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Measuring quality in community nursing (QuICN): A mixed method study

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In UK, clinical commissioning groups (CCGs) commission care from service providers; the key priority is providing domiciliary community nursing care for patients, many with complex conditions and co-morbidities. Care quality is typically measured through quality indicator schemes; however, little is known about relevant processes for community nursing. The University of the West of England, Bristol, led a multi-institutional mixed-methods study to identify how community nursing quality indicators are selected and applied, and their perceived usefulness in practice. With National Health Service ethics approval and incorporating public participation, the study comprised three phases (April 2014-December 2016): 1) A national survey determined the range of indicators used in community nursing care in 2014/2015; 2) In-depth qualitative data were collected through observations, interviews, focus groups and documents in five case sites, each comprising a CCG and its associated service provider. Findings revealed that lack of stakeholder involvement in indicator selection processes, particularly front-line staff, patients and carers, impacts negatively on indicators' application and perceived usefulness; and 3) The research team used study findings to draft good practice guidance. Ten national workshops targeting mixed groups of commissioners, provider managers, front-line staff, patients and carers were held between June and September 2016 to test the findings and gain stakeholder feedback on the draft guidance. This presentation will share key findings from the case study data and discuss how these findings together with feedback from workshop delegates can contribute to practice and inform the evidence base about monitoring and measuring quality in community nursing care.

Biography

Katherine Pollard obtained a PhD in 2007 and has a clinical background in Midwifery. She has been working as a Researcher in health and social care in UK since 2001 and is currently a Senior Research Fellow in the Nursing and Midwifery department, Faculty of Health and Applied Science, University of the West of England, Bristol.

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