

# Use of a 'Plan-Do-Study-Act' approach to achieving the 'Advancing Quality' Physiotherapy target measure for hip fracture

## Purpose

'Advancing Quality' (AQ) was launched in 2008 across all hospitals in the north west of England with the aim of improving patient outcomes and reducing costs (Reference 1). In 2015 the management of hip fracture was added as a key clinical area for evaluation/improvement, and included the measure: 'HFR-07 – Physiotherapy assessment within 24 hours of surgery'.

Our Trust audit department therefore started producing monthly data for AQ hip fracture targets, which initially revealed our compliance with the above physiotherapy measure to be at 78% (target set at 100%).

The purpose of this project was therefore to improve the achievement of this measure. A Plan-Do-Study-Act (PDSA) service improvement approach was chosen (Reference 2).

## Method

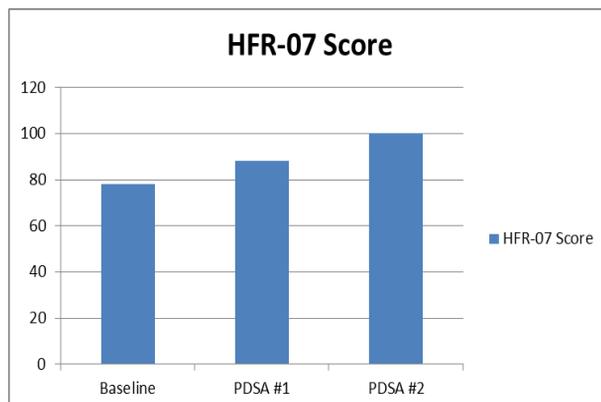
- PDSA cycle #1: The initial results produced by the Trust audit department were studied, and included a thorough case note review of all incidences of 'fails' of HFR-07 over a six month period. This subsequently informed discussions within our orthopaedic physiotherapy team, and led to the formation of a clear action plan for improvement.
- PDSA cycle #2: Study of any variances in compliance with the measure across a seven day period. Although the department provides a full seven day service for this patient group it was felt that creation of individual action plans for weekday and weekend service provision could help to further improve performance.

In both cycles the action plan was implemented through a thorough training programme inclusive of all physiotherapy staff working with hip fracture patients.

## Results

Following the implementation of the action plan identified during PDSA cycle #1 the compliance with HFR-07 rose from **78%** to **88%**.

This subsequently rose again to achieving three monthly results of **100%** compliance with the measure following PDSA cycle #2.



## Conclusions

The three key questions identified by Langley et. al. when linking the PDSA cycle to healthcare provide a useful synopsis of this project:

- What were we trying to accomplish: Achievement of full compliance with the physiotherapy AQ measure for hip fracture
- How do we know that a change is an improvement: Through study of monthly audit results
- What changes have been made that have resulted in an improvement: Relevant action plans have been identified and implemented

In this instance we can conclude that a PDSA approach has been successful in achieving the desired service improvement.

## Impact and Implications

Future work will centre on maintenance of full compliance with the target measure.

The action plans have become embedded in to standard practice through ongoing tuition, including sessions for any new therapists to this clinical area.

## References

- 1) Advancing Quality Alliance 2016 - [www.aquanw.nhs.uk](http://www.aquanw.nhs.uk).
- 2) Langley, G.J., Nolan, K.M., Nolan, T.W. et al. (1996) - The Improvement Guide: a practical approach to enhancing organisational performance. San Francisco, United States of America: Jossey Bass.

## Authors

Peter Eckersley, Physiotherapist (Project lead)  
Linda Coughlan, Physiotherapist  
Jennifer Heneghan, Physiotherapist

Physiotherapy Department  
North Manchester General Hospital  
Pennine Acute Hospitals NHS Trust

E-mail: [Peter.Eckersley@pat.nhs.uk](mailto:Peter.Eckersley@pat.nhs.uk)  
Telephone: 0161 7202425

November 2017