

Perioperative Care for Older People undergoing Surgery The (POPS) Network

March 2023



***Launch Event
Part Two***



NHS Elect was founded in 2002 by Lord Ara Darzi



We are part of the NHS, hosted by a hospital in West London



Membership model: individual organisations and national programmes



More details on our work programme can be found on www.nhselect.nhs.uk

Agenda

09:00

Welcome and introduction to the day **Jugdeep Dhesi**, Consultant, GSTT and POPS Network Clinical Lead

Measurement for improvement – starting our measurement journey, part 2 **Matt Tite** Director and Measurement Lead, NHS Elect

BREAK (10 mins)

World Café **Andy Mitchell**, Co Production Manager

Feedback from World Café discussion **Andy Mitchell**

Summary and Next Steps **Jugdeep Dhesi**

12:00 **CLOSE**

Housekeeping



Silence is golden,
unless you want us to
hear you



Please turn off your
camera during
presentations



We love to talk,
we also love to be
on time.



No mic, feeling shy?
Send us some chat

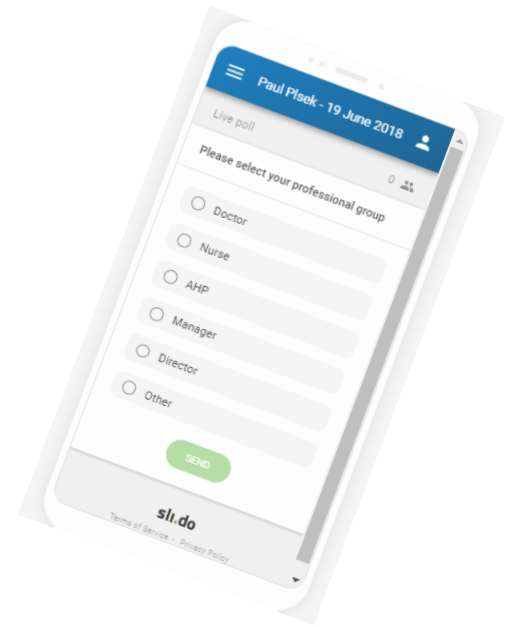


Give us a wave if you need
to get our attention

sli.do

Open a browser on any laptop, tablet or smartphone

- Go to www.sli.do or scan the QR code below
- Enter the event code **#POPS3Launch2**
- Use the polls to give us feedback about the day





Measurement for improvement

Matt Tite

Starting our measurement Journey Part 2

March 2023

Matt Tite

In the next 20 minutes...

- The Homework from Last time (for the measurement masterclass)
 - Aim
 - Functional Maps
- Driver Diagrams
- Set some homework

POPS Measurement Journey

Launch Event (02/03/23): Setting the Aim and understanding the scope using process mapping

Second Session (22/03/23): Driver diagram development session and the 7 steps to measurement

Measurement Masterclass (05/04/23): Measurement for Improvement knowledge, how and what to measure

Measurement for improvement & Shared Decision making

Measurement for improvement & Experienced Based Design

Your Measurement visit

Mid National Event (11/05/23): Share your working data and the tools you are using for data collection

Final National Event: (14/09/23): Your charts

Homework: Where are you wanting to go?

For your POPS service, what would 'Perfect' look like?

Open a blank email

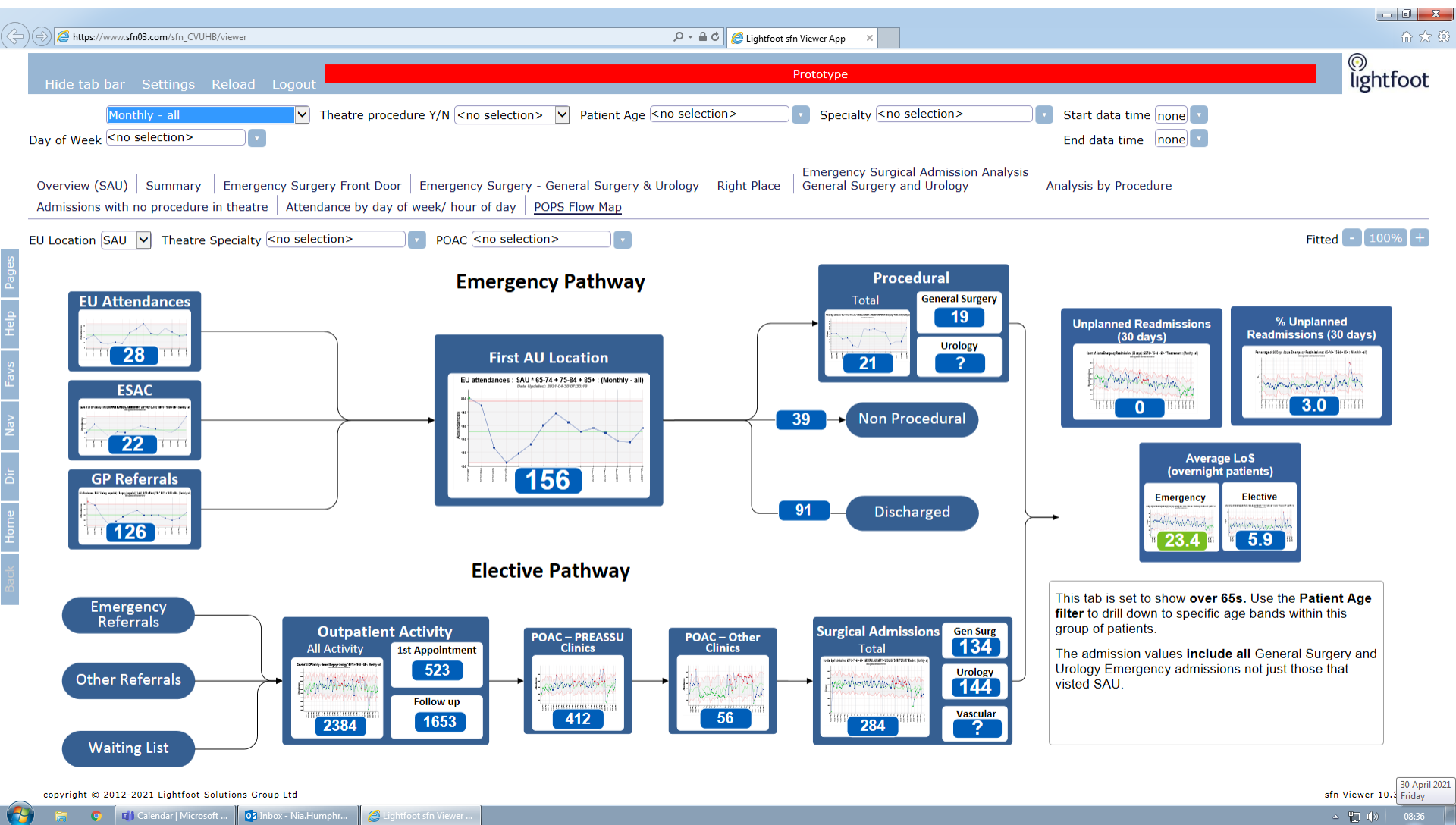
Write in your sentence

Sent it to your project lead



Functional Maps

Our Pathway Map



Some homework for you to do: Functional Mapping

Can you create a functional map:

- Where do your patients come from
- What are the stages that they currently go through
- Has C19 changed the process?

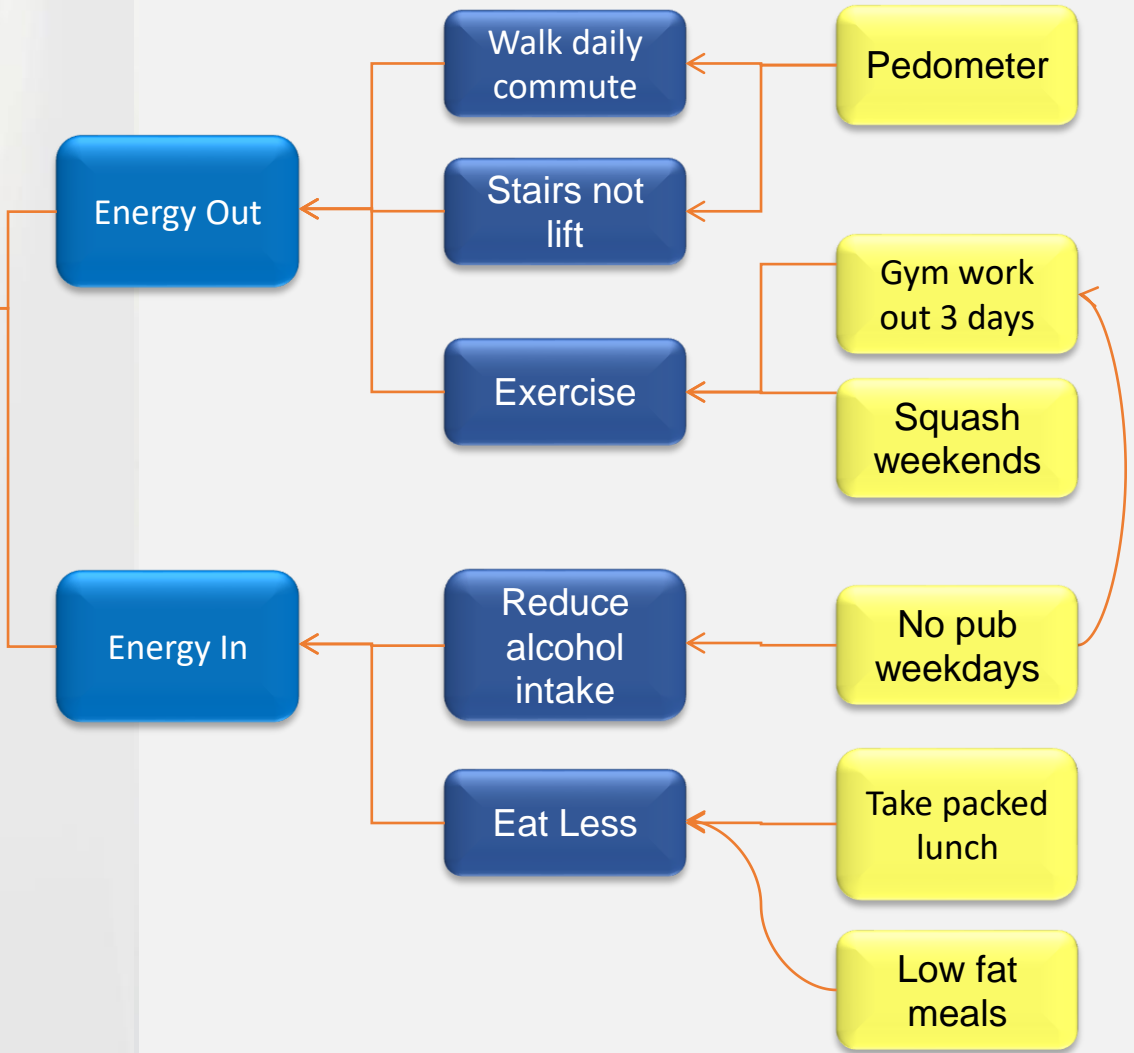
Bring your functional map to measurement session
(05/04/23)

Driver Diagrams

Driver Diagrams – weight loss example



**Aim:
2 stones
lighter!**



Key: **In order to achieve this aim..**

We need to ensure...

Which requires...

Ideas to ensure this happens

VASCULAR: Timely referral and identification of Leg Ischaemia patients with frailty so that they receive appropriate intervention and the most positive outcome for that individual.

Education of teams about frailty

Understanding of what shared decision making means

Involvement of end of life care pathway

Involvement of patients/carers in discussions around treatment

Geriatric input

Identification of inappropriate procedures on patients that are frail

Introducing frailty assessment

Measure mortality by CFS

Identification of frailty

Ensure CLI <5 days from referral to treatment

Reduction of delays in care pathway

Reservation of CT slots

Access to complex diagnostics

Identification of referral sources/demand

Access to theatre lists

Balance between elective and emergency in demand for and access to diagnostics

Reservation of emergency angioplasty

Fast-track protected slots for MRI and CT scans

Ensure appropriate referrals

Dedicated simple diagnostics e.g. ultrasound

Put in place a 'one-stop'clinic' for diagnostics and assessment

Measure amputation rates

Patient Experience

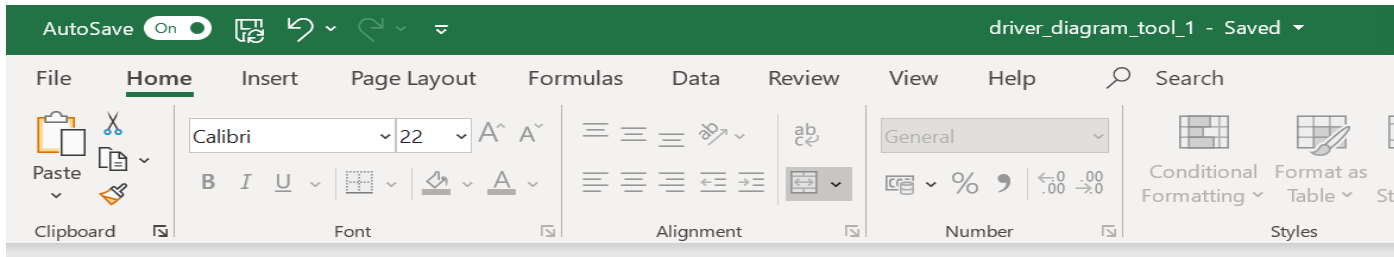
Measure type of intervention by Frailty Score-

Patient Experience Stories/Case Studies

EBD mapping



Elect



B1 Driver diagram tool

Enable
Macros

Driver diagram tool

Driver diagrams are a helpful tool for representing a *'theory of change'* or *'logic model'* for an improvement project. They are particularly helpful for summarising a complex project in a simple visual way. However, some people struggle to create an electronic version of a driver diagram that can be easily shared. This tool has been designed to take some of the technical challenge away from creating visual representations of a driver diagram.

For more information on driver diagrams and how to use them, click on the buttons to the right.

Further information on
driver diagrams



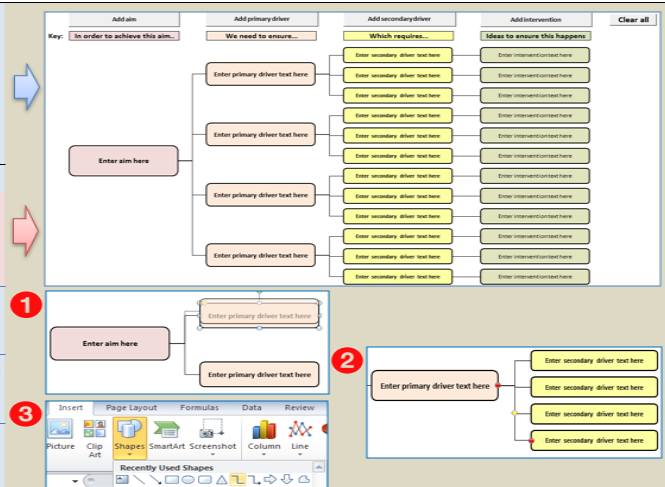
Instructions for use

- 1) Go to the 'Drivers' tab to start your own driver diagram
 - 2) Click the 'Add aim' button to create an aim box.
 - 3) Click the 'Add primary driver' button to create a linked driver
 - 4) Click the 'Add secondary driver' button to create a linked driver
 - 5) Click the 'Add intervention' box to add a linked intervention
 - 6) Click on any of the boxes and start typing to add text
- To reset the tool, click the 'clear all' button (NB: deletes everything)

Usage notes

This tool will automatically create links between boxes as per the diagram shown to the right. I.e. each primary driver will automatically link 3 secondary drivers and each secondary driver will automatically link a single intervention. Additional drivers will be created without links.

- i** You can **move boxes** around the screen by clicking on the box outline and dragging them with your mouse or by using the cursor keys. **1**
- i** If you want to **change a connection** from one box to another, click on a connecting line and move the connection point (red blob) to the preferred box. **2**
- i** If want to **create a connection** for a box which does not have one, you can add one using an 'elbow connector'.
Go to [Insert --> Shapes --> Elbow connector] **3**



Instructions Drivers

Microsoft Excel ribbon: File, Home, Insert, Page Layout, Formulas, Data, Review, View, Help. Home tab includes Font, Alignment, Number, Styles, Cells, Editing, Ideas, and Sensitivity groups.

Formula bar: D39

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Ideas Sensitivity

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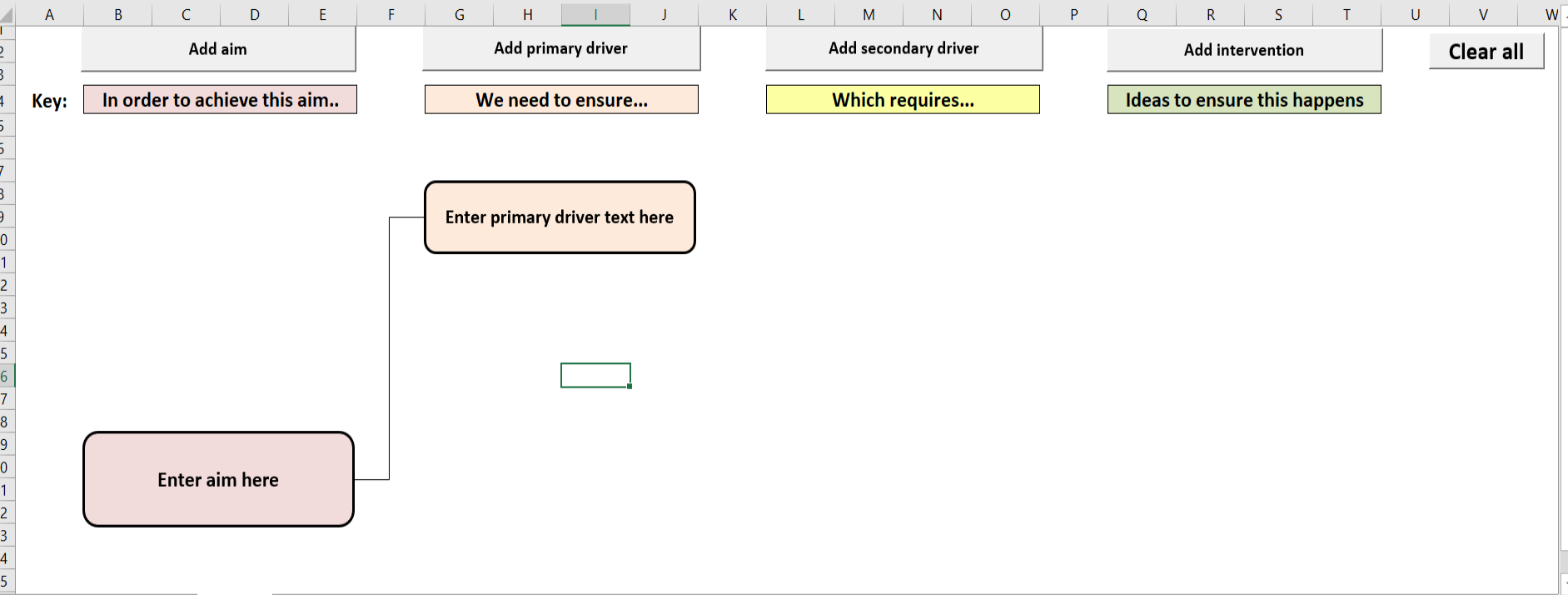
Enter aim here

File Home Insert Page Layout Formulas Data Review View Help Search

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AutoSave On | driver_diagram_tool_1 - Saving... | Matt Tite MT

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Enter primary driver text here

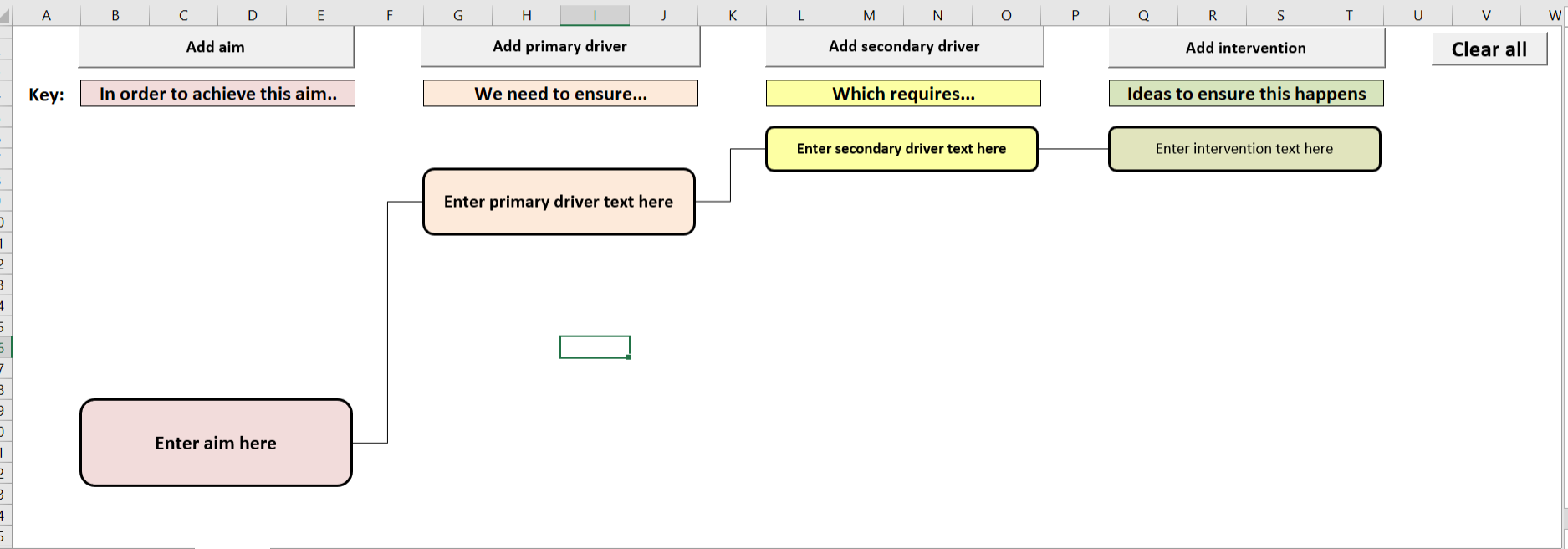
Enter secondary driver text here

Instructions Drivers

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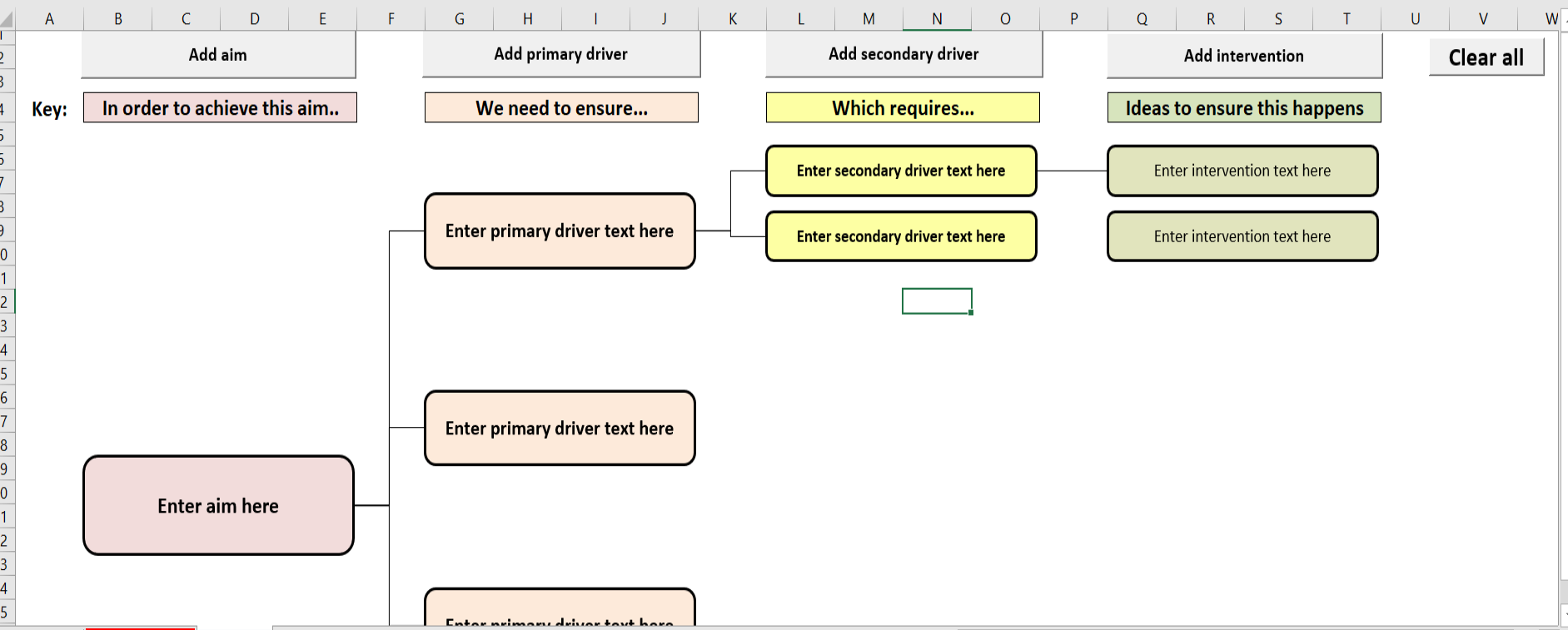


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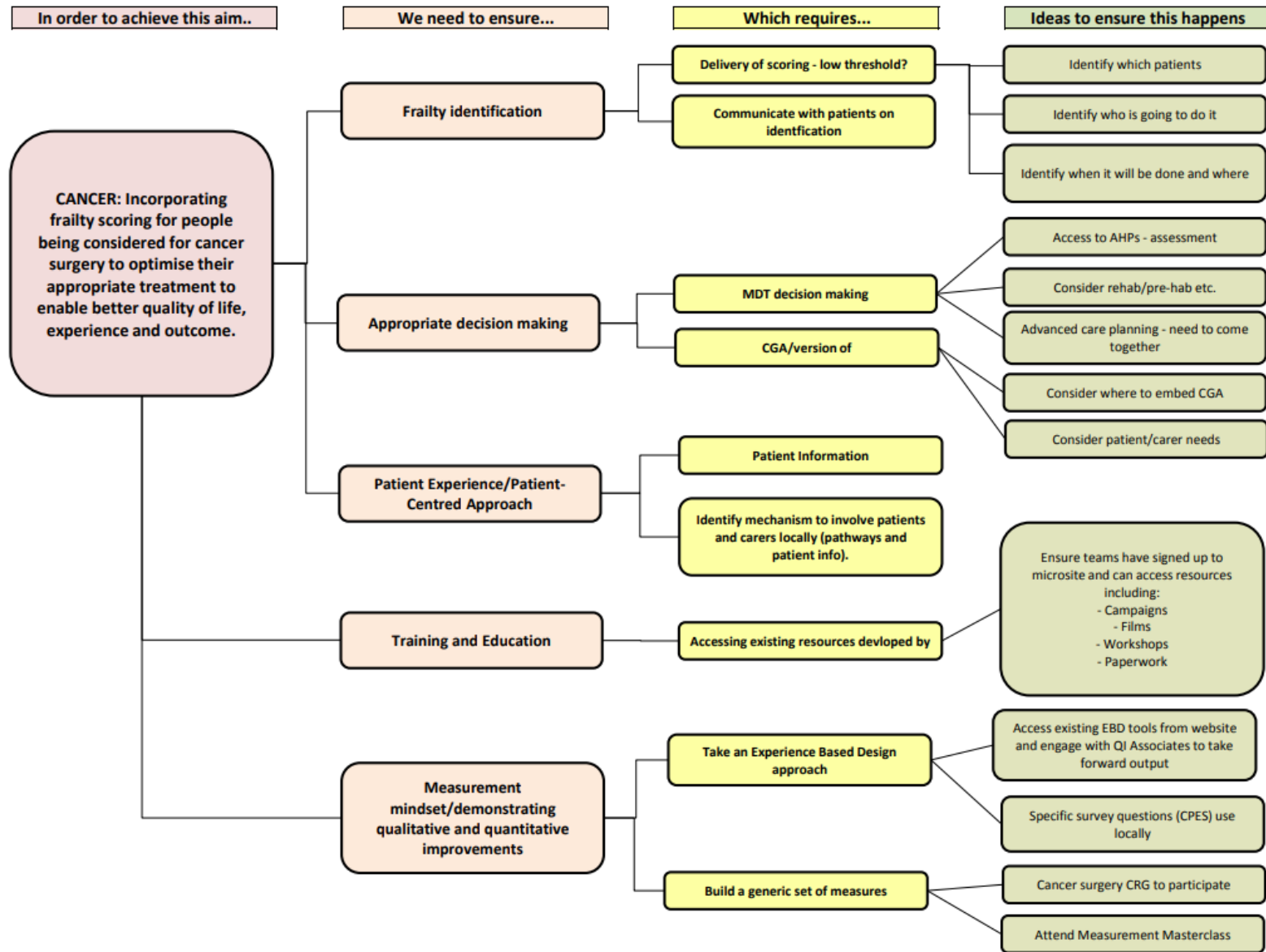
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N12



Key: In order to achieve this aim..



Key: In order to achieve this aim..

We need to ensure...

Which requires...

Ideas to ensure this happens

CARDIAC: Individualising holistic care for (older) people living with frailty and cardiac discaes; to deliver the most appropriate care pathway for the patient.

Measures to consider:
Count number of referrals that include CFS
Adopt patient activation measures
Meaure and respond to patient/staff experience
Measure health gain
Collection of data on long-term outcomes
Measure outcome of those CFS/not CFS
Patient and staff experience data/analysis

Develop appropriate pathways

CFS must be included and communicated in the referral to cardiology

Effective MDT working

Identification of frailty

Develop a process to record CFS
Make CFS recording a proccess anyone can do

Patient Experience

Develop a philosophy to adopt what matters to the patient

Shared decision making

Improve recordkeeping to include patient/family experience
Coach staff in the 'what matters' approach
Staff training programme on SDM
Review and improve Patient/carer
Test a model for shared decision making
Undertake an EBD study with patients and staff to harvest ideas for patient centred improvements
Develop SDM support tools for patients

Education of wider MDT in the concept of frailty

CGA

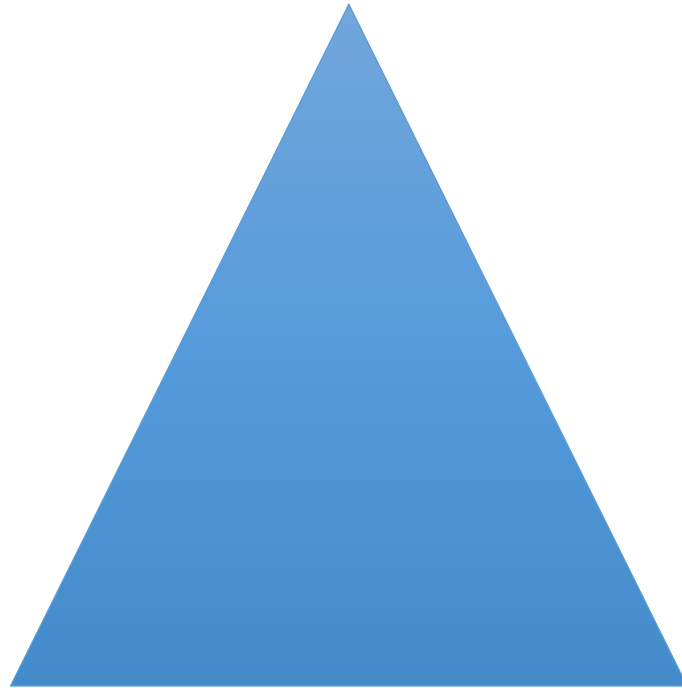
Identify MDT roles

Evidence-based interventions to improve outcomes
Co-design evidence-based (schemes) for pre-procedure optimisation
Adopt a frailty awareness education programme
Sharing frailty data to increase awareness of frailty



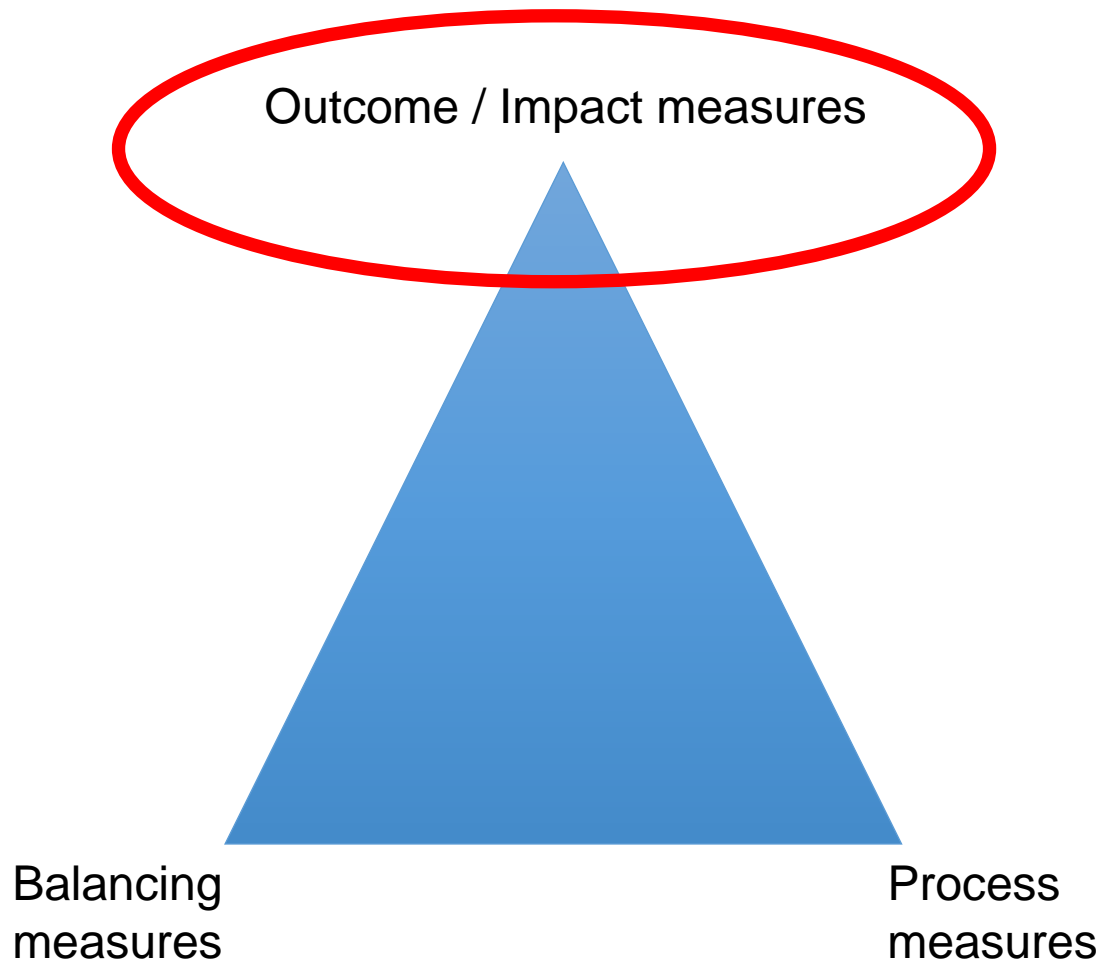
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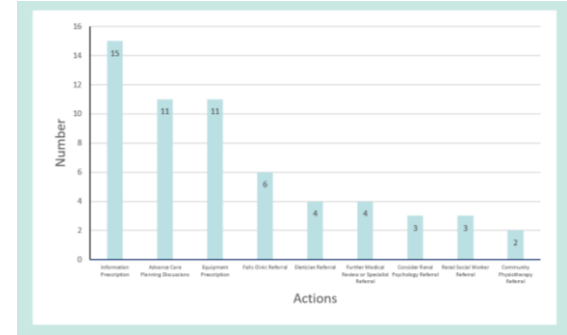
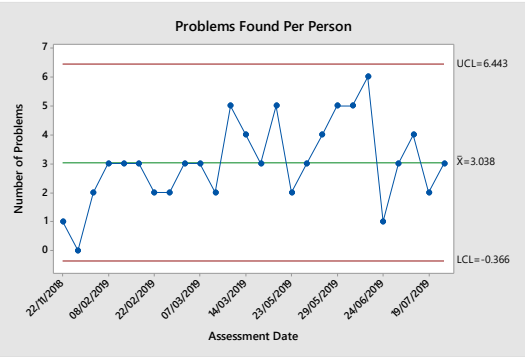
Outcome / Impact measures



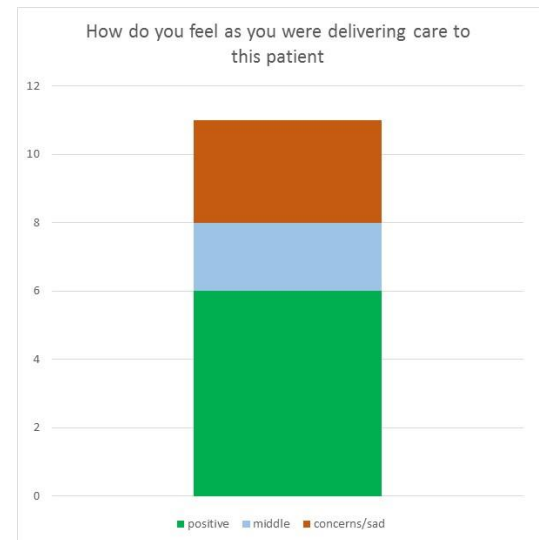
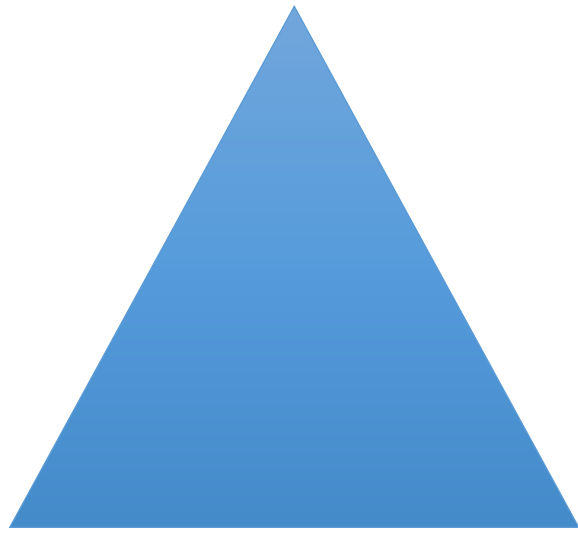
Balancing measures

Process measures



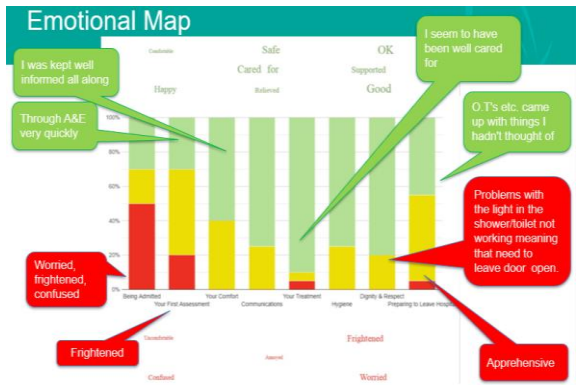


Data / Graphs



Patient Perspective

Staff Perspective



Sli.do Questions



1) Do you have an analyst as a part of your POPS team?

- A) Yes
- B) No
- C) we are working on it

2) Business cases and developing return on investment (ROI) was a key priority for cohorts 1 and 2. Is it a key goal of your time in the POPS network?

- A) Yes
- B) No

3) What are the main issues that Alice and I can help you with from a measurement perspective? - Free text answers

Homework

(In preparation for the measurement
masterclass - **05/04/23**)

In PowerPoint:

- Slide 1: Aim Statement
- Slide 2: Functional Map
- Slide 3: Driver Diagram

These will all be a work in progress!!

Coffee Break





World Café

Andy Mitchell

World Café

- You will be automatically moved into a mixed breakout group with colleagues from other organisations, and have the opportunity to discuss each of the topics for **15 mins.**
- A host and team facilitator has been assigned and will move around the groups to lead discussions.
- Breakout room hosts will share their stories for 2 minutes and then ask if any questions or any other participants have similar stories to share.
- The facilitator will collate feedback to present to the wider group at the end of the four discussions.

World Café groups

Topic	Facilitator/s
Frailty Identification	Jugdeep Dhesi Annie Ellis (Surrey and Sussex Healthcare NHS Trust)
Workforce and Sustainability	Mandy Rumley-Buss Richard Venn (Worthing Hospital)
MDT and Engagement	Andy Mitchell Michael Magee (Craigavon Area Hospital)
Measurement	Matt Tite

Feedback

The facilitator (or nominated person) will now feedback the key headlines from their conversations and pick up any discussion points or questions

Topic	Facilitator/s
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Summary and closing remarks

Professor Jugdeep Dhesi

Next steps

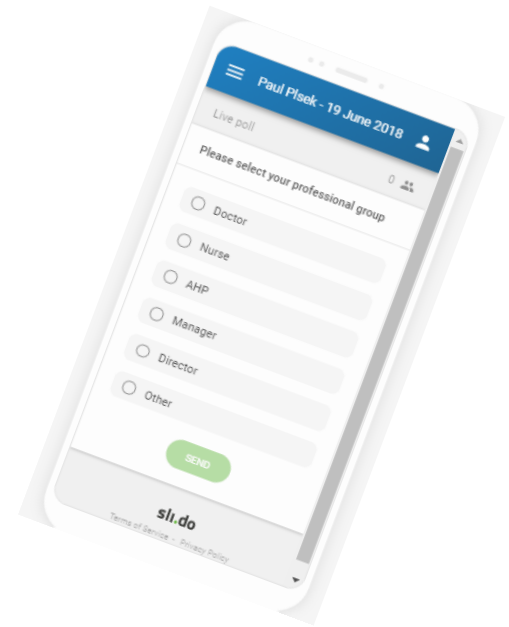
As a team think about the following:

- Ensure you've identified core members of your team e.g., your Exec Sponsor, Analyst, Project Manager etc.
- Access the POPS website www.popsolderpeople.org and let us know what content would be useful. The password for the pages in the Members Area is **POPSNetwork2021**
- Access the POPS Guidelines on the website
- **Work with us to schedule the date for your virtual site visit and measurement site visit.**
- **Register for the Measurement Masterclass on 5 April, 09:00-12:00. Link will be sent later today**

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Open a browser on any laptop, tablet or smartphone

- Go to www.sli.do or scan the QR code below
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*Think about the support you
want/need and let the
programme team know at*

networksinfo@nhselect.org.uk