

Care Quality Commission

Outcomes monitoring in healthcare regulation

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Care Quality Commission Aims

- To seek to influence improvements in quality of health and social care by monitoring outcomes data.
- Identify patterns of outcomes that indicate that something untoward may be happening.
- To react in a timely manner.
- Respond to similar concerns from external sources.
- Efficiently establish the level of concern and the focus of the problem.
- Take appropriate action where concerns remain.

Care Quality Commission Outcomes monitoring activity

ACTIVE	Mortality Emergency readmissions Healthcare associated infections Ionising radiation
PILOTING	Basket of indicators focussing on specific clinical areas Controlled drugs prescribing
PLANNED	Independent sector acute care Primary care Social care Integrated care

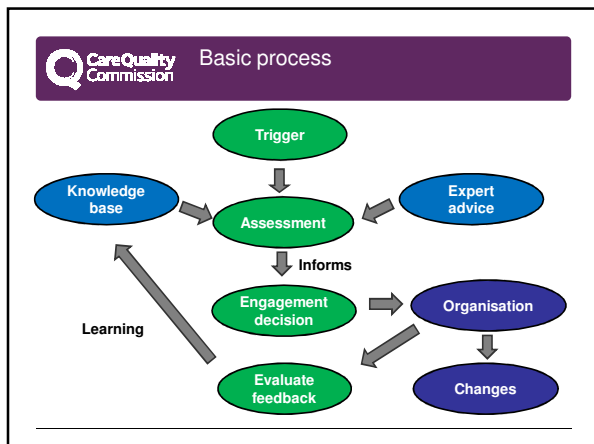
Care Quality Commission Alert for high mortality

CUSUM method

Care Quality Commission Control chart for low incident reporting in diagnostic radiology

Care Quality Commission How do we interpret a trigger?

- Raising questions as opposed to providing answers.
- Numbers based on statistical assumptions – do not reflect the extent to which an organisation is responsible for poor care quality, if at all.



Care Quality Commission Example: Routine scanning of mortality data

Patients identified by clinical conditions or procedure.

All acute NHS trusts.

Risk adjusted.

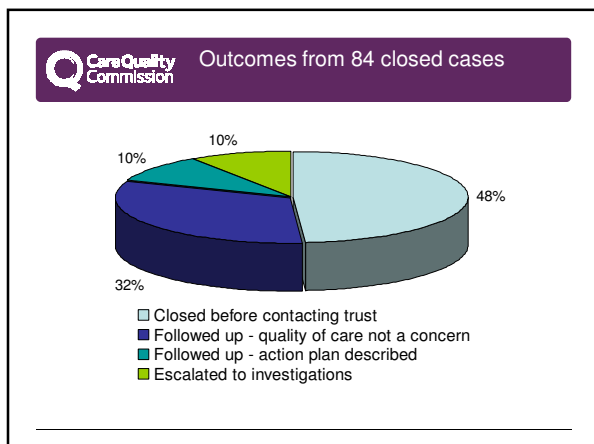
4-6 month time lag.

Average of 30 alerts per quarter generated internally and 20 received externally.

Care Quality Commission Internal analysis – mortality outliers

Data quality	✓
Case mix	✓
Corroborating information	✓
Focus of concerns	
Soft intelligence	
Etc ..	

- Care Quality Commission Initial engagement with the organisation**
- Requests for further information.
 - Is the organisation aware?
 - Are they doing anything already?
 - If they are not concerned, can they satisfactorily explain why?
 - Can the organisation assure us that they are taking the matter seriously and that the systems are in place to adequately follow-up concerns in future?



- Care Quality Commission Achievements and goals**
- Resources used efficiently.
 - Making intelligent use of sparse data.
 - Limit the burden on the care providers themselves.
 - Focussed engagement.
 - Consistency both geographically and across care type.
 - Manage relationships with organisations appropriately.