

SHarED Measurement Strategy

The aims of the SHarED Project are to reduce Emergency Department attendances by High Impact Users managed under the High Impact User Team by 20%, and to improve the experience of High Impact Users and Emergency Department staff in one year. In order to demonstrate change and progress against the aim, it is essential that data is collected to support evaluation.

Although it is useful to be able to compare data between trusts, it is important to remember that the data you are collecting is for improvement in your organisation, rather than for comparison or benchmarking, as each organisation is different.

There are two levels of data collection for the SHarED Project:

- A high level dataset
- A local data set from the project team which demonstrates local changes

High Level Dataset

This data set will be provided by the Business Intelligence Teams in each trust using parameters defined as:

'Patients who have attended the Emergency Department five or more times in the last 12 months, with their last attendance being in the last three months. For these patients, the following data is required: age, total number of attendances, diagnosis on last attendance and investigations on last attendance.'

It is acknowledged that the data is only gathered regarding the last attendance. This therefore is not 100% accurate and indicative of an individual's overall attendance patterns. For example, an individual may present with a social problem on the last attendance, while their regular reason for attendance is due to addiction. This will be discussed and acknowledged in the evaluation of this project.

It is up to the High Impact User (HIU) Co-ordinators to decide if they wish to be involved in the collection of the high level data; the West of England AHSN can be in direct contact with the Business Intelligence Team if preferable.

This data will support a review of the overall number of HIUs in each trust and will enable us to theme the reasons for attendance to help understand differences in geographical areas. The themes are social, physical, mental health, addiction, Learning Disability or 'no diagnosis'. The West of England AHSN will be responsible for theming the diagnosis with guidance from the team at the Bristol Royal Infirmary, University Hospitals Bristol and Weston NHS Foundation Trust, where required.

Prior to the COVID-19 pandemic, this data was to be collected only at the start of the project and at the end of the 20 week project funding. However, this has now been expanded to allow for high level evaluation of the impact of COVID-19 on HIUs. This will be in part back dated and will have a total of 5 collection phases:

- Pre Covid-19: December 2019 – February 2020
- During Covid-19 peak: March 2020 – May 2020
- Post COVID-19 peak and beginning of project: June 2020 – August 2020
- At end of 20 week project funding: Oct-Dec 2020
- At end of full data collection – 12 months: May-2021-July 2021



Local Dataset

The local data set will report on the progress of the selected HIUs for the SHarED project, as well as measures that will support evaluation of the culture around HIUs in the Emergency Department and staff and patient experience. **The SHarED Measurement Strategy table below fully defines the measures that you will be collecting on a monthly basis, categorised as outcome, process and balancing measures.**

The data for the selected HIUs will be pseudonymised and all data will be documented in the SHarED Trust Data Dashboard. Baseline data will need to be gathered at the start of working with each individual; this will entail reviewing the number of hospital attendances and admissions for the 12 months prior to the Personal Support Plan (PSP) being started.

To protect against the possibility of identifying patients, this data will not be sent to the West of England AHSN until review of a minimum of 10 patients has started.

Thereafter, the data set will be sent to the West of England AHSN on a monthly basis for 12 months following the commencement of the project. For ease, all other measures will also be gathered using these timescales. It has been agreed with all trusts that an average of 6 patients will be triaged/reviewed per month, with a minimum of 20 plans being started over the 20 week project funding.

It is acknowledged that some patients will not have a full 12 months' worth of data following completion of their PSP as some plans will be created towards the end of the 20 week project funding. However, following completion of their plans, it is expected that there will be sufficient time to allow for changes in behaviour, i.e. for a plan completed in December 2020, there will be 8 months' worth of data before the data collection period comes to an end in August 2021.

The dashboard will auto-populate an infographic which can be used in staff areas to demonstrate and celebrate progress of the number of plans being created and the number of staff trained in the role of the HIU Service. Due to the nature of the SHarED project and time required to see change in behaviour, an infographic to show impact of the HIU Team and PSPs can be used later in the project.

The results from the ICECAP-A survey will be inputted in to the SHarED Trust Data Dashboard and will be analysed at the end of the project.

Data Sharing

To ensure that the data is shared securely, the data will be sent to NHS email addresses of the SHarED Programme Manager (Clare Evans) and Project Manager (Megan Kirbyshire):

Clare.evans14@nhs.net and megan.kirbyshire@nhs.net

Data Protection

A Data Sharing Agreement and Data Protection Impact Assessment have been completed for each trust.



SHarED Measurement Strategy

Type of Measure	Measure	Operational definition	Source	Frequency / Timescale	Duration	Collector	Reporting location
Outcome	% reduction in ED attendances in patients managed under HIU Team	Number of ED attendances per month	Patient Records	Monthly / once 10 patients have a PSP started	12 months data backdated pre PSP and up to 12 months post PSP	HIU Co-ordinator	SHarED Trust Data Dashboard
	% reduction in hospital admissions in patients managed under HIU Team	Number of hospitals admissions per month	Patient Records	Monthly / once 10 patients have a PSP started	12 months data backdated pre PSP and up to 12 months post PSP	HIU Co-ordinator	SHarED Trust Data Dashboard
	Patient quality of life	ICECAP-A score for patients managed under HIU Team (as able)	ICECAP-A Score	For each patient pre PSP and 6 months post PSP	SHarED project funding duration (20 weeks) and up to 6 months after funding	HIU Co-ordinator	SHarED Trust Data Dashboard
	Emergency Department culture around HIUs	Qualitative information via culture survey	Survey Monkey	At beginning of project, at the end of the 20 week project funding and at the end of the project (12 months)	SHarED project duration (12 months)	Clinical Lead	West of England AHSN will gather results
Process	% of ED staff trained on managing HIUs	Number of staff trained	Project records	Monthly / once 10 patients have been PSP started	SHarED project funding duration (20 weeks)	HIU Co-ordinator	SHarED Trust Data Dashboard
	Number of PSPs started	Number of PSPs started	Project records	Monthly / once 10 patients have been PSP started	SHarED project funding duration (20 weeks)	HIU Co-ordinator	SHarED Trust Data Dashboard
	Number of PSPs completed	Number of PSPs completed	Project records	Monthly / once 10 patients have been PSP started	SHarED project funding duration (20 weeks)	HIU Co-ordinator	SHarED Trust Data Dashboard
Balancing	Cost	No requirement for this to be calculated for the SHarED Project, but to be considered as a balancing measure.					

*PSP = Personal Support Plan