

## REASON WHY?

Monthly Therapy team centred performance data is compiled within written reports which are on average 10-15 pages long. Feedback from Therapy staff is that these reports do not get cascaded down to team level, they are unsure what data is collected and what it is used for, and they are unaware of their teams performance. Understanding team performance is a key factor in being able to identify and engage in Quality Improvement activities such as service improvement, audit and learning from others.

## S M A R T AIM

To improve the visibility of Inpatient Therapy data to drive engagement with Quality Improvement activities within the Inpatient Therapy team by December 2023.

## PLAN

A survey completed by the team indicated that whilst 64% of staff were aware that monthly team reports were available, only 9% of staff were reading these reports on a regular basis.

Work had already been completed to present Therapy data in the form of a dashboard for the Therapy Management team to access on a monthly basis. This was well received and it was felt that written reports were no longer required. This presented an opportunity to revise how data could be presented to the Physiotherapists, Occupational Therapists and Therapy Support Workers in a more accessible and meaningful way.

The plan was to gain feedback from the Inpatient therapy team about what information they wanted to see, in what format and how frequently.

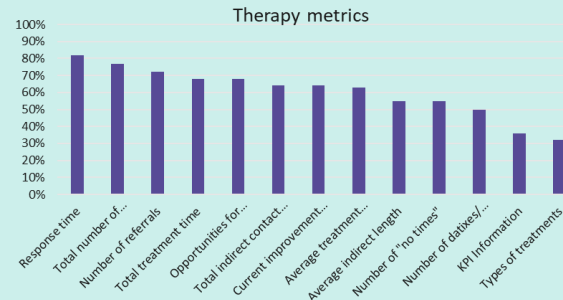
The success of the project will be measured on the percentage of staff who are reading the reports, the time waste reduced and qualitative feedback from staff members. Longer term, the number of Improvement projects is expected to increase.

## DO

The first step was to engage with the primary audience of the report – the Inpatient Physiotherapists, Occupational Therapists and Therapy Support Workers at RSH and PRH. A Survey was sent out which included questions about how frequently they wanted the data, what format they would like it presenting in and what metrics they wanted to see.

The feedback of this survey was analysed and the majority of staff said that they wanted a poster, shared quarterly and sent via email or put up on a notice board. Out of 14 options, the most popular 7 metrics were selected to be included on the first poster.

The Inpatient management team received a draft copy of the poster and small additions were made.



## STUDY

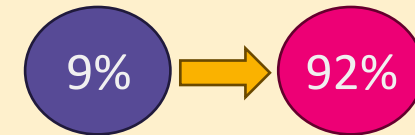
The Inpatient Therapy Quarterly update poster was produced and an electronic copy was emailed to all Inpatient Therapy Staff. Posters were also put up on staff notice boards and shared with the management team.

Some examples of the positive feedback received:

“...its AMAZING! And feels like a real celebration of what we do”  
“It’s great to see how clinical portal data is used and it’s nice to see all of our achievements on one page!”



A survey was sent to the same staff as the original survey to understand whether there was an improvement in the visibility and accessibility of the information. Whereas originally only 9% of responders had read the therapy data reports, 92% of staff had read the Quarterly update poster.



Percentage of staff who have read report/poster

In additional, 6 hours of time has been saved each month by reducing waste in the overproduction of reports and duplication of information.

## ACT

Based on the positive feedback received and significant improvement in the visibility of the data, this improvement will be adopted and posters will be produced on a quarterly basis.

To fully achieve the aim of the project, the number of improvement projects identified and carried out by the Inpatient Therapy team will be monitored to understand the impact of increased data awareness on engagement with Quality Improvement activities.

Due to the large number of specialities within the Inpatient Therapy team, each Quarter’s poster will have a different focus as well as reporting on overall trends. This should help to maintain engagement and share successes within the team. Feedback will be gathered to ensure continuous improvement.

There are also future PDSA opportunities to adapt the poster template to display quality metrics for different audiences including patients accessing Therapy Services.