



FOCUSED SYMPOSIUM

Health Services Management

Managing Information and Measurement to Achieve Excellence in Service Provision

2 May 2015



Managing Information and Measurement to Achieve Excellence in Service Provision

Symposium Overview

Dr. Robert Jones – Symposium Convenor

Introducing the Symposium Team



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LEARNING OBJECTIVE

To understand how data, information, measurement and service analysis are essential to, and impact on the management and provision of physiotherapy services in, for example, patient care, business cases, performance management, staffing levels, resource use, activity, outcomes, R&D, staff deployment and to consider some uses and application of data and information.

Format

- Presentations
- Discussion and Questions
- Summing up and Conclusion

Some definitions

- Data
- Information
- Metrics
- Benefits realisation
- Variance
- Reliability
- Trends

Information, Data and Metrics

- Timely, accurate, relevant
- Reliable and valid
- Key performance indicators



Information and the role of the manager

- Nerve centre – key informational link
- Managing the data collection process
- Interpretation – data to information
- Monitor
- Planning
- Dissemination and transmission
- Spokes person/presenter
- Mastery of big picture and detail
- Accountability

Where do we use information?

1. Strategy
2. Patient and service user experience
3. Clinical excellence
4. Finance
5. Information and Metrics
6. Activity
7. Staff resources
8. Staff management and development
9. Service improvement and re-design
10. Leadership and management development
11. Risk management
12. Corporate governance
13. Communications and marketing
14. KPIs

What data do we need?

- Patient (individual and aggregated)
- Population
- Staffing
- Activity
- Unmet need
- Financial
- Clinical outcomes
- R&D – Evidence base



Why do we need it?

- ❑ Clinical and patient care
- ❑ Service planning and commissioning
- ❑ Service development
- ❑ Performance management
- ❑ Service excellence
- ❑ Benchmarking
- ❑ Ensure continuing professional and personal staff development
- ❑ Value for money for commissioners and service users

Examples of useful data: Staff caseloads

Grade	Patients	Contacts	Clinical Area
1 WTE Podiatrist	475	654	Out-patients (medicine)
0.2 WTE SLT	63	289	General Medicine
1 WTE SLT	235	992	In-patient (medicine)
1 WTE OT	392	827	Orthopaedics, A & E, medicine
1 WTE Physio	511	2211	MSK out-patients

Efficient Professional

Happy Caring **Excellent** Experience Courteous Clear Reassuring Kind

Quick **Friendly** Clean Understanding Pleasant Respect Organised Fantastic Nice Comfortable Polite First class Brilliant Lovely

Explained Patient

Helpful On time Expertise Prompt Informative Attentive

Connect the values to patient feedback



What's it like in our care?

- Listen 1:1 to patients as they tell their stories. What was good and bad? How did it make them feel?
- What would patients like to see 'more of' and 'less of' from your staff?
- Staff reconnect with passion for care
- Connect values to patient needs. "We do... so you feel".



