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# An Online Clinical Quality Application:

Testing the concept and its acceptability for clinicians.

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Aneurin Bevan University Health Board

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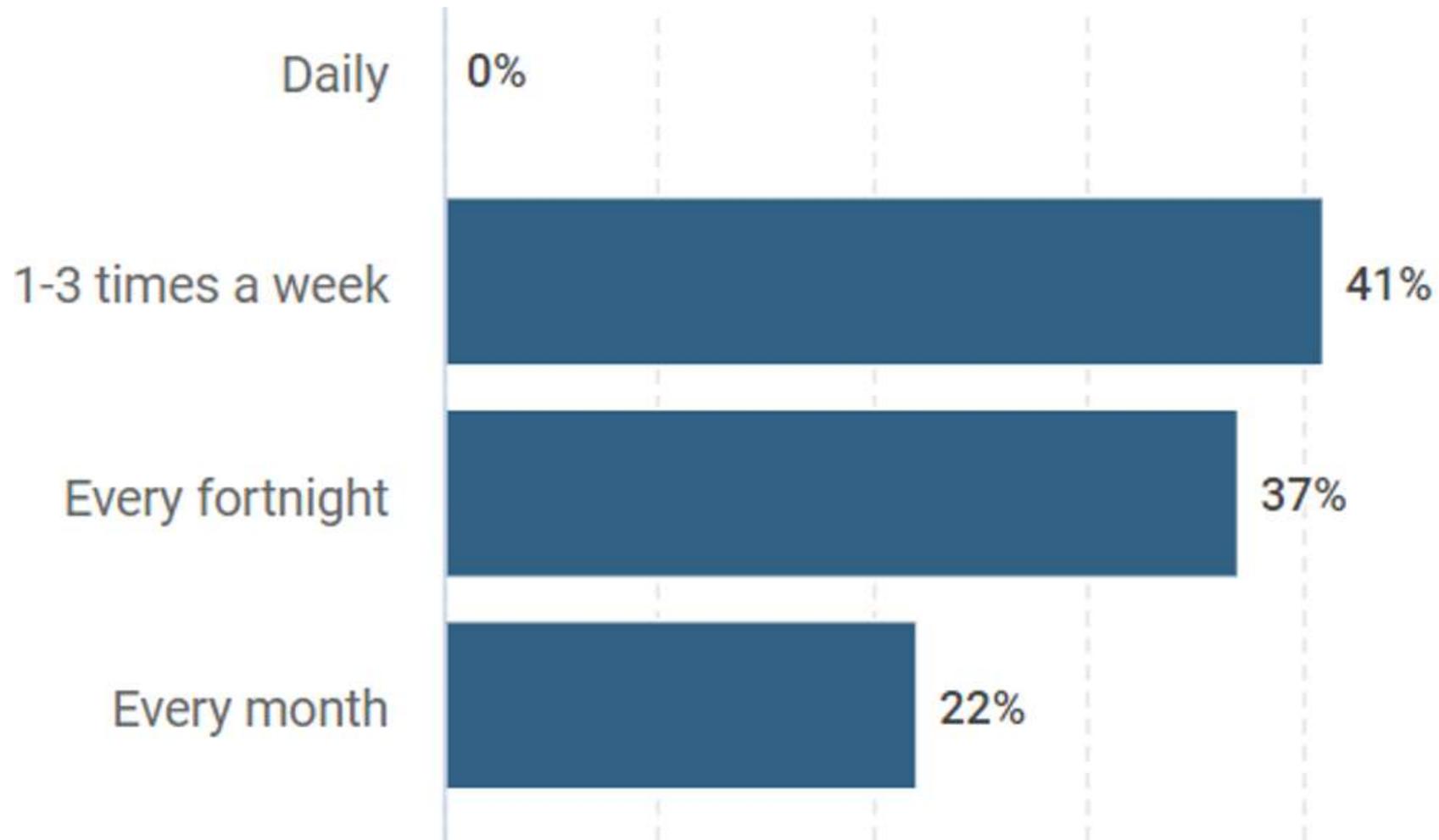
# Clinical Quality Audit and the Eye Roll



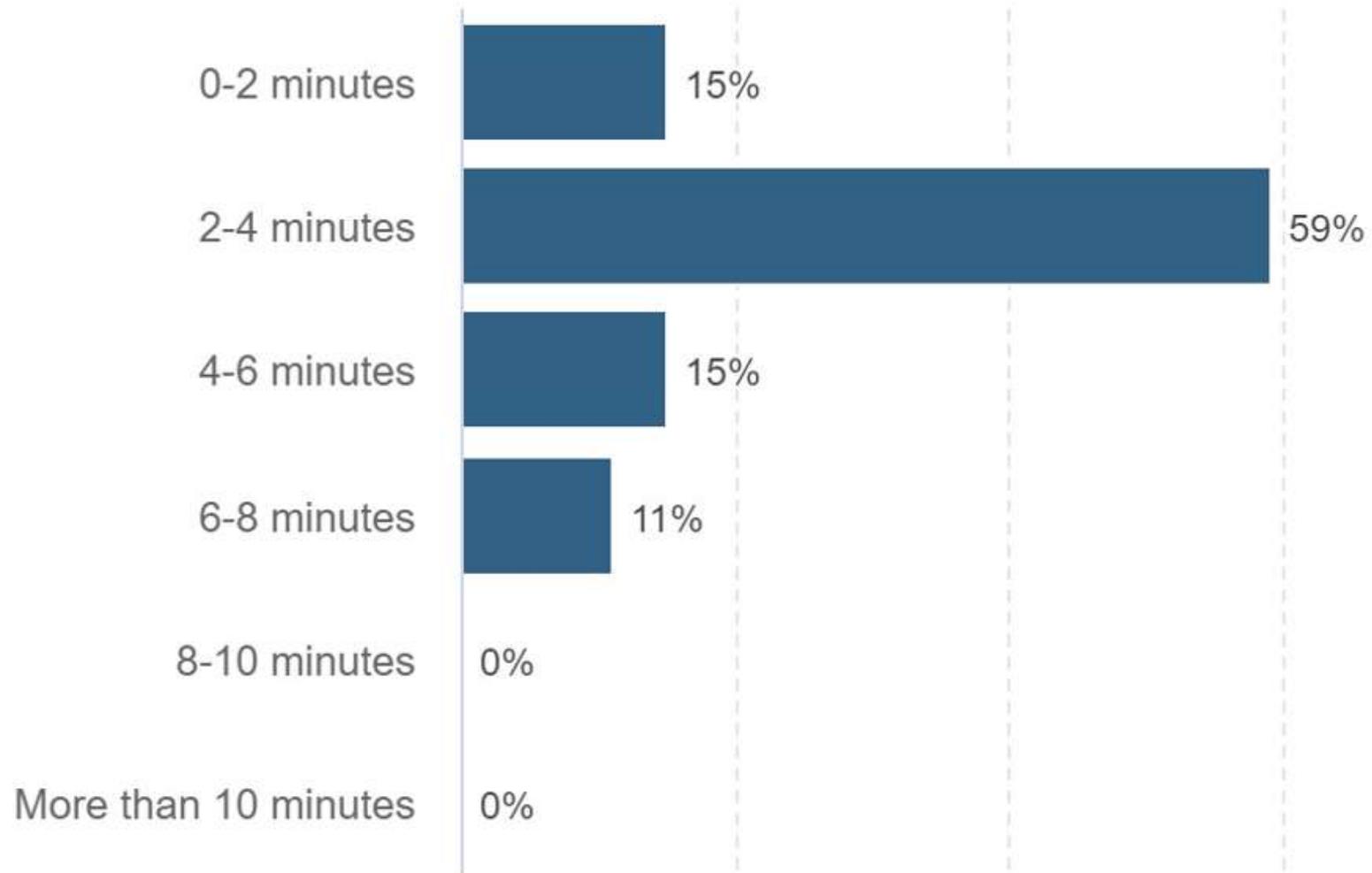
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# How often should the Clinical Quality Application (CQA) be used?



# Time to complete a CQA entry





Time taken to complete **biannual paper audit** 3 hours per staff member

2 audits for 100 clinicians  
**staff hours cost £6050**



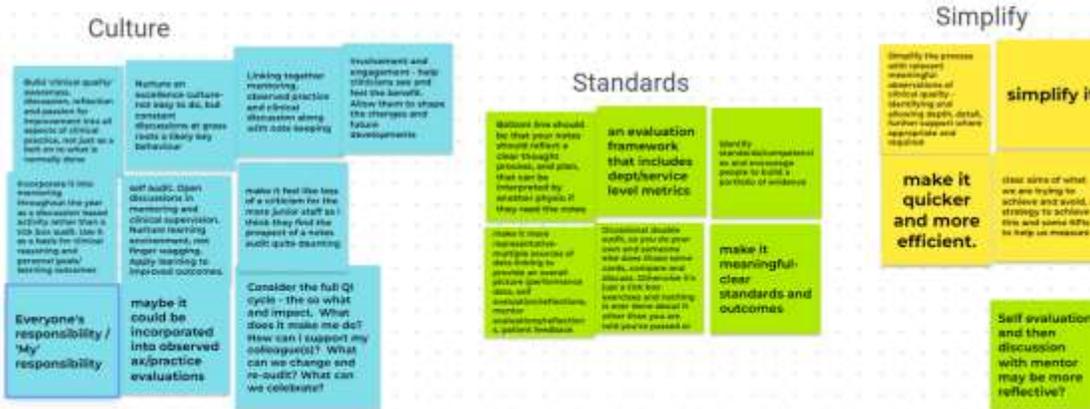
Each CQA entry takes approx. 2-5 minutes and can be completed at the end of an appointment or during scheduled mentoring discussions. Added staff hours **cost £0**



# Engagement



## Clinical Quality Evaluation: How could we make it better?



- **What it “should” be like:**

- **Quick** and **simple** to complete.
- Part of **daily practice**, mentoring and clinical discussions.
- **Informs** learning and improvement.
- A **quality culture** of continuing learning, reflection and change.
- **Representative** of the dimensions of quality that support a therapeutic alliance between healthcare and patients.

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**Ambition:**

Online clinical quality reporting application that instantly produces quality dashboards for individual and service

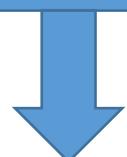
**Content and concept:**

MSK Physiotherapy  
Clinical Leads



**Technical design:**

Computer Science  
Students



Code for Online application free to use in NHS service.



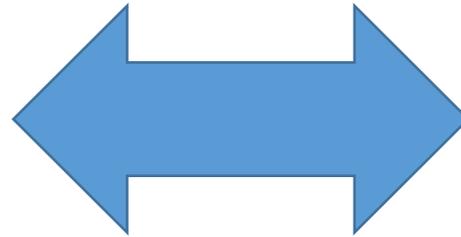
Proof of concept and user acceptance study  
Bevan Exemplar project



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# Development



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# Welcome to Care Quality Dashboard

## Get started

If this is your first time using the Care Quality Dashboard, please contact your department or hospital manager to obtain a unique Join URL. This will automatically link your account to your corresponding department or hospital, so you can start completing self-reports and viewing your statistics.

[Login or Register](#)



Complete your self-reporting on the device of your choice in a matter of minutes. The self-reporting page is clear and simple to use allowing you to efficiently report your recent experience. Remember to submit as your answers are not automatically saved.



Track your self-reporting any time and on any device. The statistics page gives you great flexibility allowing you to change data ranges and whether the submissions were a part of a mentoring session. There is also a quick to read summary at the top which gives you great insight of your average.



Complete your self-reporting by yourself or as part of a mentoring session. You and your managers can then use these useful meaningful insights to spark conversations on how you and your department can improve and what areas are doing well and need to be maintained.

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Is this submission as part of a mentoring session?  No

To what extent do you agree with the following statements regarding your recent experience?

1. I am confident/reassured that I have screened for serious pathology to an appropriate level in this case.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Safe care

2. I have supported the patient with a shared decision making process to enable us to agree a management approach that is informed by what matters to them.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Individual care

3. My reflection/discussion about this interaction has supported my development through consolidation or a unique experience I can learn from.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Staff and resources

4. I have applied knowledge of best evidence to the context of this patient's presentation to present appropriate treatment options to the patient.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Effective care

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5. I have established progress markers to help me and the patient monitor and evaluate the success of the treatment plan.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Timely care

6. I have listened and responded with empathy to the patient's concerns.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Dignified care

7. I have optimised the opportunity in our interaction today to discuss relevant activities and behaviours that support wellbeing and a healthy lifestyle for this patient.

Strongly Disagree (1)   Disagree (2)   Neutral (3)   Agree (4)   Strongly Agree (5)

Staying healthy

8. Provide 3 words that describe enablers/facilitators to providing high quality effective care in this interaction.

*(response is not required, you may provide none or up to 3 words that you feel are suitable)*

9. Provide 3 words that describe barriers/challenges to providing high quality effective care in this interaction.

*(response is not required, you may provide none or up to 3 words that you feel are suitable)*

Date Range

2022-08-21 ~ 2022-09-20



Visualisation

Line Chart



Mentoring?

Any



Triangles represent a mentoring session point

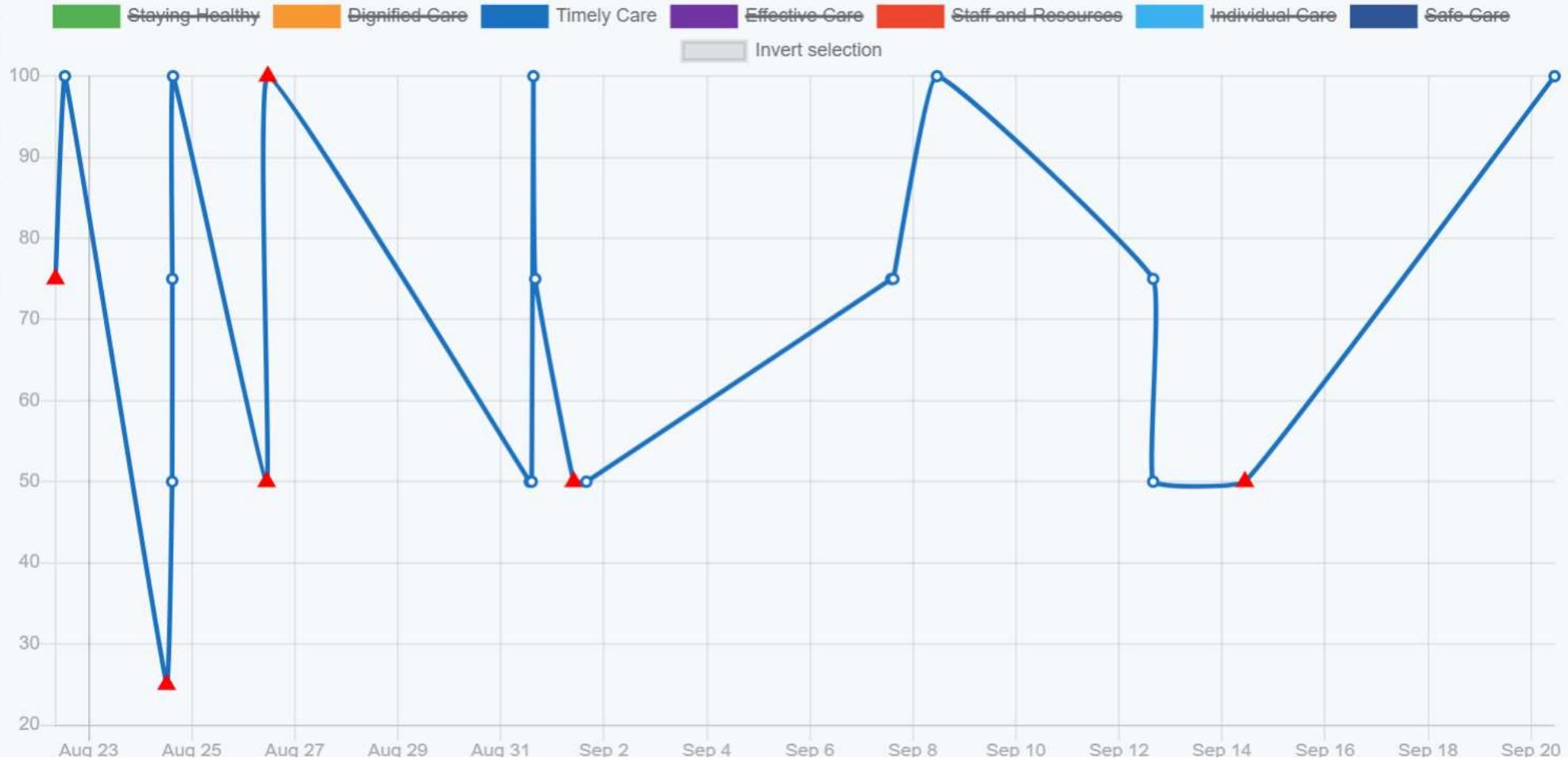
Group

My Department



# Self-reporting over time

Click on the legend to toggle the standards.



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### Quick Summary



### Personal Analytics

**i** You have not completed a self-report in the last week.

It looks like you are happy that a satisfactory standard has been achieved for: **Safe care, Individual care, Staying healthy, Dignified care, Effective care.** Well done! You are hitting the target for these standards. You can help your colleagues regarding these standards.

It looks like there is an opportunity to improve confidence in meeting: **Timely care, Staff and resources.** You may wish to follow the *i* link (next to each respective question) to resources that you may find helpful.

It looks like you are not happy that a satisfactory standard has been achieved for: **Governance, leadership and accountability.** You are strongly advised to further discuss this case with a mentor or colleague to establish what further steps may need to be taken to address this.

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# Enablers to providing high quality care



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# User feedback

Ease of access?



**Clinicians:  
“Easy” or “Very  
easy” 88%**



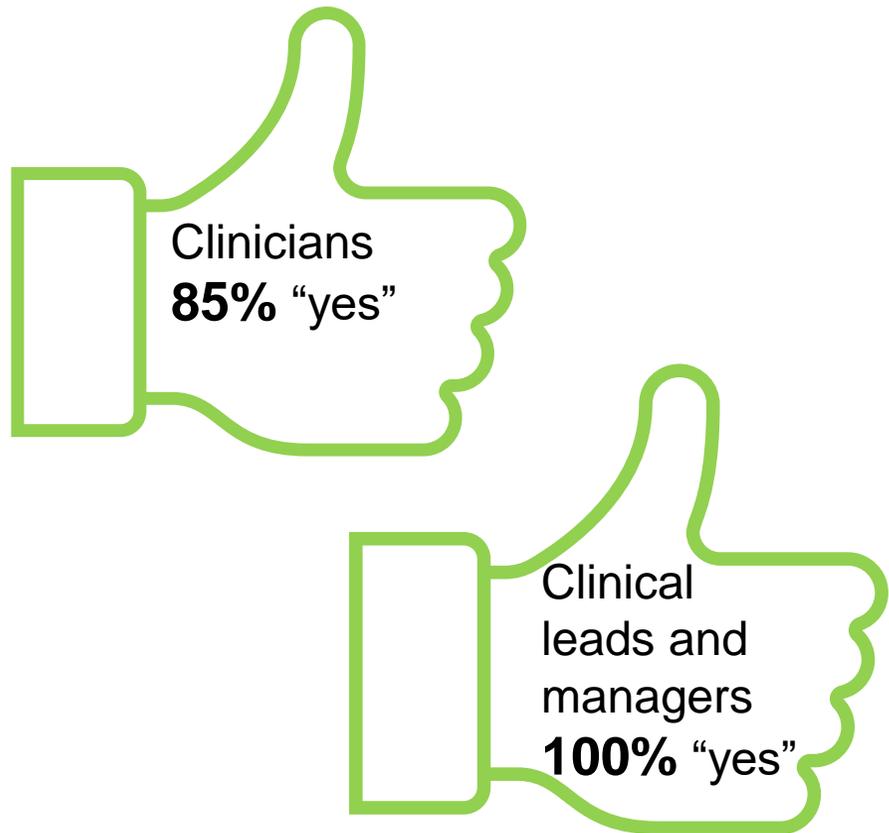
**Clinical leads and  
managers:  
“Easy” or “Very  
easy” 100%**

Ease of data entry?



**“Easy” or “Very  
easy” 71%**

# Do the statements appropriately represent clinical quality?



## Feedback themes:

Better than existing notes audit process.

More representative of multiple dimensions of clinical quality.

More person centred.

Clinical quality is complex and difficult to measure comprehensively.

“makes you think about how you support the person rather than how neat your notes are”

“Looks at what’s important to us as clinicians and what matters to our patients”

“Better reflects clinical quality than notes audit”

# What are the things you like about the CQA?

Themes:

**Quick** and **easy** to use

**Meaningful** and relevant

Encourages **reflection**

**Organises data** to inform personal and service development

“Data can go somewhere and influence change”

“Data automatically shown in easy to read format”

“Questions are relevant for every interaction”

“Gives you feedback. A useful mentoring tool”

# How should the CQA data be used?



# What are the things you dislike or would change?

Themes:

Make it an **online health board application**

Extend **logged in period**

Option to add contextual **detail** to data sets

Line graphs less popular than quick view dashboard

“The 3 words questions”

“Maybe add comments/ notes but I also like that it doesn’t require that so its quick to do”

“Make it easier to get to via an application link”

# What are the barriers to using the CQA?

## Themes:

Need to form a new habit.

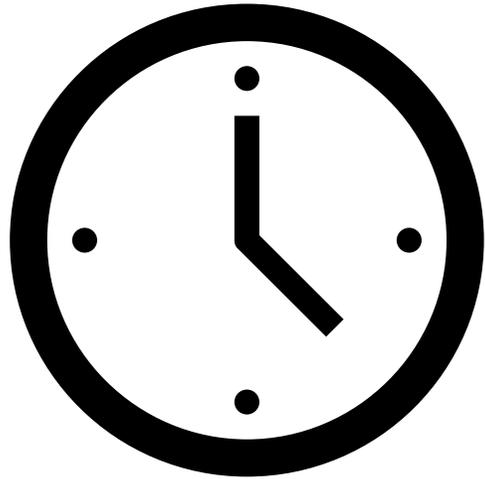
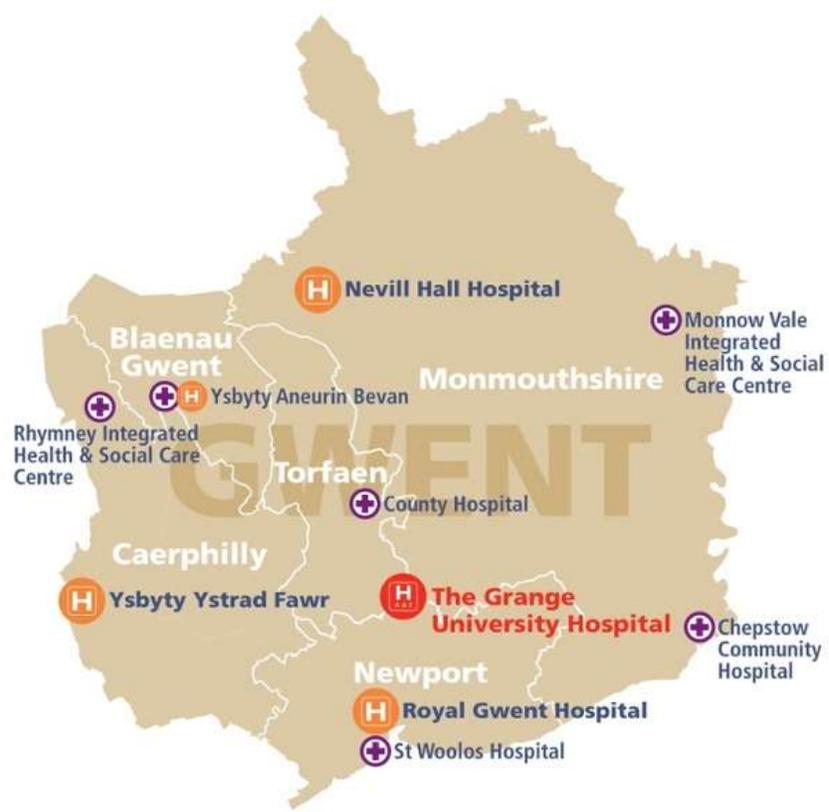
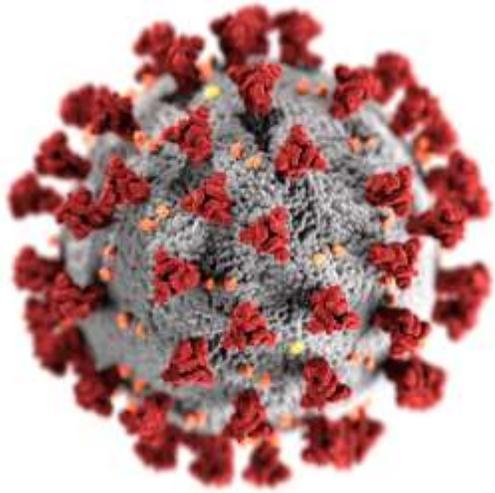
Remembering to do it.

“Just remembering to do it, its really quick to do.”

“Time, but that’s not the app, that’s just work”

“Getting into habit of using it.”

# Challenges



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# Conclusions CQA

Easy and Quick.

Aligned to recognised standards.

Meaningful to and valued by clinicians.

Maintains up to date quality data.

Facilitates reflection, discussion and improvement actions.

Saves time and money over traditional audit practices.



# Future ambition

- New and Improved CQA.
- Update alongside reviewed Wales Health and Care Standards.
- Support for adoption in health board applications.
- Encourage colleagues to pursue Bevan Exemplar projects.



# Comisiwn Bevan Commission



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