LIIPS workshop - Measurement for Improvement

1 December 2015

A second Measurement for Improvement Workshop facilitated by LIIPS was held at the University of Leicester. This was the second session of its kind and was aimed at local healthcare improvement leaders, on the understanding that data alone does not create good improvement or even good measurement, and that understanding the why, what, and how of meaningful measurement can be extremely valuable.

Jay Banerjee, a Consultant in Emergency Medicine at University Hospitals of Leicester NHS Trust, gave an energetic presentation on what we understand from data. He outlined three types of measures (Outcome measures, Process measures, and Balancing measures) and how they might be useful to improvement efforts. At the centre of measurement for improvement is the much-quoted idiom that while every improvement is a change, every change is not an improvement: it is measurement which differentiates between these options.

Attendees then worked in small groups to put some of the ideas presented by Jay into practice, developing a measurement framework for an intervention to increase coffee drinking across the LIIPS network.

Following a considerable amount of lively discussion, Carl Walker, Clinical Audit Manager at University Hospitals of Leicester NHS Trust, presented examples of SPC Charts and explored the myriad of ways data is used in the real world. He highlighted the importance of understanding variation, and particularly the need to establish what variation is significant (or ‘special’), and what variation could be seen as ‘natural’. These two types of variation must be addressed and reduced separately within any structured improvement – Carl quoted Dr Deming’s ever-relevant message that the key to improvement is reducing variation.
Attendees then returned to their groups to review the examples that had been given to them, and to consider how they could use the techniques that had been offered in their own work.

Finally Diane Ketley, Senior Improvement Scientist at the University of Leicester, brought the session to a close by summarising the workshop, and highlighting the key messages.

LIIPS would like to thank all those who attended the session, in particular the presenters and facilitators Jay Banerjee, Carl Walker, Sarah Seaton, an NIHR Doctoral Research Fellow and Statistician at the University of Leicester.

Following feedback from the first workshop in July LIIPS is now offering 2 types of Measurement for Improvement workshops, allowing attendees to choose between a focus on the 'why to' or 'how to' of measuring for improvement. Further information on both workshops, and the opportunity to register for future events, can be found on the LIIPS website.