



Breakout 3: Using the box score to deliver improvements

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Improvement Hub
Enabling health and
social care improvement

Plan for today

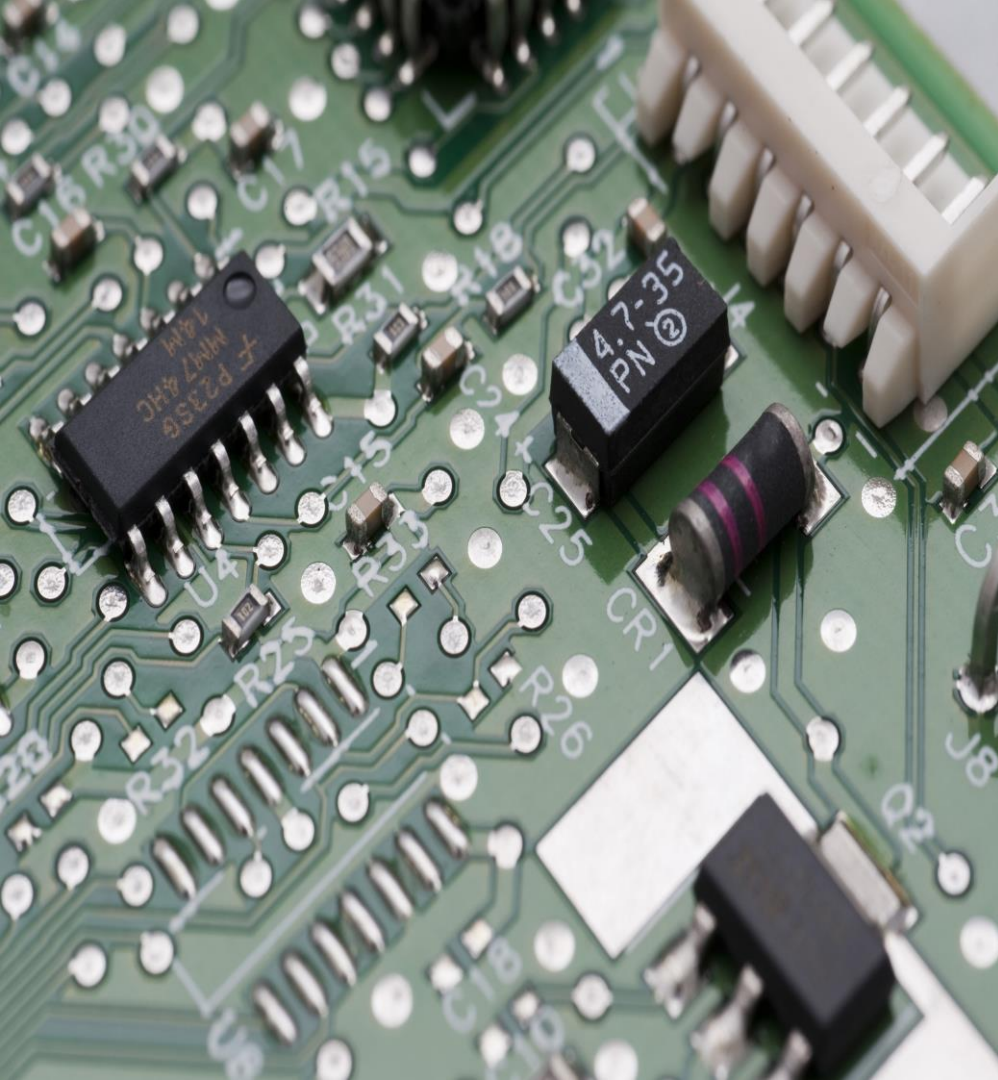


Components of the box score

Identifying measures for inclusion and populating a box score

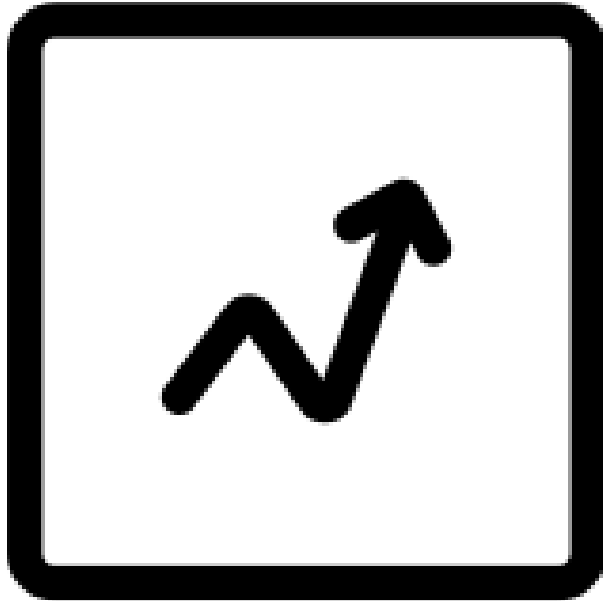
Prioritising measures

Using the box score to deliver improvement



**Components
of a box score**

What is a Box Score?



The heart of the approach and contains three kinds of measures

Organises the real-time quality and cost data to drive improvement and monitor quality control

Links to organisational priorities and measures the cost per patient/procedure

What makes a good box score?



Good data flows that are easy to access (weekly)

Focuses on areas that are relevant and important to the team

That manages Quality within an area (SPSP, EiC, Access QI)

What is included in the Box Score?

Performance

Areas such as quality, safety, efficiency & timeliness and experience, which may come from other programmes

Capacity

Staff time directly and in-directly adding value for the service user and what available time is left

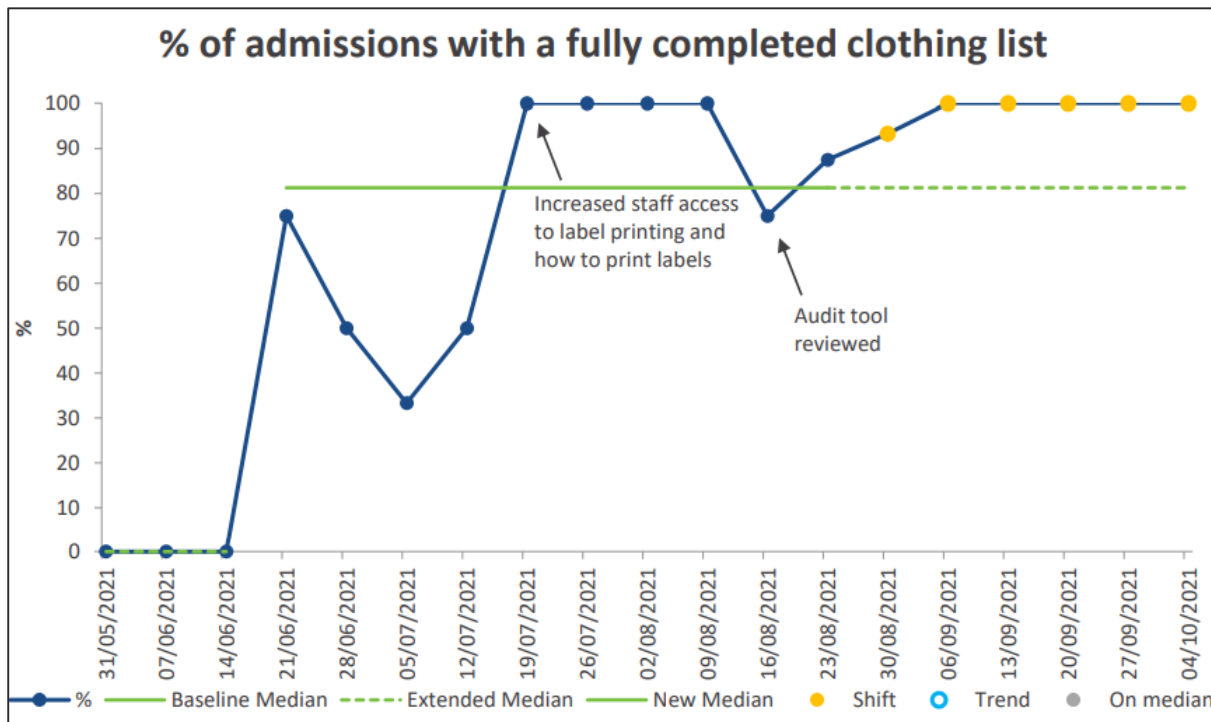
Finance

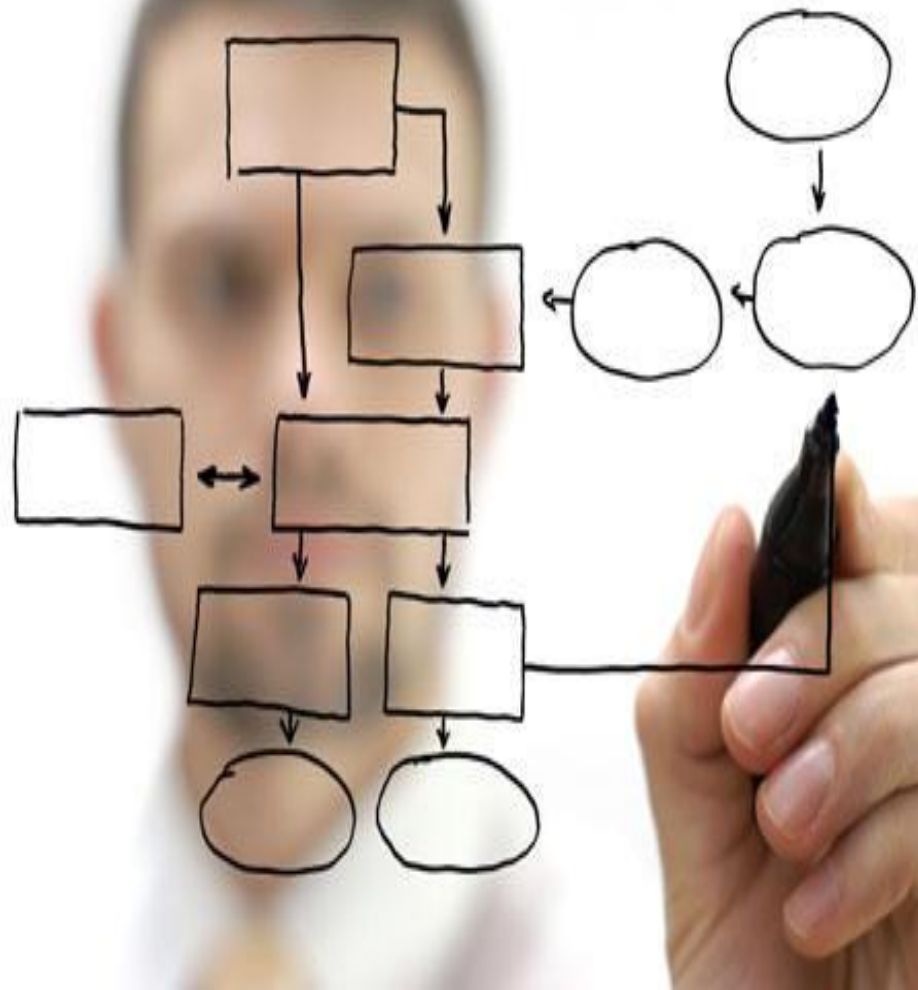
Variable costs in areas such as staffing, supplies, drugs and ancillary costs

[illegible]

Inpatient Mental Health Team - NHS Forth Valley

60% of admissions to Ward 2 Forth Valley Royal Hospital will have a completed clothing list by 19 July 2021





**Identify and
prioritise
measures**

Where do we get performance measures from?



Linkage chart

Process map

Existing measures within
programmes of work

Examples of Performance Measures

Performance Measures	Core	Common	Programmes
Number of patients seen (throughput)	✓		
Joy in Work / Staff Engagement	✓		
Median Time of Day of Discharge		✓	
Count of Falls		✓	SPSP
Count of Hospital Acquired Pressure Ulcers		✓	SPSP
Count of Cardiac Arrests		✓	SPSP
Food, Fluid and Nutrition			EiC
Early Warning Scores Accurate Calculation			EiC
New appointment activity			Access
Demand for new appointments			Access

Activity



Think about your area,
take 5 minutes to populate
what you would include as
your performance
measures

Where do we get capacity measures from?



Staff list of activities

Existing tools

Examples of Capacity Measures

Capacity Measures
% Direct care (day)
% Indirect care (day)
% Available time (day)
% Direct care (night)
% Indirect care (night)
% Available time (night)
% Timeout
% Time lost

Where do we get cost measures from?



Workforce data

Laboratory data

Medication data

Other supply systems data

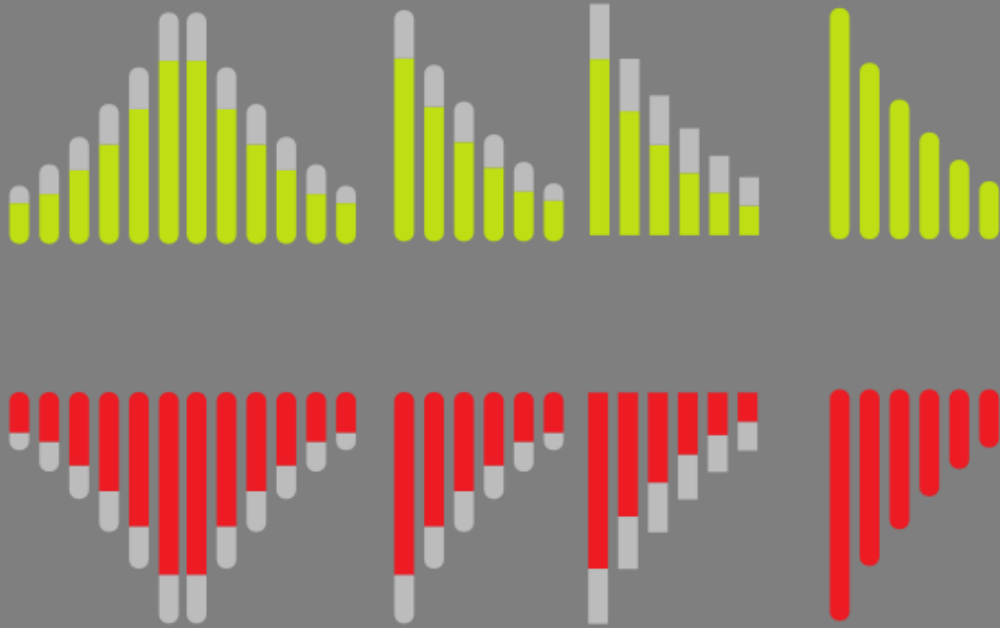
Examples of Cost Measures

Finance Measures	Core	Common
Nursing Pay Costs (Excluding Bank)	✓	
Nursing Pay Bank Costs	✓	
Medical Pay Costs		✓
Other Pay Costs		✓
Drug Costs	✓	
Direct Clinical Care Supplies Costs	✓	
Other Non Pay Costs		✓
Income		✓
Total Costs	✓	
Costs Per Patient / Procedure	✓	

Activity



Think about your area,
take 5 minutes to
populate what you would
include as your capacity
and cost measures



Using charts
to deliver
improvement

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Using the charts to drive improvement

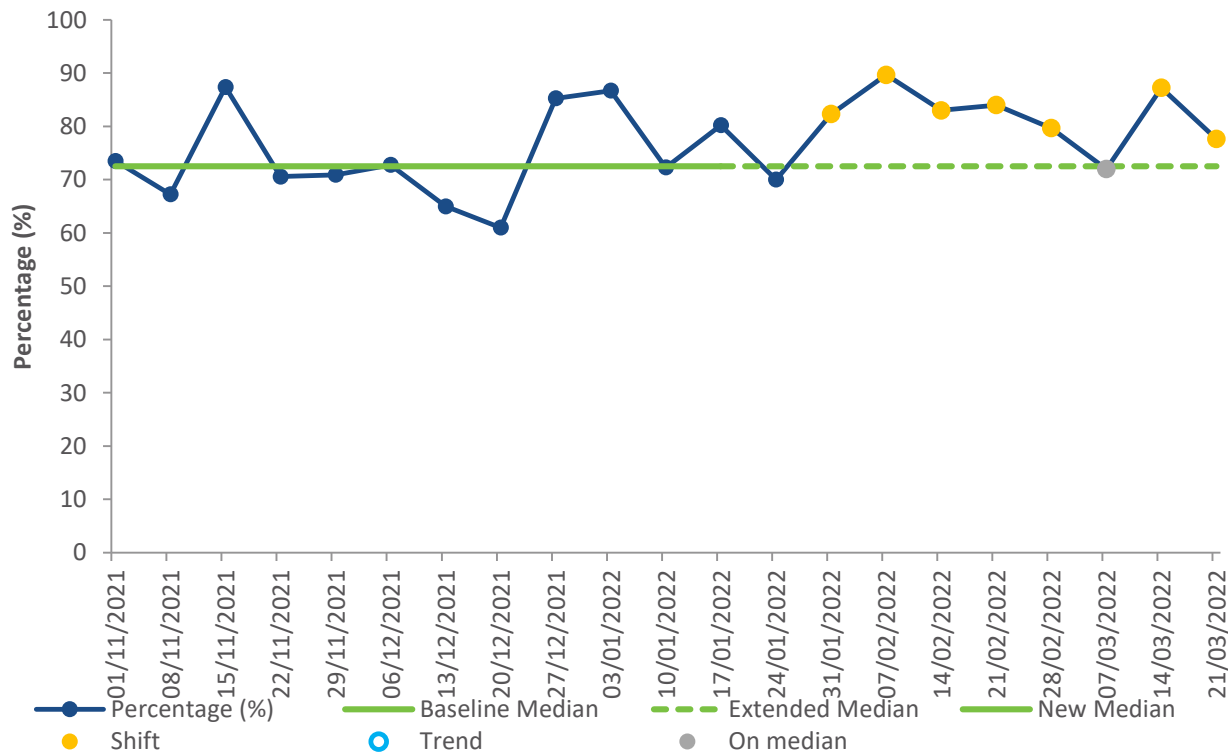
	A	B	C	D	E	F	G	H	I	J	K	L	U
1	NHS Board	NHS Anywhere											
2	Site	Nowhere											
3	Chart Title	Joy at work											
4	Time period	Percentage		Percentage (%)	Baseline Median	Extended Median	New Median	Shift (auto)	Trend (auto)	On Median (auto)	Annotation	Comment	
5	01/11/2021	74		73.5	72.5			#N/A	#N/A	#N/A			
6	08/11/2021	67		67.3	72.5			#N/A	#N/A	#N/A			
7	15/11/2021	87		87.4	72.5			#N/A	#N/A	#N/A			
8	22/11/2021	71		70.6	72.5			#N/A	#N/A	#N/A			
9	29/11/2021	71		70.9	72.5			#N/A	#N/A	#N/A			
10	06/12/2021	73		72.8	72.5			#N/A	#N/A	#N/A			
11	13/12/2021	65		65.0	72.5			#N/A	#N/A	#N/A			
12	20/12/2021	61		61.0	72.5			#N/A	#N/A	#N/A			
13	27/12/2021	85		85.3	72.5			#N/A	#N/A	#N/A			
14	03/01/2022	87		86.7	72.5			#N/A	#N/A	#N/A			
15	10/01/2022	72		72.3	72.5			#N/A	#N/A	#N/A			
16	17/01/2022	80		80.2	72.5	72.5		#N/A	#N/A	#N/A			
17	24/01/2022	70		70.0		72.5		#N/A	#N/A	#N/A			
18	31/01/2022	82		82.3		72.5		82.33	#N/A	#N/A			
19	07/02/2022	90		89.7		72.5		89.67	#N/A	#N/A			

Using the charts to drive improvement

NHS Anywhere

Joy at work

Nowhere

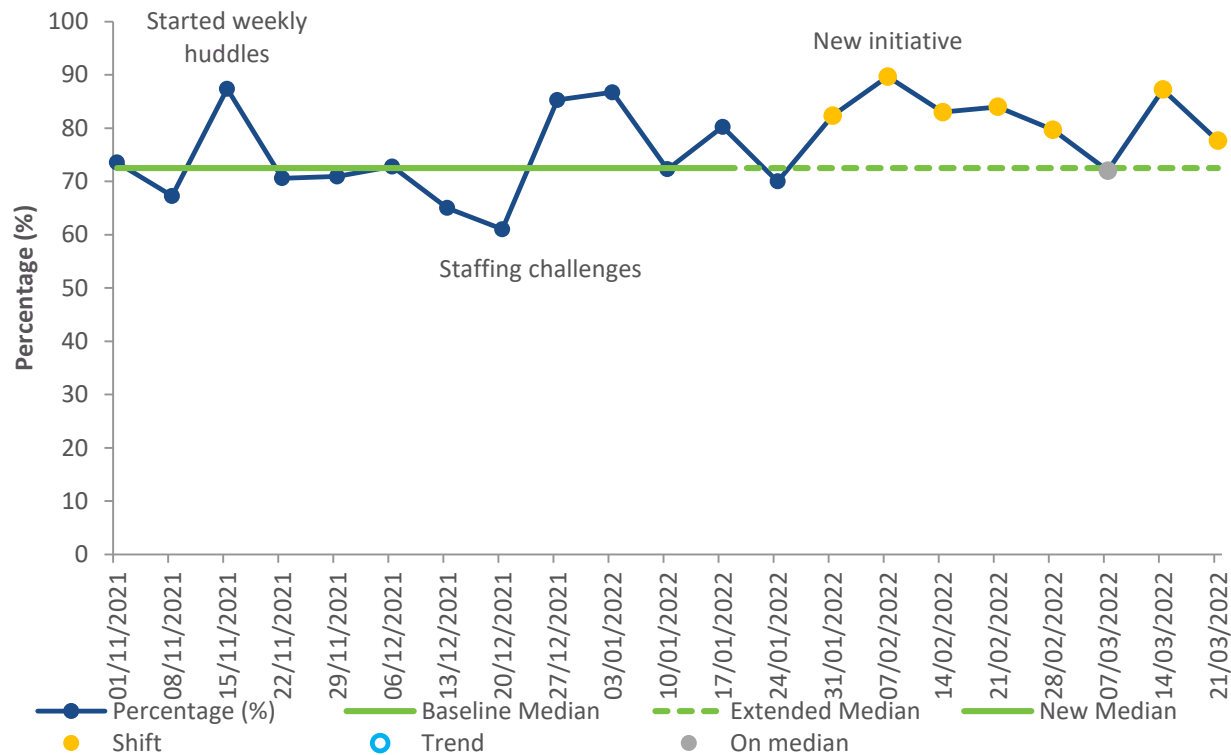


Using the charts to drive improvement

NHS Anywhere

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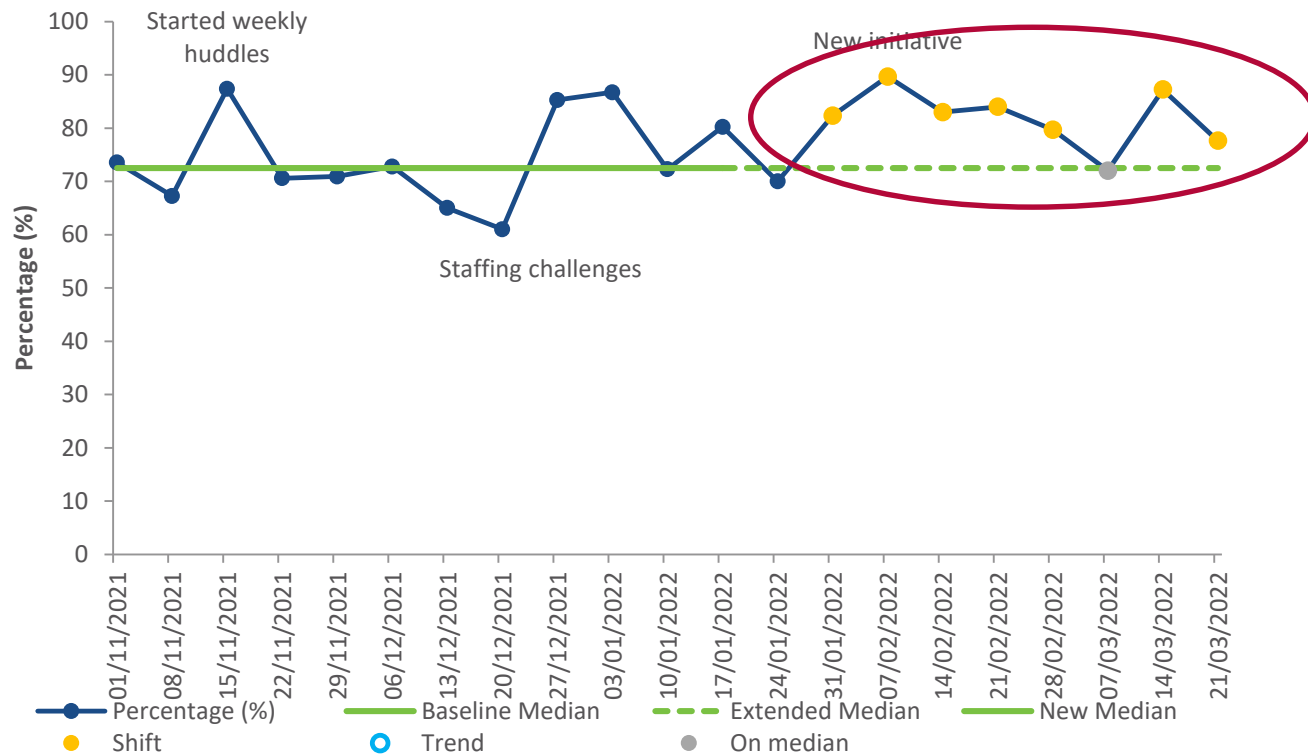


Using the charts to drive improvement

NHS Anywhere

Joy at work

Nowhere

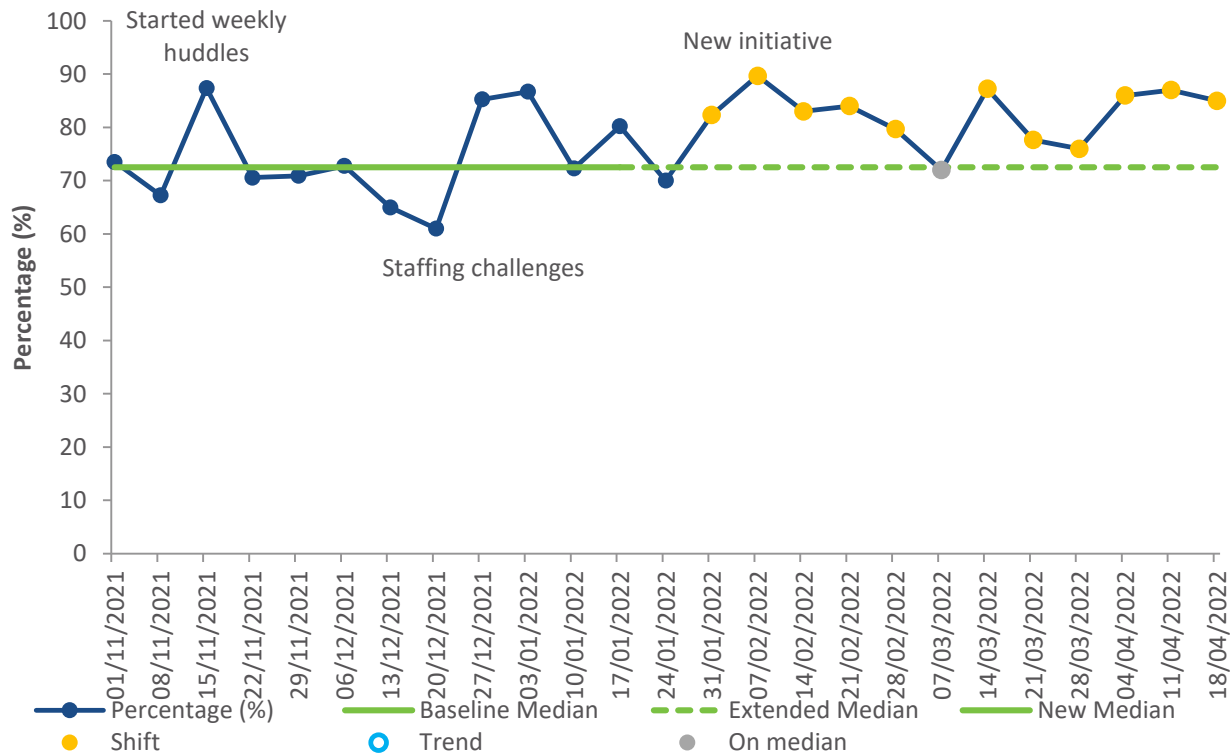


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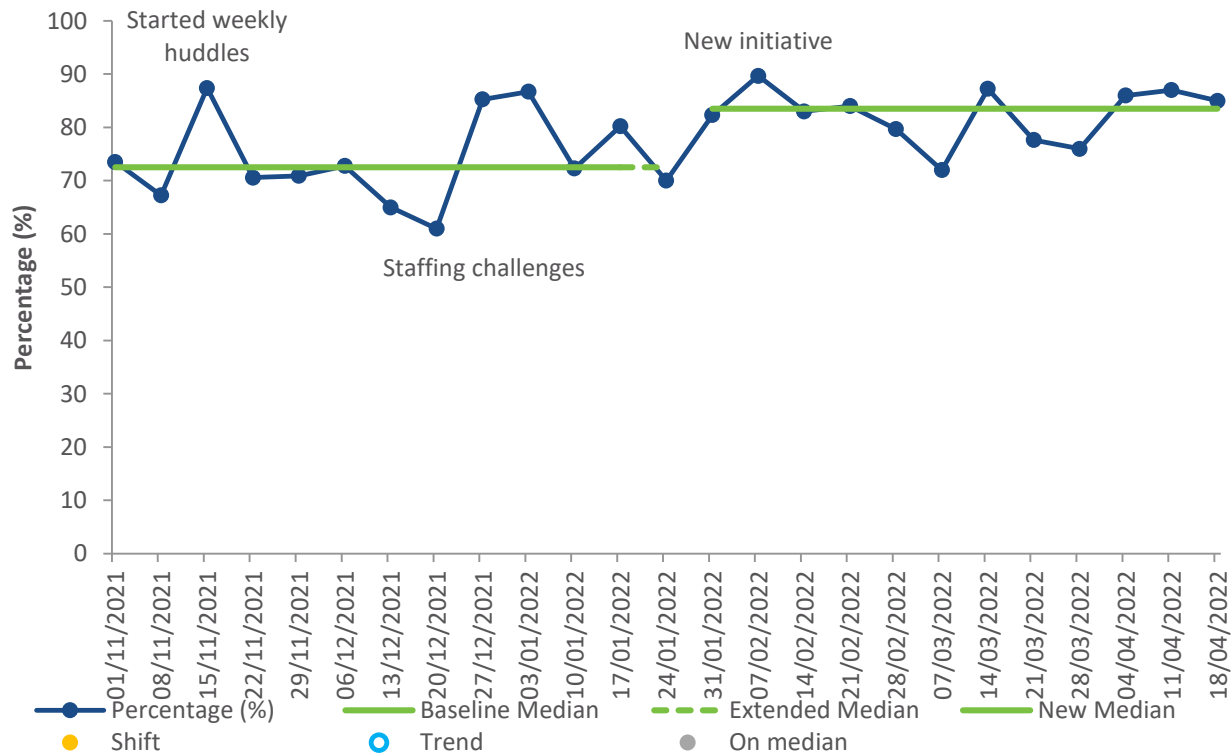


Using the charts to drive improvement

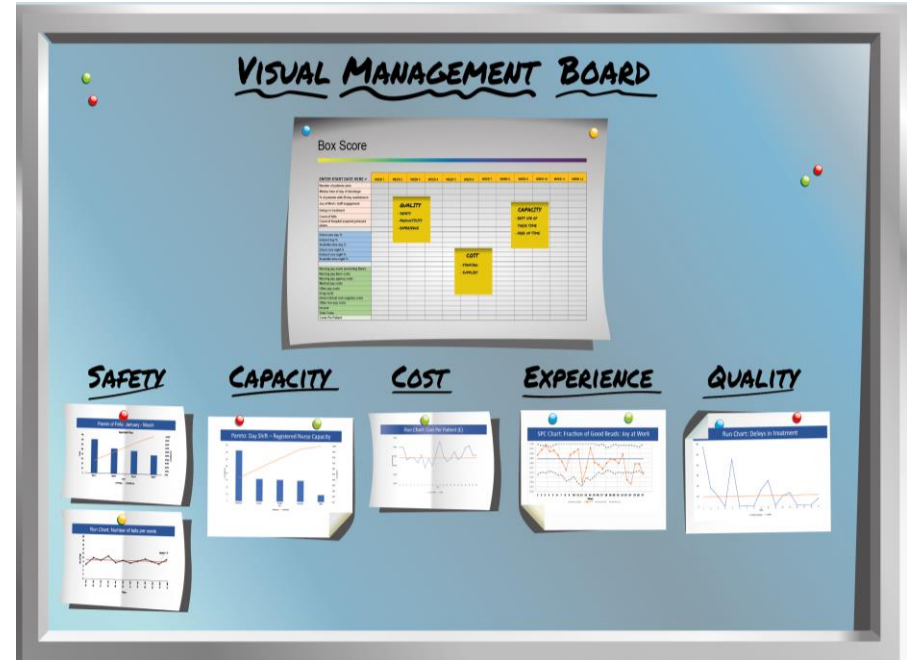
NHS Anywhere

Nowhere

Joy at work



Using the charts to drive improvement



Box Score Measures Checklist



- ☒ Cover a range of programmes
- ☒ Have performance, capacity and cost measures
- ☒ Data flows are established
- ☒ Linked to organisational strategy

Box Score Measures Checklist



- ☒ Performance reflects quality improvement and quality control
- ☒ Capacity enables teams to monitor an increase in direct capacity
- ☒ Costs are variable, and can be managed over time by the team

Keep in touch

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