# Evidencing Person-centredness: identifying patterns and trends over time

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iMPAKT

McCance et al. (2020)

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# The Person-centred nursing KPIs

**KPI 1:** Consistent delivery of nursing care against identified need

**KPI 2:** Patient's confidence in the knowledge and skills of the nurse

**KPI 3:** Patient's sense of safety whilst under the care of the nurse

**KPI 4:** Patient involvement in decisions made about his/her nursing care

**KPI 5:** Time spent by nurses with the patient

**KPI 6:** Respect from the nurse for patient's preference and choice

**KPI 7:** Nurse's support for patients to care for themselves where appropriate

**KPI 8:** Nurse's understanding of what is important to the patient and their family

**Measurement framework**

Patient Surveys

Observations

Patient Stories

Record Reviews
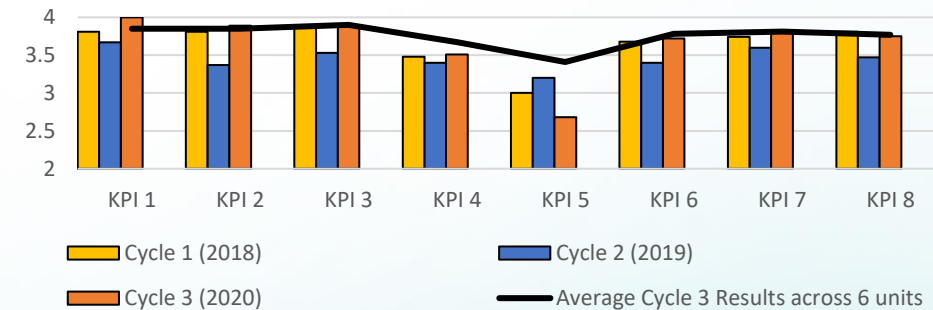
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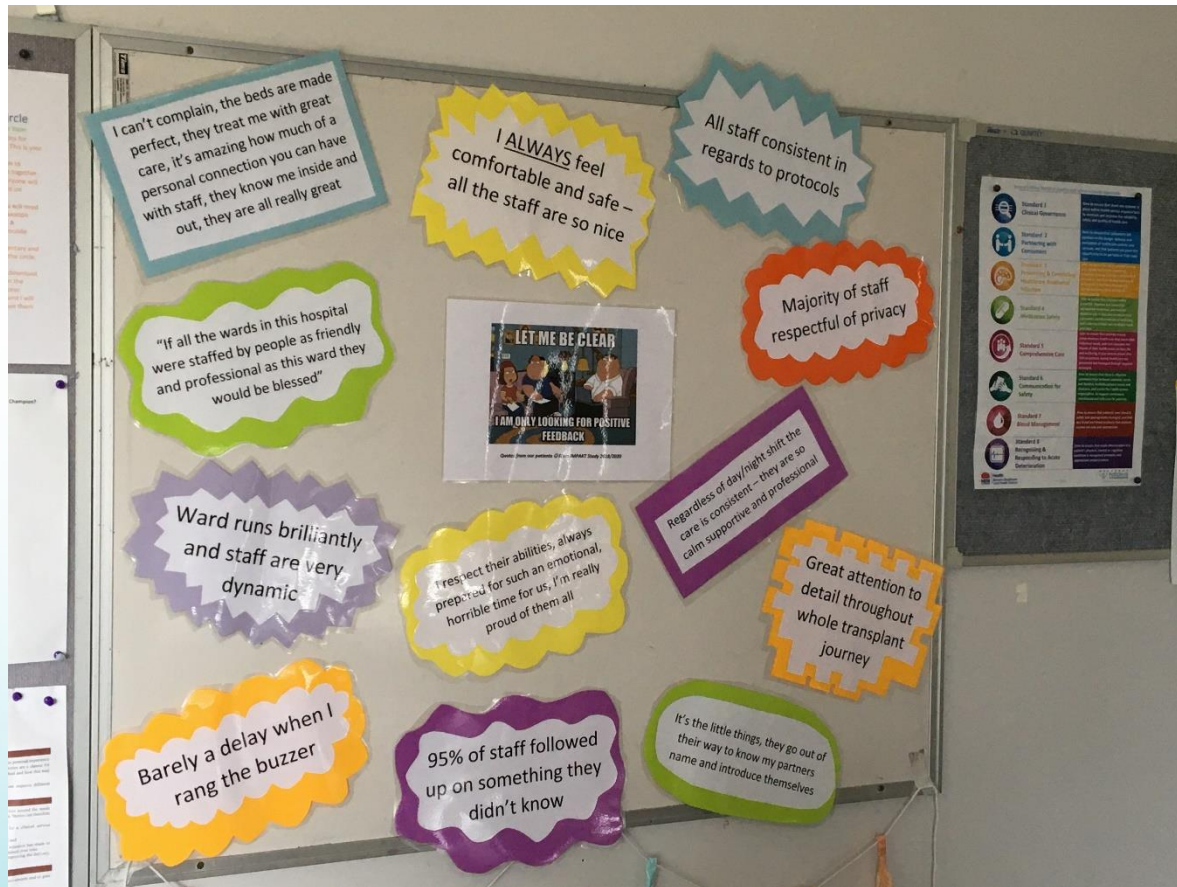2022 Conference

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# Outcomes from using the KPI data in cycles over time in an oncology unit in Australia

- Improvement noted in 6/8 KPIS in the patient survey

  results from cycle 1 to cycle 3

- **Changes implemented in response to the data:**

  - installation of new patient buzzer system (KPI 3)

  - fixing of bedside trays, lights and seats (KPI 3, KPI 6, KPI 7)

  - increased communication from leadership team (KPI 1, KPI 5)

  - introduction of safety huddles (KPI 3)

  - implementation of an Employee of the Month program

    celebrating nursing contribution to patient experience

  - improving bedside handover (KPI 4)

  - staffing change - increasing from 3 RNs to 4 RNs on night shift (KPI 3, KPI 5)

**Unit E-  Average Patient Survey Results for iMPAKT Study**



Cycle 1 (2018)   Cycle 2 (2019)
Cycle 3 (2020)   Average Cycle 3 Results across 6 units

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# Patient and staff feedback



'It's been a pretty interesting, pretty successful project. I mean we've come a long way with all our statistics in the reports and stuff, so it's been really nice to see that **it's had such a positive influence on our ward'** (P14)

'wow, actually **we can use this data to change patients' experiences and improve them on the ward, as well as staff**'. (P17)

'**We are more mindful of patients** coming in and out now. **I think that culture on the ward has changed a million times over**, it's much better than it was' (P16)

'**Morale was a big thing for us. It was pretty poor**. I'm trying to think back from when we very first started the app, but I know of late that that was a massive thing and we've done lots in terms of that. **Yeah, ward culture, and I think we've nailed it. I think it's (the study) helped us nail it.**' (P15)

# In summary

- Using the person-centred KPIs and data generated by the app in a cyclical way to explore patterns and trends over time resulted in improvements to person-centred practice and the development of person-centred cultures

- The nature of conversations, within the model of co-production using the KPIs, challenged custom and practice leading to the development of practice improvement initiatives and the shaping of service changes

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