

Driving improvements in inpatient diabetes care - keep your eye on the dashboard! Higgins K; Atkins A; Oyayoyi D, Ball J University Hospitals of Leicester NHS Trust, Leicester, UK

Background

In November 2017 the Care Quality Commission (CQC) issued a warning notice to our trust raising concerns around the safe use of insulin. A robust action plan was implemented across all clinical directorates focusing on supporting frontline non-specialist staff. Assurance measures to track progress and a robust governance process were needed.

Aim

To develop an Inpatient Diabetes Dashboard to be shared quarterly at Executive Quality Board and with frontline staff. Purpose - for assurance purposes, monitoring progress and to drive further change.

Method and Result

With senior sponsors (nursing /medical), business analyst, inpatient diabetes lead nurse, inpatient diabetes specialist pharmacist we agreed measures to be reported in the dashboard. It was important to recognise limitations in data collection methods and ensure process was sustainable. We chose a combination of capillary blood glucose (CBG) data (% CBG<3.0; % CBG>25.1), data collected via notes audit (medication errors) and datix incident reporting (National Inpatient Diabetes Harms audit). Compliance with Insulin safety training also reported. The dashboard was set up to report monthly from April 2018 and data is displayed on a single sheet in both tabular and graphical form.

Summary

The Leicester Inpatient Diabetes Dashboard provides a unique, visually appealing progress update which can be shared widely. It provides assurance within our organisation that we are addressing concerns raised by CQC, national audit or local incident reporting. Importantly it allows us to highlight where we need particular executive support to effect. The dashboard can be adapted for use within any acute trust.