

# Assessing the quality of care and improving practice - the case of psychological therapies

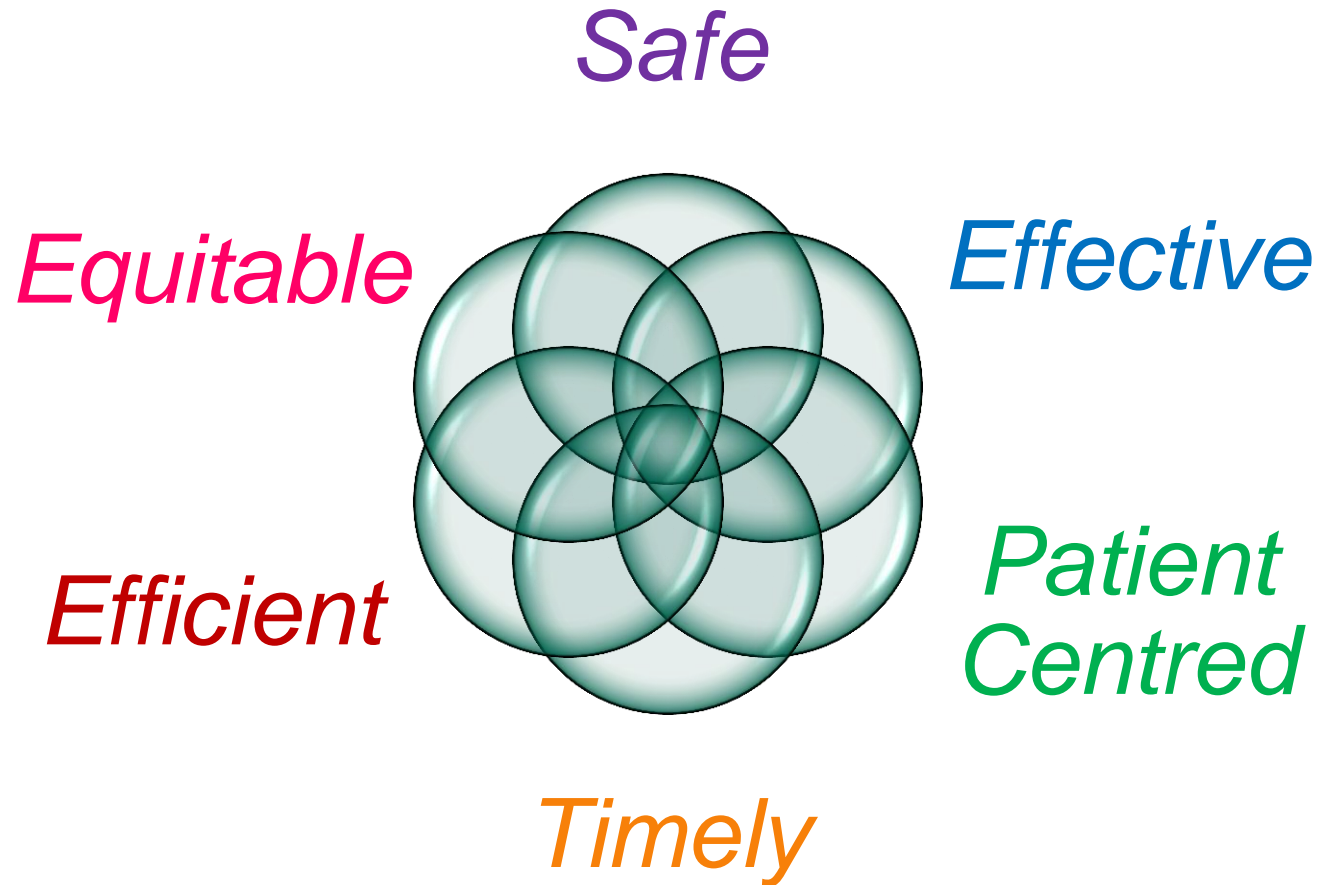
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# Objectives

- Understand what is meant by quality in healthcare and it might be defined
- Appreciate the range of tools and techniques that can be used to assess quality
- Produce a high level plan for an assessment of aspects of quality within a service

# What is Quality in healthcare, and how is it defined?

# The six domains of quality



# Assessing quality in healthcare

- Structure
  - Characterise setting
- Process
  - care provided
- Outcomes
  - health status

- Experience
  - Perceptions care
- Satisfaction
  - Expectations met

# Improving Access to Psychological Therapy

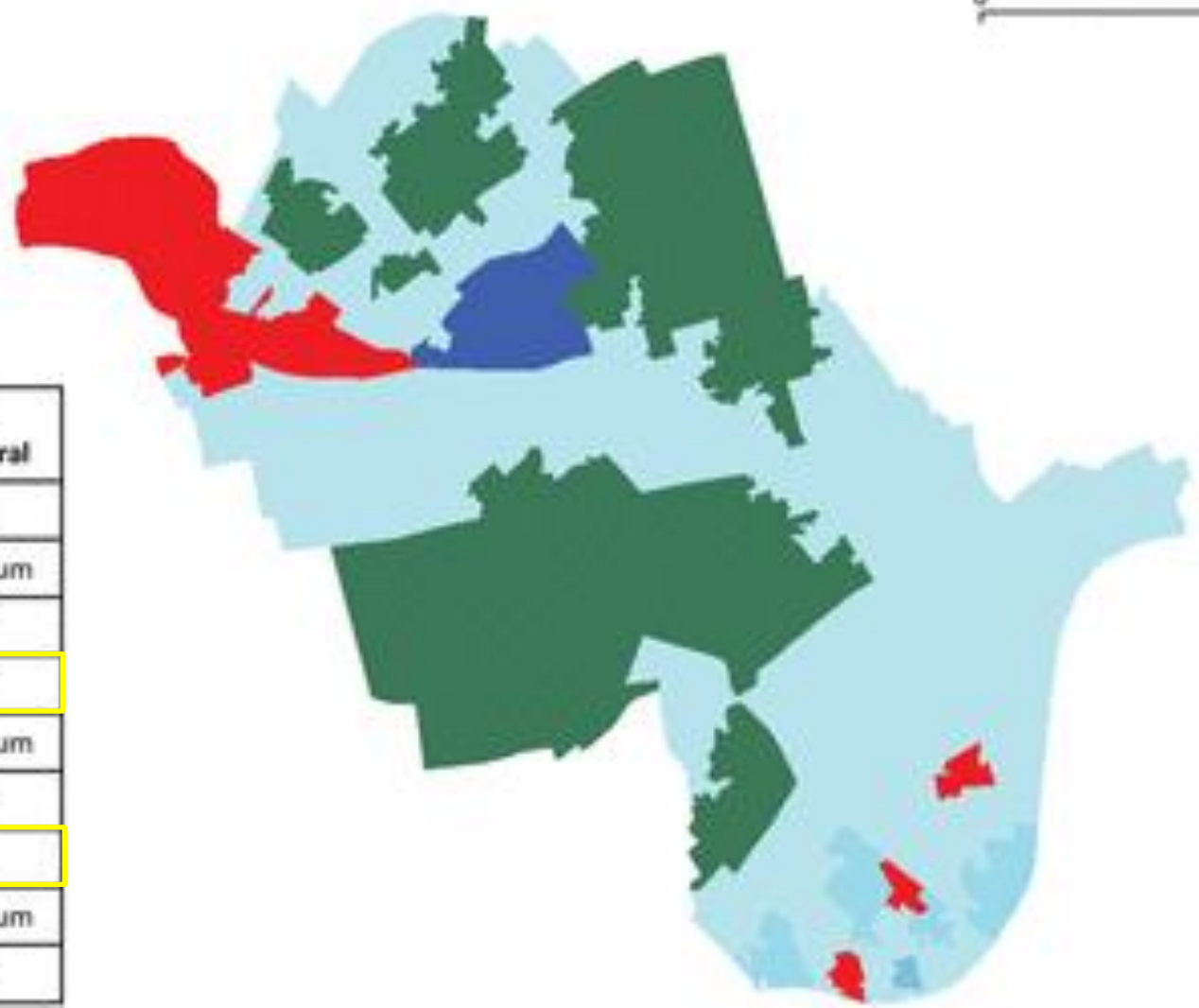
- IAPT launched in 2007 to provide community-based services for the treatment of common mental disorders including anxiety and depression
- IAPT provides access to evidence-based psychological therapies for the population across England
- IAPT services should be tailored to specifically provide for the needs of the community they serve


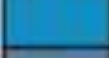

# Assessing quality of an IAPT service

- CLAHRC worked with an IAPT service in Northwest London to assess equity of access- by matching need and referrals
- This was in the context of a social marketing campaign which was used to improve access to IAPT from particular areas in the borough
- The assessment used routine data from the IAPTus clinical data system

# NIHR CLAHRC

Northwest London

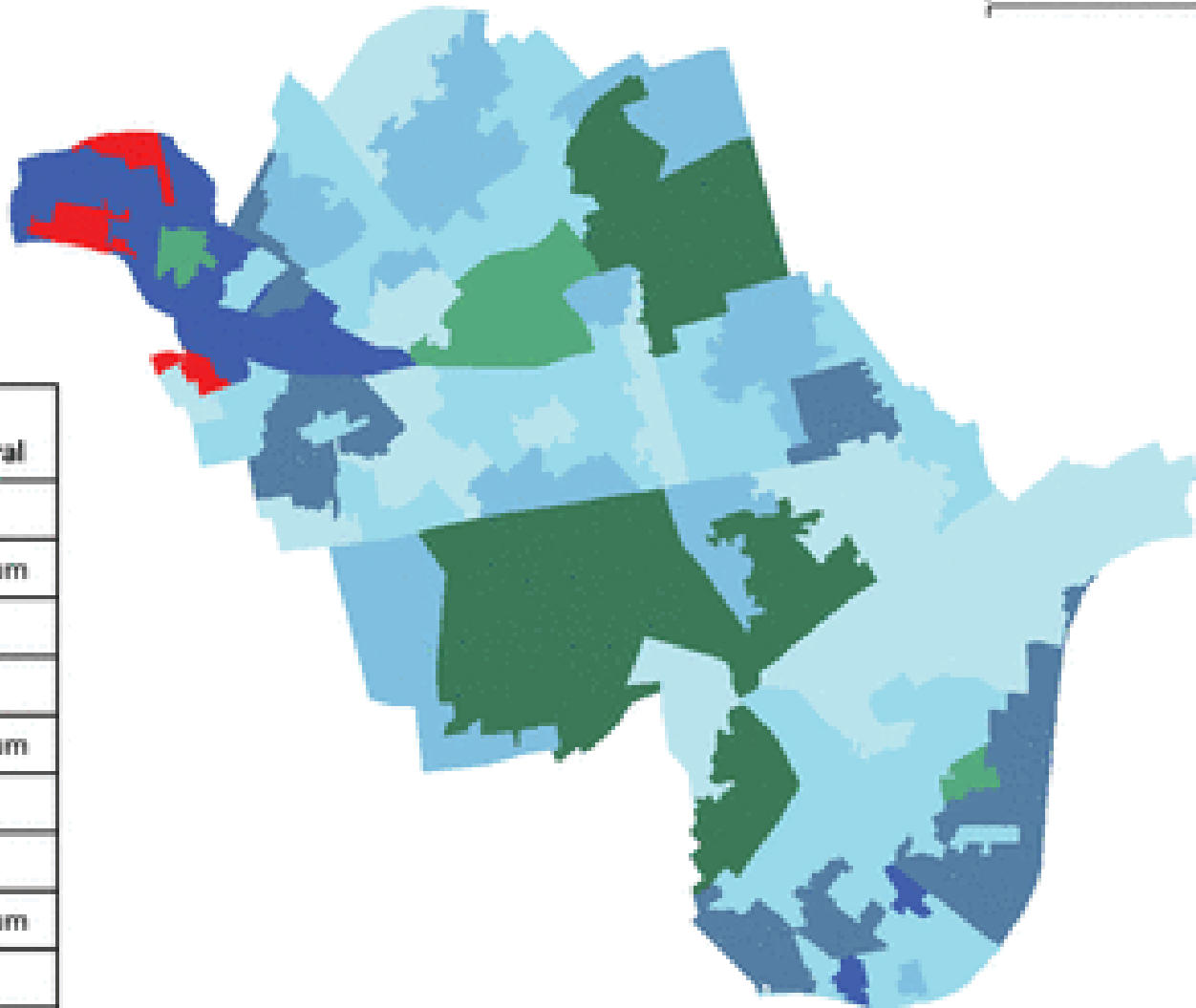


Key	IMD	LSOA Referral
	Low	Low
	Low	Medium
	Low	High
	Medium	Low
	Medium	Medium
	Medium	High
	High	Low
	High	Medium
	High	High

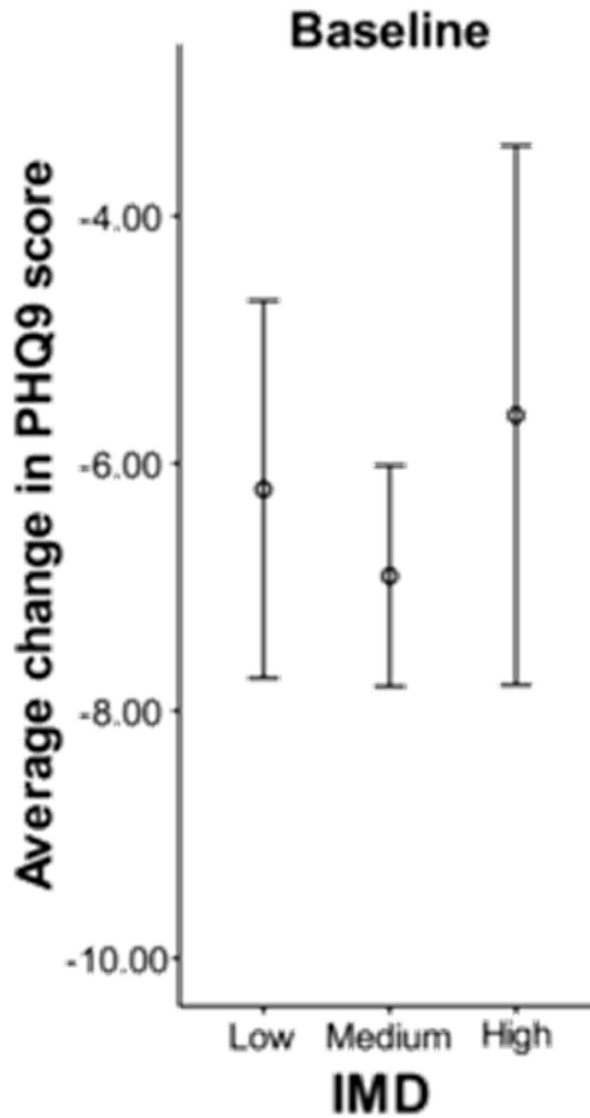


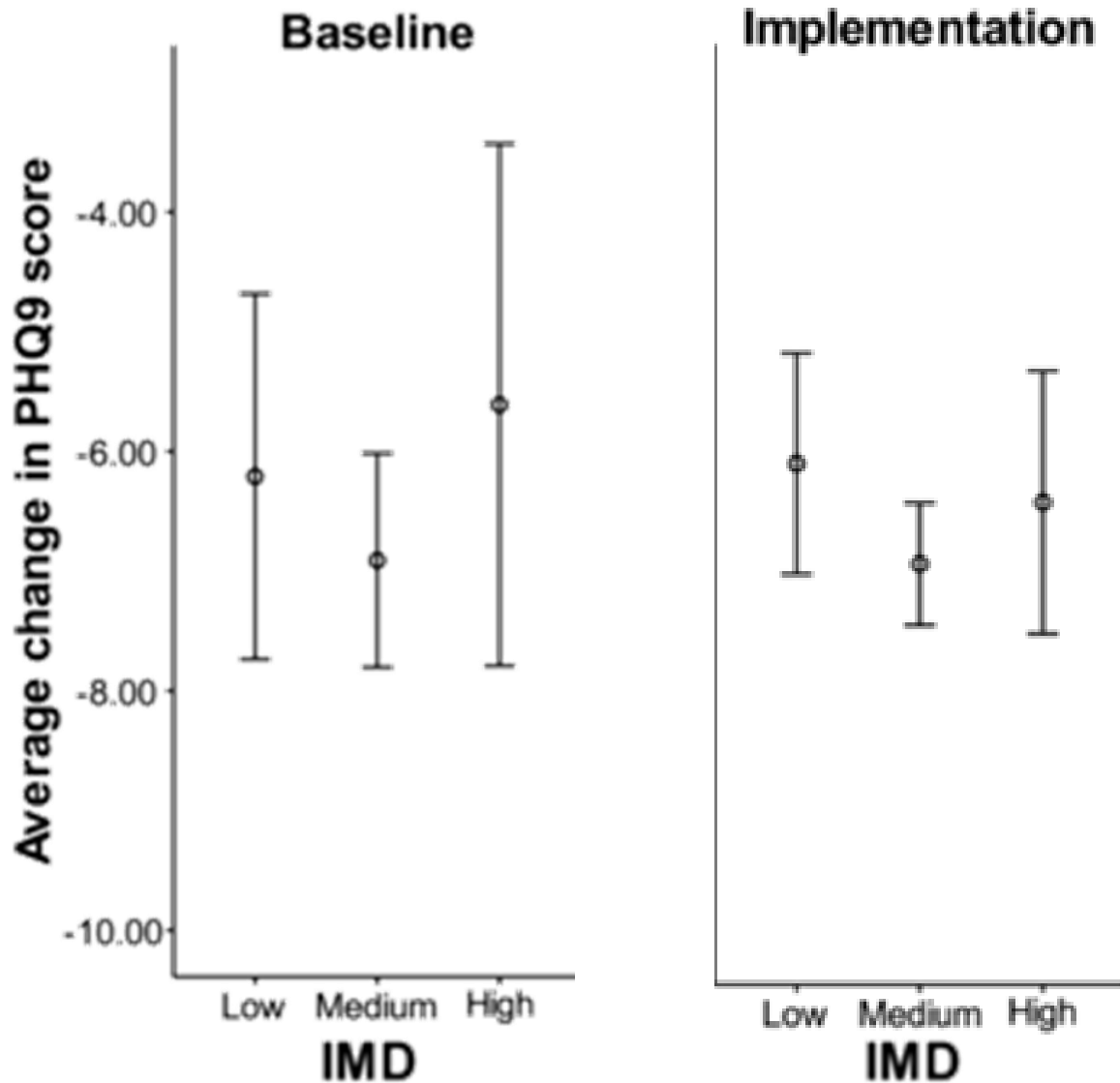
# NIHR CLAHRC

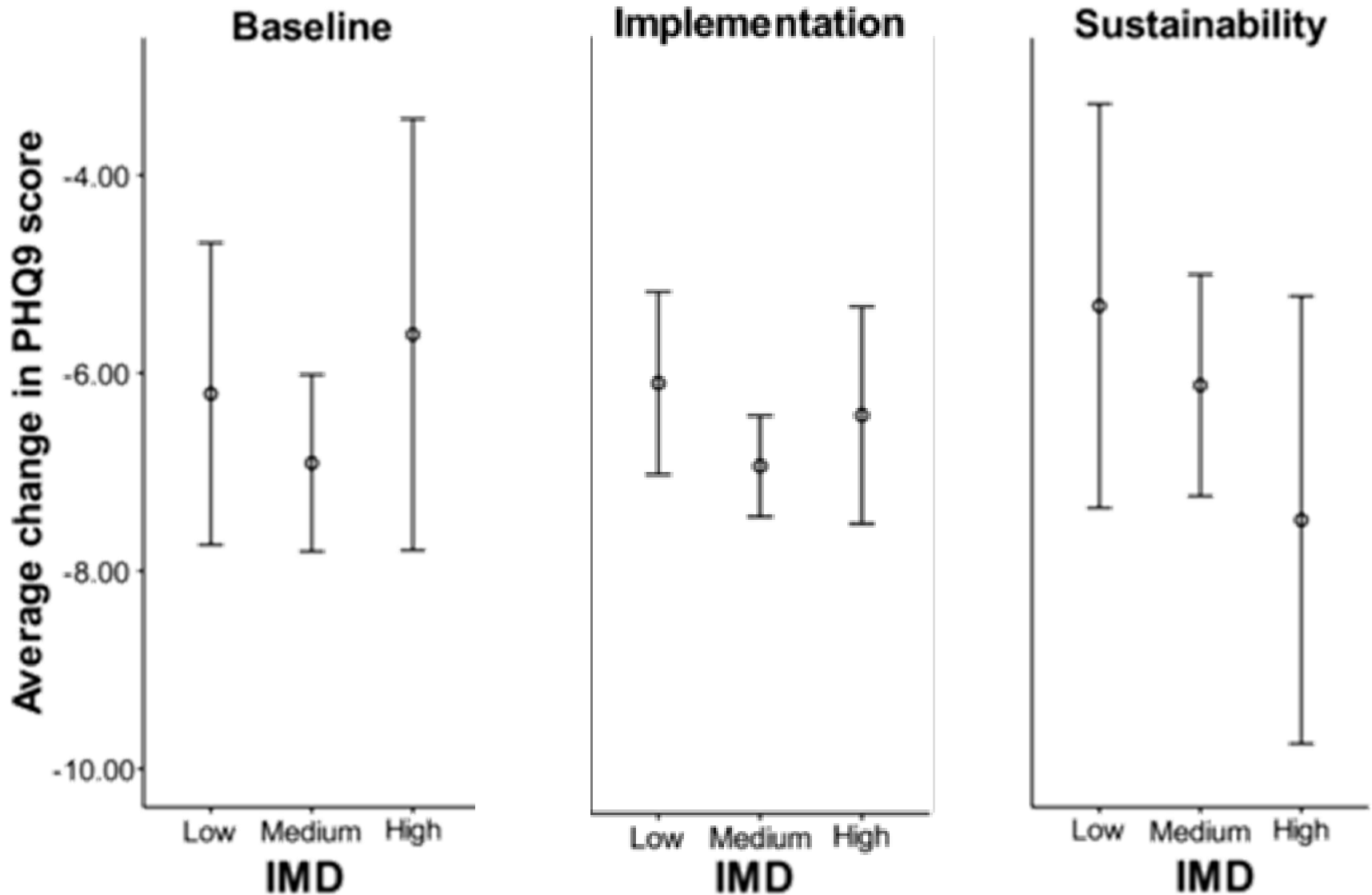
Northwest London



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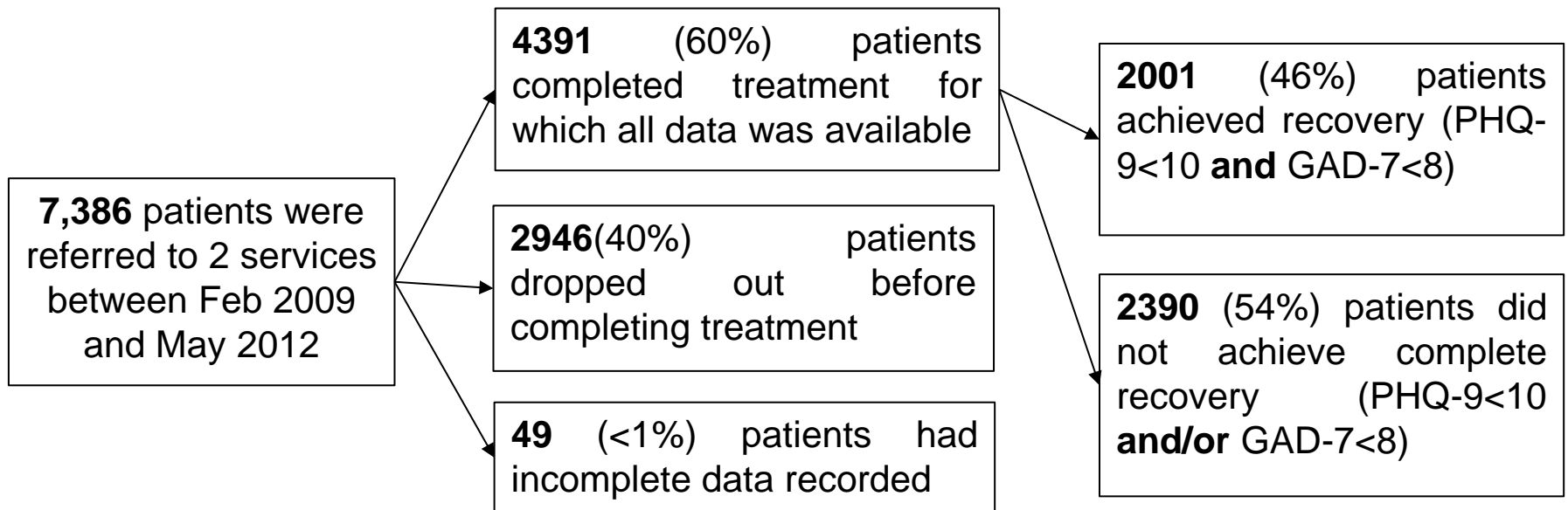




# From population health to the individual

- The study demonstrated that many patients that attend IAPT achieve successful outcomes
- What about those that don't?- How can we try and improve care for all?
- Identifying patient characteristics that are associated with positive or negative outcomes can provide a basis for this

# Identifying predictors of patient outcomes



# Key findings...

- The more sessions a patient received the more likely they were to recover
- Initial severity has a negative impact on likelihood of recovery
- Recovery is associated with deprivation and ethnicity...
- But what about those that dropped out...

# Data strengths and limitations

- This could only be achieved because:
  - High completion of data
  - Linked process and outcome data
  - Available at patient level (not aggregated)
  - Timely access to data
- But:
  - Access had to be negotiated
  - Analysis restricted by availability of data
  - Data is not linked to other services



# Sources of data

**Routine administrative data**

HES data  
QOF data  
Local clinical data

**National survey data**

Census data  
Health Survey for England  
General Household surveys

**Commercial data**

Mosaic data  
Google/social networks

**Local survey data**

Health Needs Assessment  
Local audits

**Bespoke data collection**

National clinical audits  
Disease registries  
Screening/immunisation data

**Non-health data**

Employment  
Housing

# Exercise

Question	Example
What aspect of quality do you want to assess?	Equity- access to the service
What data might you need?	Referral data available directly from the service manager
Who else do you need to involve?	Psychologists and managers from the service along with statisticians and data analysts
What will this tell you about the service and can you act on this information?	The assessment identified there were some areas of need but subsequent interventions demonstrated need was better met

# Feedback

# Quality improvement

- So now you've developed a high level plan for an assessment of quality within a service
- This can often identify a need that can be a starting point of a quality improvement project...