

**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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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 2019.

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 CHI at Crumlin¹ 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 CHI at Crumlin 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 CHI at Crumlin will collect data for eight metrics (inclusion of five metrics were commenced in June 2018). These include:

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Metrics	Total Number of Standards
1. Medication Management	25
2. Nursing Care Planning	16
3. Healthcare Associated Infection and Prevention	5
4. Nutrition	3
5. Pain Assessment and Management	4
6. Vital Signs Monitoring/PEWS	6
7. Child Adolescent and Mental Health	5
8. Discharge Planning	3

Table 1-Metrics and the no. of standards incorporated in each metrics

Process

- The Quality Care Metrics lead in CHI at Crumlin is Fionnuala O' Neill, Nursing Practice Development Coordinator.
- The NMPDU lead for Quality Care Metrics is Mary Nolan, NMPD Project Officer.
- The Steering Committee membership in CHI at Crumlin are:
 - Michelle Cullinane(Theatre Rep)
 - Deborah O'Grady(NPDU)
 - Josephine Chacko(Quality Assurance)
 - Warren O' Brien(Quality Improvement)
 - Daryl Humberstone (Quality Department)
 - Karen McGuire (Assistant Director of Nursing)
 - Sunimol Joseph(PICU Rep)
 - Caroline Reddy(CNEF group rep-Children's Ward)
 - Anne McLoughlin(CNM group rep)
 - Theresa Nyham (CNEF group rep-Infant wards)
 - Bridget Conway(ED Rep)
 - Teresa Slevin/Mairead Lee(Oncology Reps)
 - Sarah Eustace(Day unit Rep)
- The Steering group will meet quarterly each year to discuss any issues or for any updates.
- Data collectors will be selected and nominated by individual ward managers and will receive education and training organised by Quality Department prior to being requested to collect data.
- Metrics will be collected on a monthly basis whatever day is decided by the individual clinical area.
- Minimum metrics collection for each area: approximately 25% of the bed capacity of each clinical areas or areas with lower bed numbers will have to collect metrics for minimum of 5 charts (See appendix 3).
- Initially data collection will take place in your own clinical area, followed by peer review collected in another location accordingly. This can be organized locally among data collectors perhaps cross collecting based on proximity. Quality Department will be conducting peer reviews of all the clinical areas every 6 months.
- Each metric to be measured has a number of standards (see table 1) that support the metric and each of

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these has some advice that is given to assist the data collector choose the correct answer (refer to NQCM guidelines 2018).

- Quality department will send quarterly compliance report and action plan status to each area for review to the clinical area managers and the Area Assistant director of Nursing (ADoNs).

Education /training for New Users


- The Quality Care-Metrics hub on HSELand is also available to support education/ training plans as it is an online resource that provides relevant information and learning resources on Quality Care-Metrics for nurses and midwives.
- New users can be trained by existing users in the same clinical area or by requesting a training session with Quality Manager.
- Please send the new user login request to Quality Department with required details including Full Name and Hospital email ID.
- New User will then receive 2 emails from 'testyourcare' – one with the new username and one with the password.
- You will be required to log in to your account using the password that you have been provided with. (See below)



Figure 1: Test your care login page

- 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.
- Data collector should devise responsive action plans consistent with Quality Care-Metrics results as required in consultation with line manager.
- Provide feedback to ward/unit nursing staff on Quality Care-Metric results, acknowledging the achievement of standards and leading on improvement action plans as required.

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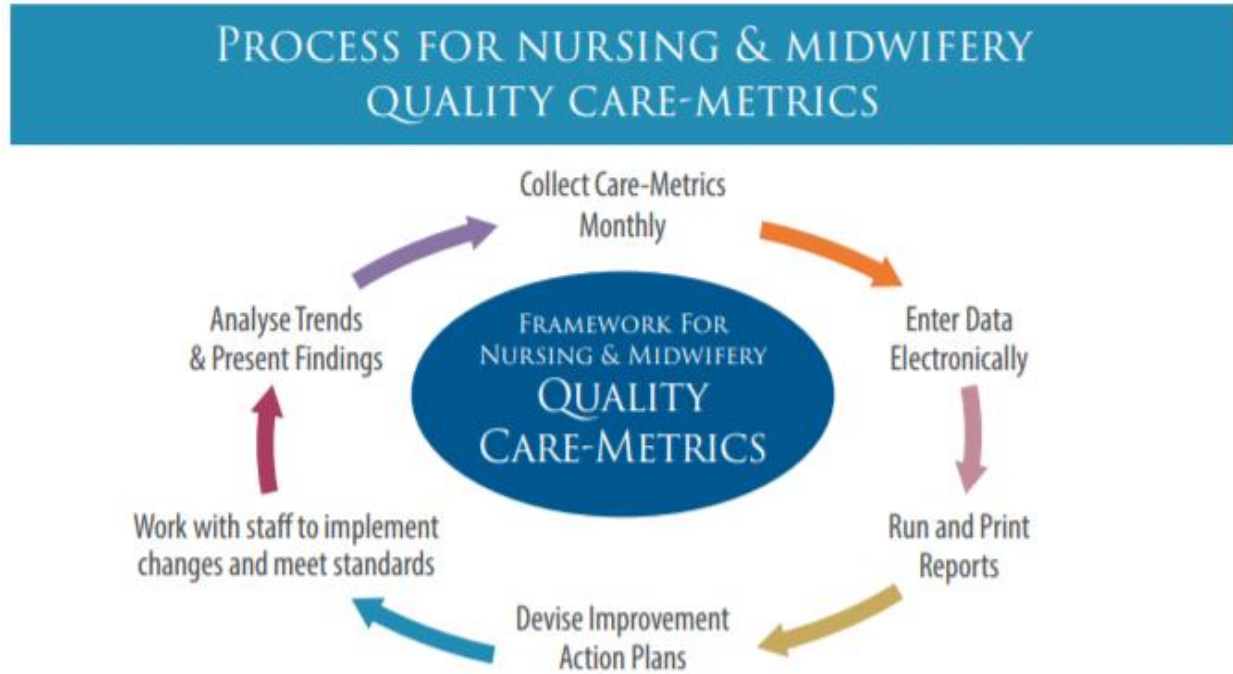


Figure 2: Framework for Quality Care Metrics at Service Level

- Display and share Quality Care-Metrics reports on unit/ward notice board

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.

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

https://www.google.ie/search?source=hp&ei=QbQXW5GwOlugAaImI3lBw&q=donabedian+evaluating+the+qualit+y+of+medical+care&og=Donabedian+evaluating+&gs_l=psy-ab.1.0.0j0i22i30k1l2.1826.7601.0.9531.22.19.0.3.3.0.394.2042.13j3j0j2.18.0...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)

Test Your Care



Feidhmeannacht na Seirbhíse Sláinte
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


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

<http://www.testyourcarehse.com>

NOT

<http://www.testyourcare.com>

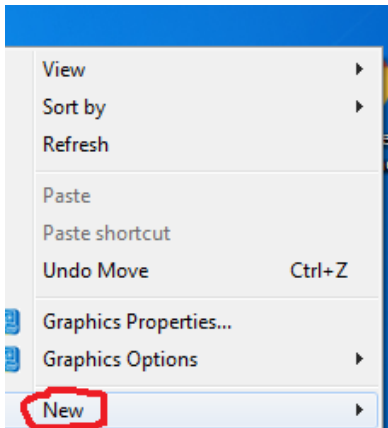
(If required please create a new shortcut on your desktop with the new web address)

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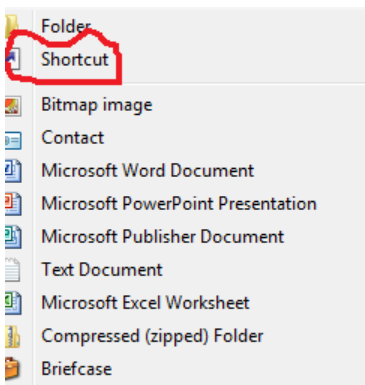
Appendix 2

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

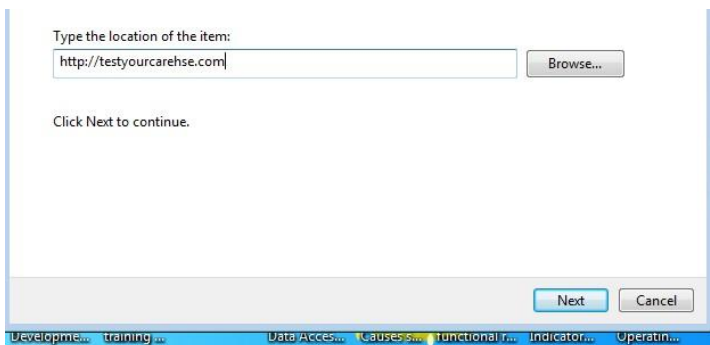
1. Right click on desktop and select **New**



2. Select Shortcut



3. Enter web address



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

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