On Thursday 4th February 2016 a Measurement for Improvement Workshop facilitated by LIIPS was held at the University of Leicester. This was the first workshop to focus specifically on ‘how to’ measure, including an overview of why such measurement is valuable. The workshop was a practical, interactive session and was widely attended by healthcare professionals from organisations across Leicester, Leicestershire and Rutland.

To start the session off Jay Banerjee, a Consultant in Emergency Medicine and Associate Medical Director for Clinical Quality & Improvement at University Hospitals of Leicester NHS Trust, gave an energetic introduction to the subject of measuring for improvement. He explored how measurement might fit into an overall plan for improvement and how to use different sorts of measurement to achieve different aims. He also raised the importance of considering balancing measures to ensure that positive outcomes in one area aren’t accompanied by unnoticed or unacknowledged problems in another area.

Simon Sutherland, Business Intelligence Consultant at University Hospitals of Leicester NHS Trust, then gave an introduction to statistical process control and explored how to interpret and understand data characteristics. He provided a very useful overview of different ways of presenting data, including run charts and Statistical Process Control (SPC) charts and also defined some of the key statistical terminology.

He also discussed how to identify standard deviation and outliers when interpreting data. In the final presentation Richard Lea, Patient Safety Information Analyst at University Hospitals of Leicester NHS Trust, worked through a step by step example of how to build a Statistical Process Control chart using an excel spreadsheet. The example provided a practical introduction into the next section of the workshop.
Following a short networking break, attendees worked in small groups to put their new learning into practice. Using real data provided for them, attendees worked step-by-step through the process of creating Run charts and SPC charts. The skill-building exercise was facilitated by the presenters along with Brad Manteklow, Senior Lecturer at the University of Leicester, to make sure that attendees had a chance to raise any uncertainties or queries and receive clarification. The session included discussions to help attendees understand how to interpret the charts as well as an understanding of the context for asking the question and ensuring the right data is used.

Finally Suzanne Khalid, Clinical Director, Clinical Support and Imaging and Associate Director Quality Improvement at University of Leicester Hospitals NHS Trust, brought the session to a close by summarising the workshop, and highlighting the key messages.