

089: TWENTY MULTIDISCIPLINARY TEAMS BENCHMARK OUTCOME AND PROCESS INDICATORS FOR A NORMAL DELIVERY CLINICAL PATHWAY

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Objective:

To benchmark clinical outcomes and patient satisfaction in 20 Belgian hospitals that have developed a clinical pathway for normal delivery within the Belgian Dutch Clinical Pathway Network.

Methods:

Design: A cross sectional design was used

Sample: 20 hospitals participated in this multi center study, with 25 patients from each, with a total sample of 500 mothers and children.

Variables: Demographic variables, pain, weight of the baby, breastfeeding problems and satisfaction were measured.

Process: All these hospitals were member of the Belgian Dutch Clinical Pathway Network, a Network with 33 participating hospitals. The 20 participating hospitals in this study are working with a clinical pathway or were developing a pathway for normal delivery. The multidisciplinary teams from the different hospitals formed a multidisciplinary task force within the Network. The teams discussed the patient processes defined and benchmarked the outcome indicators for this patient population.

Statistical analysis: Descriptive, ridit and survival analysis were used to benchmark the data.

Results:

We found variation on the scores among the different hospitals. No particular hospital consistently performed best or worst on all indicators. Evaluating and discussing these data, was confronting for several hospitals. Feedback was discussed within the multidisciplinary teams and with the management teams. Using benchmark data in the multidisciplinary discussions on the process of care was new for most of the hospitals. Next to the internal discussions, these data were discussed among participating hospitals. One of the indicators which led to discussions among the multidisciplinary teams was the daily pain score:

Median Pain Score (0-100)	Median Score (n=500)	Range between hospitals (median score/hospital)
day 0	40	17 - 75
day 1	27	13 - 59
day 2	19	6 - 42
day 3	11	0 - 32
day 4	7	0 - 35
day 5	5	0 - 40

Table 1: Differences in median pain score (Visual Analogue Scale 0-100)

Based on the findings of the feedback report, new projects, like pain projects, were started to improve outcomes, the process of care and teamwork.

A mini course was organized by Leuven University on the development, implementation and evaluation of clinical pathways. Based on this course, the different multidisciplinary teams will develop and implement a clinical pathway or revise their existing pathway. Later a post implementation evaluation on the same indicators will be organized within the Network. This evaluation will give the teams feedback on their own improvement project and will give new benchmark data.

Conclusions:

Measuring outcome is the first step to improve the process of care and lead multidisciplinary discussions. Multi center collaboration, multidisciplinary discussions and benchmarking will guide the multidisciplinary teams towards patient focussed care.

This project is the first step in a continuous quality and team improvement project within 20 Belgian hospitals.