

**STANDARD OPERATING PROCEDURE FOR NURSING STAFF IN THE  
COLLECTION OF QUALITY CARE METRICS  
IN OUR LADY'S CHILDREN'S HOSPITAL CRUMLIN**


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2020		

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## 1.0 Introduction

In 2012, the Nursing and Midwifery Planning Development Units (NMPDU) of the North West, North East and Dublin North enabled and supported healthcare organisations in acute care settings, older person's settings, midwifery services, children's hospitals, mental health services, intellectual disability services and public health nursing to embed a system to measure and monitor a range of nursing and midwifery care processes. A web-based software system entitled "Test Your Care" was contracted from the Heart of England NHS Foundation Trust and a core suite of nursing and midwifery process metrics were developed based on established standards from both the professional (Nursing and Midwifery Board of Ireland (NMBI)) and organisational regulators (Health Information and Quality Authority (HIQA), Mental Health Commission); and from evidence of best practice. In 2014, demand increased from Directors of Nursing and Midwifery to roll out metrics nationally. As a result, the Office of Nursing and Midwifery Services Director agreed to provide the national direction and support to embed a system of nursing and midwifery metrics within healthcare organisations. This national project titled Nursing and Midwifery Quality Care- Metrics has enabled the development and national agreement of an evidence-based set of metrics and indicators that can be used consistently to measure nursing and midwifery care processes in the areas of acute care, children's nursing, intellectual disability nursing, mental health nursing, midwifery, older person nursing and public health nurse care settings. (HSE Nursing Metrics Children's May 2018)

Quality care metrics (QCM) are a measure of the quality of nursing clinical care processes aligned to evidence based standards and through national consensus in healthcare settings in Ireland. Donabedian's Conceptual model for evaluating quality of care (1966) Structure/Process/Outcome have been used in the development of these standards.

An extensive literature review was carried out around nursing metrics in 2017 followed by 3 rounds of a Delphi study. This study formed the basis for the metrics included in the new version of Quality Care Metrics to be launched in Q 4 of this year.

## 2.0 Definition of Standard Operating Procedure

The term '**Standard Operating Procedure**' is a way of carrying out a particular course of action and includes operations, investigations, pharmaceutical treatment, examinations and any other treatment carried out. In terms of Quality care Metrics this SOP will detail how Quality Care Metrics are carried out in OLCHC in all departments.

## 3.0 Applicable to

All nursing staff


## 4.0 Objectives of Standard Operating Procedure

The aim of this SOP is to identify the metrics which the nursing staff in OLCHC will use in the clinical areas and how this action will be carried out.

## 5.0 Procedures

It has been agreed that nursing staff in OLCHC will collect metrics on three metrics initially. These metrics will be:

- Medication Management
- Nursing Care
- Invasive Medical Devices

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## Process

- The Quality Care Metrics lead in OLCHC is Fionnuala O' Neill, Nursing Practice Development Coordinator.
- The Steering Committee membership in OLCHC are:
  - Annmarie McGuinness
  - Deborah O'Grady
  - Josephine Chacko
  - Julie Hughes
  - Karen McGuire
  - Lorraine O'Reilly
  - Paula McGrath
  - Suzanne Dunne
  - Warren O'Brien
- The NMPDU lead for Quality Care Metrics is Denise Doolan, NMPD Project Officer.
- Data collectors will be selected and nominated by individual ward managers and will receive education and training prior to being requested to collect data.
- Metrics will be collected on a monthly basis whatever day is decided by the individual clinical area.
- Approximately 25% of the patient population that passes through your area should have metrics collected.
- Initially data collection will take place in your own clinical area, followed by at least 25% of data being collected in another location. This can be organized locally among data collectors perhaps cross collecting based on proximity.
- Each metric to be measured has a number of standards that support the metric and each of these has some advice that is given to assist the data collector choose the correct answer.
- Medication Management has 4 standards, Nursing care has 3 standards and Invasive Medical Devices is one standard under nursing care metrics.
- You will be required to log in to your account using the password that you have been provided with. (See below)

Test Your Care



HSE  
 Heilthseachtas na hÉireann / Síle  
 Health Service Executive  
 Clinical Strategy and Programmes Division



NURSING & MIDWIFERY  
 QUALITY  
 CARE-METRICS

Health Service Executive - Quality Care Metrics

a collection of nursing care indicators and patient experience questions to monitor and improve standards of patient care

Login


Username:

Password:

[Log In](#)

Contact Us
Heart of England NHS Foundation Trust

- There will be a shortcut created on the desktops of all the PCs that will be used to capture the metrics for ease of access.
- As with all passwords your password must not be shared with anyone else.

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## 6.0 Implementation Plan

Implementation will occur following education and training of nursing staff in all clinical areas.

## 7.0 Evaluation and Audit

This process will be self-evaluating and will require no separate audit.

## 8.0 References

HSE (2015) *Guiding Framework for the implementation of Nursing and Midwifery Quality Care Metrics in the Health service Executive Ireland*, HSE, Dublin, Ireland.

HSE (2015) *Standard Operating Procedure for Nursing and Midwifery Quality Care Metrics Data Collection in Children's Services*, HSE, Dublin, Ireland.

Donabedian (1966) *Evaluating the Quality of Medical Care*. Accessed online 06/06/2018

[https://www.google.ie/search?source=hp&ei=QbQXW5GwOluagAaImI3lBw&q=donabedian+evaluating+the+quality+of+medical+care&oq=Donabedian+evaluating+&gs\\_l=psy-ab.1.0.0j0i22i30k1l2.1826.7601.0.9531.22.19.0.3.3.0.394.2042.13j3i0j2.18.0...0...1c.1.64.psy-ab..1.21.2090...0i131k1j0i10k1.0.cRFsEoeiMf8](https://www.google.ie/search?source=hp&ei=QbQXW5GwOluagAaImI3lBw&q=donabedian+evaluating+the+quality+of+medical+care&oq=Donabedian+evaluating+&gs_l=psy-ab.1.0.0j0i22i30k1l2.1826.7601.0.9531.22.19.0.3.3.0.394.2042.13j3i0j2.18.0...0...1c.1.64.psy-ab..1.21.2090...0i131k1j0i10k1.0.cRFsEoeiMf8)


Health Service Executive (2011) *HSE Standards & Recommended Practices for Healthcare Records Management*. Dublin: Health Service Executive.

Health Service Executive (2013) *National Consent Policy*. Dublin: Health Service Executive

Nursing & Midwifery Board of Ireland (2015) *Code of Professional Conduct and Ethics for Registered Nurses and Registered Midwives*. Dublin: Nursing & Midwifery Board of Ireland.

NMBI 2016 – Recording Clinical Practice

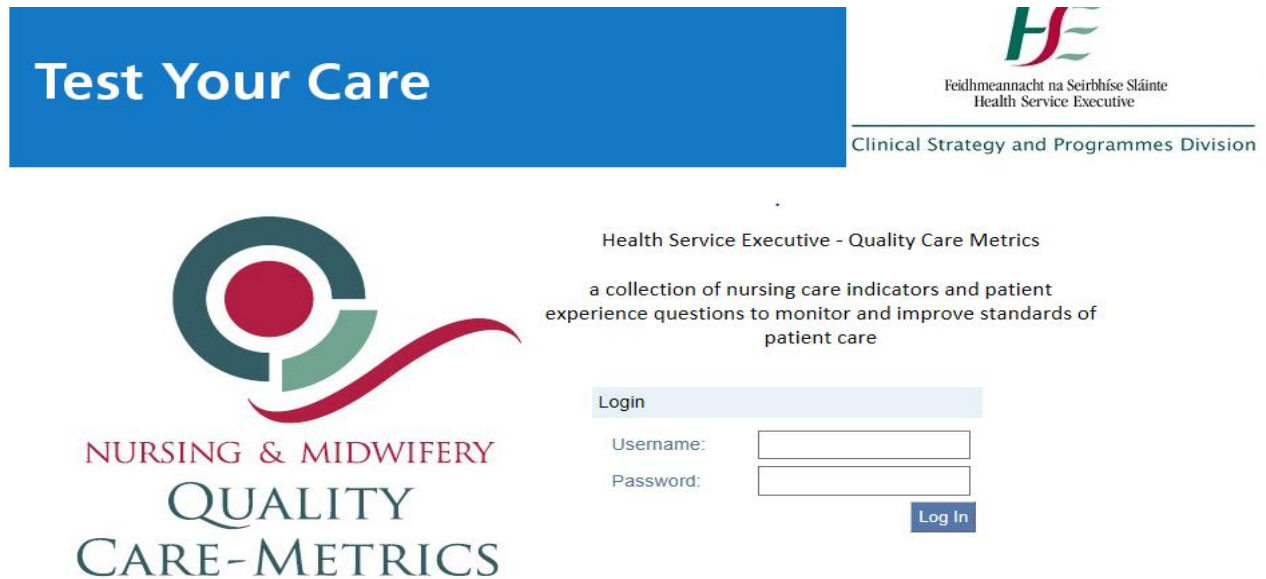
Nursing & Midwifery Board of Ireland (2015) *Scope of Nursing and Midwifery Practice Framework*. Dublin: Nursing & Midwifery Board of Ireland.

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## 9.0 Appendices

### Appendix 1

# Accessing Test Your Care (TYC)



Please check that you are accessing Test Your Care through the **correct** website

<http://www.testyourcarehse.com>

**NOT**

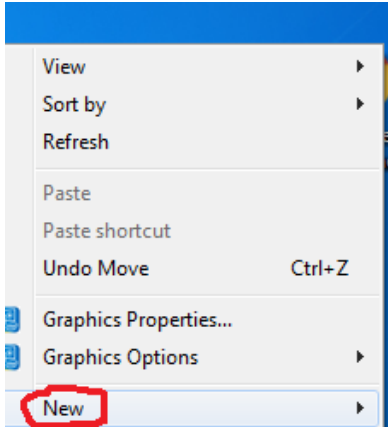
<http://www.testyourcare.com>

(If required please create a new shortcut on your desktop with the new web address)

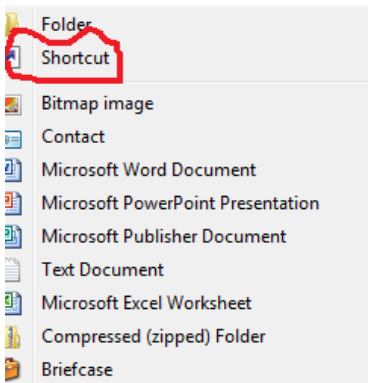
## Appendix 2

To create a Short Cut for <http://www.testyourcarehse.com>

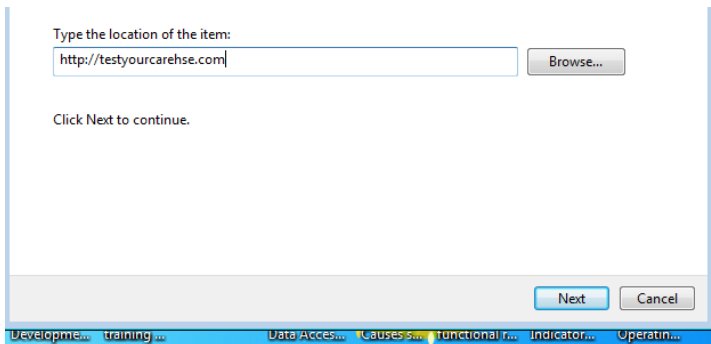
1. Right click on desktop and select **New**



2. Select Shortcut



3. Enter web address



4. Click Next and name your shortcut e.g. TYC

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