference Centre, London

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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

Friday 8 July 2016

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
☐ £300 + VAT (£360.00) for voluntary sector / charities.
☐ £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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