



Developing and improving indicators to capture the activity of Integrated Care Diabetes Clinical Nurse Specialists: a collaborative audit and feedback process

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A TRADITION OF
INDEPENDENT
THINKING



Integrated Knowledge Translation (IKT)

- **Co-production** of knowledge
- **On-going relationship** between researchers and decision-makers
- **Mutually beneficial** research project or program of research to support decision-making



DIABETES

National Clinical Programme for Diabetes

1. Develop standardised **integrated care pathways**
2. **Clinical Nurse Specialist Diabetes** Integrated Care
 - Primary care-based specialist service for complicated type 2 diabetes
 - Support to GPs and Practice Nurses
 - Provide education and training
 - Work as part of multidisciplinary team (MDT) in secondary care



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Activity data

Data collection was a **'ground up' process** initiated and driven by nurses (part of the Primary Care Diabetes Nurse Network)

Why?

1. Monitoring implementation of role
2. Generate a benchmark
3. Demonstrate feasibility of the approach



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ESPRIT

Evidence to Support Prevention
Implementation & Translation

- Existing relationship with National Clinical Programme
 - National Working Group
- On-going work

STUDY PROTOCOL

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Evaluating the implementation of a national clinical programme for diabetes to standardise and improve services: a realist evaluation protocol

S. McHugh^{1*}, M. L. Tracey¹, F. Riordan¹, K O'Neill¹, N. Mays² and P. M. Kearney¹



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Activity data: problems

- Different levels of detail
- Inconsistent reporting
- Missing data
- No process for monitoring
- Definitions unclear

Are indicators reflecting what they should?

2014	Surname	First Name	RNP	ISA	Structured Name						
			no		CODE: X-Part & GDM	3	9	6	6		4 (insulin + GLP-1)
Q1					1 session (week 26)	27	0	n/a	9	63	4
Q2			no		CODE (3 SESSIONS)						
Q3					XPERT Attended WEEK 5	9	5 (week 4 structured care)	0	9	27	4
Q4											
Q1			undertaking		Desmond & CODE	0	11	10	10	50	10 (insulin + GLP-1)
Q2						0	11	11	6	10	4insulin
Q3			complete		1 Desmond	12	12	4	11	98	4
Q4											
Q1			no		Xpert	1					
Q2						2	12	0	6	10	102
Q3						1	10	10	7	7	145
Q4											
Q1			no		Desmond						
Q2			no				1		0	1	20
Q3			undertaking			2	12	12	0	12	90
Q4											4 (insulin / GLP-1)



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IKT approaches and strategies

Evidence briefs

Deliberative dialogues

Priority setting

Training sessions

Consultation

Committees, boards, working groups

Meetings (conference, presentations, workshops)

Joint research

Audit and feedback



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Gagliardi et al. (2016) Integrated knowledge translation (IKT) in health care: a scoping review

Collaborative audit and feedback process

Leads to small but important improvements in professional practice

Most effective when....

- Baseline performance was low
- Feedback was delivered more than once
- Written and verbal
- Include explicit targets and an action plan

Hutchinson et al. Implementation Science (2015) 10:70
DOI 10.1186/s13012-015-0260-y



STUDY PROTOCOL

Open Access

Implementation of an audit with feedback knowledge translation intervention to promote medication error reporting in health care: a protocol

Alison M. Hutchinson^{1,2,3*}, Anne E. Sales^{4,5}, Vanessa Brotto¹ and Tracey K. Bucknall^{1,2,6}

Aim

Refine and develop indicators to make them more concise and useful



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Ivers et al. (2012) Audit and feedback: effects on professional practice and healthcare outcomes

Involvement in IKT

SYSTEMATIC REVIEW

Open Access

Integrated knowledge translation (IKT) in health care: a scoping review



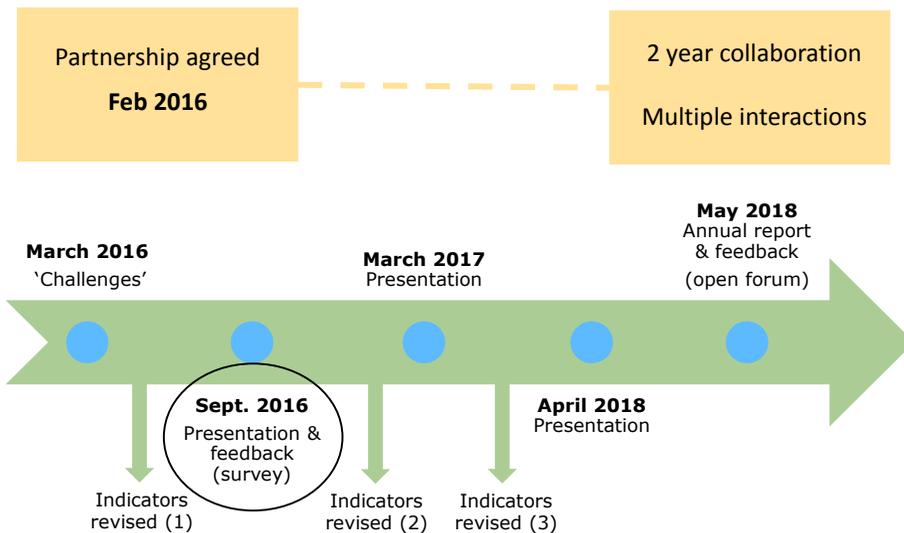
Anna R. Gagliardi^{1*}, Whitney Berta², Anita Kothari³, Jennifer Boyko³ and Robin Urquhart⁴

	Decision-maker (nurses)	Researchers
Conceptualize and plan	✓	✓
Recruit or collect data	✓	X
Interpret findings	✓	✓
Disseminate or implement	✓	✓

Full, Partial, No involvement



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Interim feedback (survey) – Sept. 2016

Short (anonymous) survey post-presentation at the national meeting of the professional association (IDNMSA)

20 nurses in attendance

15 questions

- Understanding
- Usefulness
- Comprehensiveness
- Preferences for future feedback

17/20 returned questionnaire (68%)

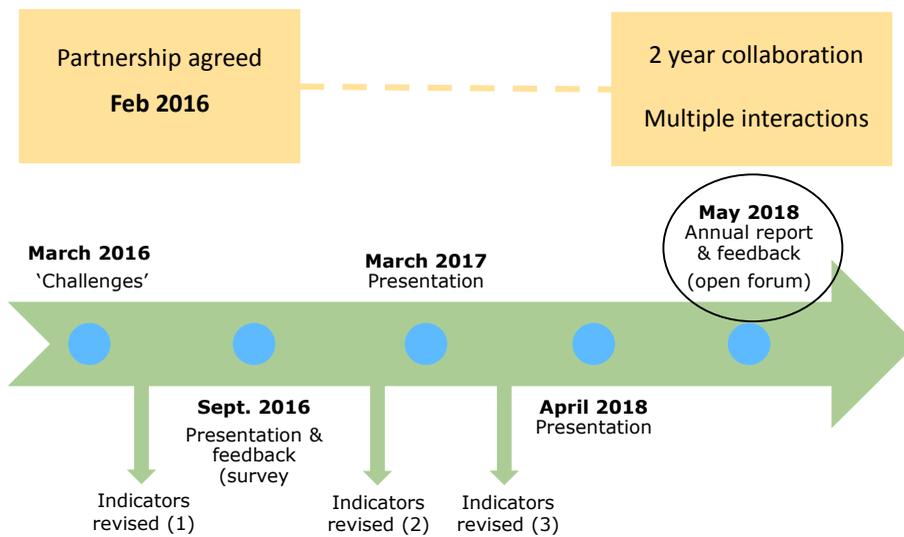
82% of respondents (n = 14) indicated there **were other indicators that should be recorded:**

- Patient education (65%)
- Professional education (71%)
- Phone consultations (59%)

Useful, but would like to analyse my own area more closely so before national meeting [I] would like an online report”

Useful if we got an email with a summary of our data

Receiving feedback preferences: 31% presentation; 19% report only; **50% both**



Feedback (open forum) – April/May 2018

Discussion on annual report

5 nurses attending regional network meeting

- **Further data should be collected** to ensure role is reflected
- Some indicators could be **defined better**
- Data collection **process feasible** in current form

Barriers

Annual report

Difference in research goals, methodologies and languages

- **Differing needs and priorities** among participants
- Goals, roles, and expectations not clear
- Lack of funding or **infrastructure** for IKT
- Little continuity of involvement due to **staff turnover**, infrequent attendance
- Participants (nurses and researchers) are busy with multiple responsibilities

Enablers

- **Strong leadership** commitment, skill, and experience
- Support from facilitators, **champions, and boundary spanners**
- Establish partnership early in the research process
- **Openness** of partners to listen, learn, and adapt
- Built on **pre-existing relationship**

Conclusions

✓ Co-production of knowledge	Improved indicators, new indicators
✓ On-going relationship between researchers and decision-makers	2-3 year collaboration
✓ Mutually beneficial research project or program of research to support decision-making	1. Refined indicators -Revised minimum dataset -Shared definitions 2. Use data for other projects (e.g. programme evaluation) 3. Understanding how to pitch material to clinical and policy stakeholders



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Kothari A, and Wathen CN. (2013) A critical second look at integrated knowledge translation. Health Policy.

Acknowledgements

Professor Patricia Kearney
Dr Sheena McHugh
Helen Twamley
Niamh Smyth

ESPRIT: Evidence to Support Prevention Implementation and Translation
<http://www.ucc.ie/en/esprit/>



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