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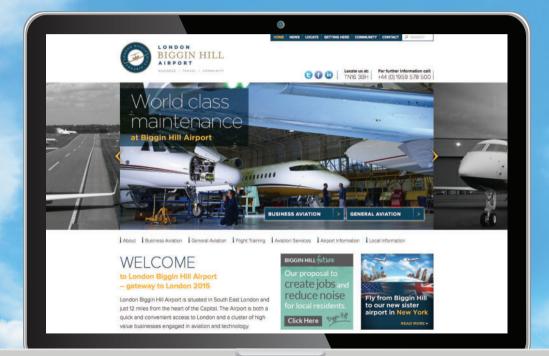
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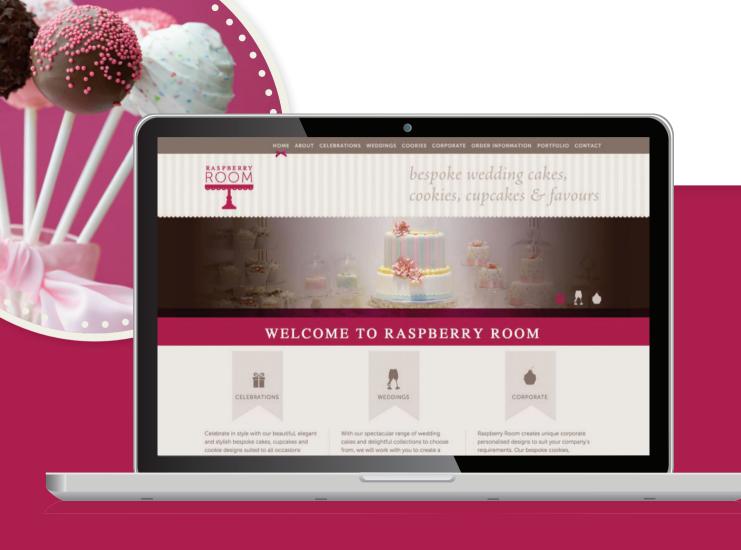




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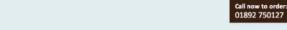
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You put a great deal of time and effort into the project and the resulting website can only be described as a great success and very well received by all those who have seen it, and which has already produced positive marketing leads since its launch with glowing feedback from users and colleagues at the College. Please accept my gratitude for a job very well done.

Gary Sharpe

Dulwich College Sports Club Manager

It has been a great pleasure and a very good experience from the start to finish of this project and I will be recommending your company to others in the near future, as we are very happy with your advice and expert work carried out in such small amount of time allotted.

Eugene F Duhaney, Owner **EFD Prestige Marques**

66 On behalf of the team and everyone at HQIP I'd like to say a huge thank you and well done. You have done us proud once again and been integral in building a brand we are all proud of.

James Thornton, Communications Manager

Healthcare Quality Improvement Partnership (HQIP)

print







A SIGNPOSTING GUIDE TO QUALITY IMPROVEMENT METHODS



A SIGNPOSTING GUIDE TO QUALITY IMPROVE DNIVIGI

Good governance handbook

Decision trees Improve the quality and consistency of processes in healthcare en decisions around healthcare options require consistency of approach. A healthcare pathway, and stakeholders.

decision tree is a flowchart whereby each intersection represents a test and each branch represents the outcome

of the test, designed by stakeholders of a multidisciplinary team to improve quality and consistency of decisions taken throughout a process.

Decision trees can be applied in healthcare when choices for treatment are uncertain, providing clear choices such as diagnostics, referrals, medication and next steps, involving established algorithms and

Decision trees allow clinicians and patients alike to identify the most favourable treatment options, and may also include the risks and benefits of each treatment, and the potential sequence of events where risks are realised, improving the quality of care.

As tools to support quality improvement in healthcare, decision trees are clear and intuitive and can usefully feature in patient information materials.

Care pathways may be structured using decision trees, helpful in ensuring patients with similar clinical pictures undergo the same journey. Healthcare records may also be designed using the decision tree approach, and electronic healthcare records can automate clinical pathways, supporting consistency of quality of care.

Decision tree design requires input from relevant stakeholders to be effective, along with patients for service user insight, and when mapped out electronically with corresponding outcomes, values and probabilities, after rigorous testing decision trees become powerful tools in supporting the best healthcare

Decision trees which are informative and useful to patients may be shared widely, for example, via the

Providers may wish to hold evidence of such developments on record to demonstrate due diligence, particularly where significant changes are made to healthcare processes, such as environmental, staffing

May be requested from providers by commissioners where failures in consistency are identified and improvements are required.



Case example: Realthcare quality issue

It was noted that among patients who were discharged from a hospital Emergency Department (ED), about 3 per cent returned within no days."

Method selection

A decision tree was chosen to guide decisions around healthcare options on discharge, with consistency of approach.

Implementation

A decision tree based model with electronic medical record features was developed and validated, estimating the ED 30 day. revisit risk for all patients approaching discharge from ED. A retrospective cohort of 293,46s ED encounters was assembled with the associated patients' demographic information and one-

cohort of sqs.886 encounters was constru of high-risk patients identified discrete subdistinctive demographic, clinical and resor patterns, which were incorporated into the I

Impact on quality

Revisits were found to relate to the nature of errors, and/or inadequate diagnoses and the the patient initial ED visit. Identification of h using the decision tree enabled new strate ED care with reduced ED resource utilisati health record and uncovered opportunitie intervention to reduce resource burden, a

Improve the quality of care and patient her

January 2015

Further information (full reference list on page 37): . Centre for the Study of Complex Systems, . Health Knowledge, Decision Analysis**

35. Medironics, 2014. Decision Tree: Syncope

36. Hao, S., and Jin, B., et al., 2014. Alisk prediction of emergency deportment revisit 30 days post discharge: a prospective study. PLOS ONE Journal



Ouiz

1. Following Florence Nightingale's interventions in the Crimean War what did mortality rates fall from and to?

a. From 18% to 9% b. From 26% to 4%

c. From 40% to 2%

2. How many records are there on the National Joint Registry?

a. 1,250,000

b. 1,500,000 C. 1,750,000

3. What year did the 30+ NCAPOP audits become mandatory for all NHS Trusts?

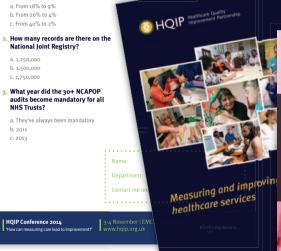
a. They've always been mandatory

b. 2011

C. 2013

HQIP Conference 2014

4. What were the Clinical Outcome Review Programmes previously known as?









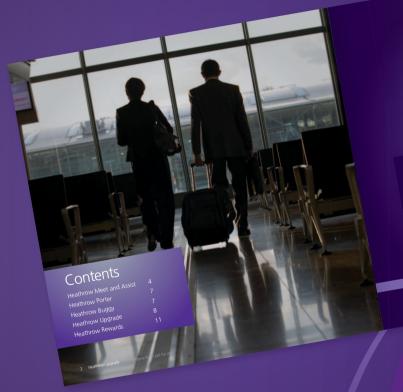








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66 I just wanted to drop you a quick note to say thanks for the work on the brochure. You were fantastic at dealing with our weird and wacky requests and I found the process to be very collaborative. Thanks for your work and I've really enjoyed the process - we are really excited to get the hard copies of the brochure next week!

Daniel Carr, Cyber Security Specialist **Aegis London**

66 Thank you so much for all your help, hard work and patience. The report looks great and a credit to your attention to detail. Once again many thanks.

Tracy Whittaker, National Audit Project Manager **University College London - MINAP**

66 Thanks again for the tremendous job you have done in fulfilling the brief. Your care and attention to detail is very much much appreciated.

Chris Shurety, Director

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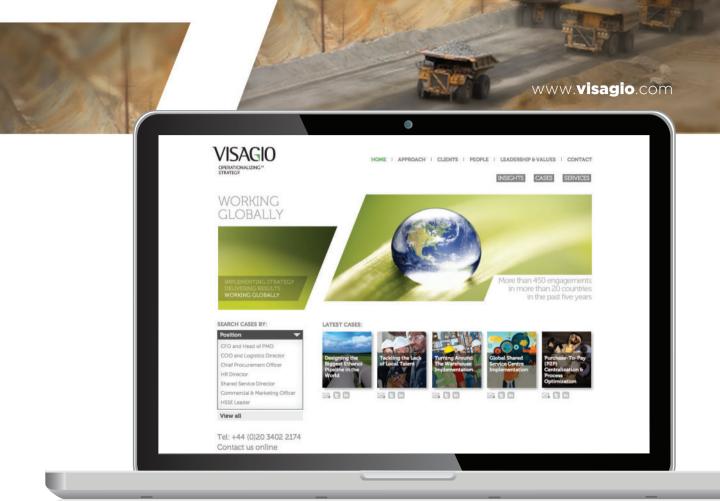
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66 I just wanted to say how good the Surgeon Profile data looks. What a huge difference to the overall look and ease of use. I would like to pass on my congratulations to whoever designed the site.

Susan Campey, Regional Co-Ordinator **National Joint Registry**

66 Wow you guys are so quick and efficient, once again thank you for your professional and fast service. Wow! **99**

Rashpal Dhillon, Owner **The Boot Buddy**

66 We would like to take this opportunity to say thank you to Alison and all of the team once again for all of your help, ideas and support with the development of the website and brochures.

Ria Singleton, Compliance Assistant

Meridian Risk Solutions Limited

** exhibition

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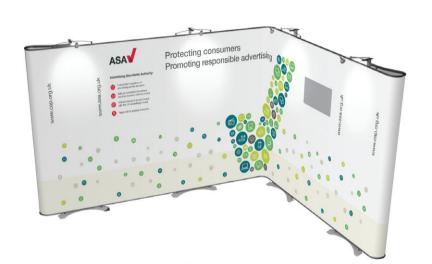
























* What now? *---

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