

Measurement tips

CAPTURING OUR LEARNING FROM THE COVID-19 PANDEMIC

Determining what we want to keep and what should go back to a pre-crisis state.

Developing a simple measurement plan.

Three useful questions:



- 1. What problem am I trying to solve?**
- 2. What am I going to change to solve the problem?**
- 3. How will I know that the change I have made has improved the problem?**

In these tricky times, let's keep our measurements simple.

For example:

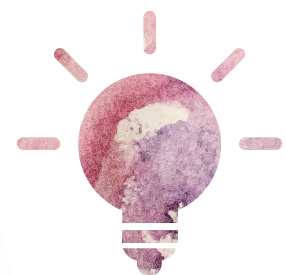
Did your patients like the change?

What did staff think?

Did patients and families feel safe?

Top tips:

- 1. Always think about what could go wrong with the change and think about how you might keep an eye on this?**
- 2. Design with the people who use your services and their families. This will increase the chances of success and make sure you are not missing out on key people's input to solving service problems.**



See below for a more detailed description.

Measurement: The [Model for Improvement](#) is a simple tool used in healthcare to accelerate improvement. The Model consists of two parts:

- Three fundamental questions
- The Plan-Do-Study-Act (PDSA) cycle to test changes and determine if the change is an improvement

The three fundamental questions are shown in the image to the right:

These three questions correspond to three key aspects of any improvement work:

Aim: Identify what you are trying to accomplish and set this as a clear and measurable objective.

Measurement: Using data and feedback to understand whether the changes you make are having the desired effect.

Selecting Changes: Start to identify potential changes that will help you achieve your aim; these may come from those who work in your setting and those using the service.

Testing Changes: To test changes use the Plan-Do-Study-Act (PDSA) cycle — by planning it, trying it, observing the results, and acting on what is learned.

When you make changes in your setting, it's important that you measure the impact of these changes. These can be simple and easy measures, with questions such as:

- What was the impact of the change we made?
- Was the change helpful?
- What was the feedback on the change from people involved, such as patients and team members?

Model for improvement



What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

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