Bringing audit data and quality improvement (QI) to life using virtual tools and platforms

Andrews R, Hickman K, Roberts CM
On behalf of the National Asthma and COPD Audit Programme (NACAP) and its governance groups

Background

The National Asthma and Chronic Obstructive Pulmonary Disease (COPD) Audit Programme (NACAP) aims to improve care and outcomes for people with asthma and COPD. It comprises six key components, including the Wales primary care audit.

The primary care audit supports general practices (GPs) in Wales to improve asthma and COPD care and management.

Data automatically extracted from Wales GP computer systems is used to do this. There have been two rounds of the audit\(^1,2\) under NACAP since March 2018, with little improvement seen in key aspects of care. Evidence on audit effecting change is that data feedback alone is insufficient and requires additional elements of QI. NACAP has therefore explored alternative ways in which QI materials and resources for the 2018-20 audit could be delivered to facilitate the QI needed.

Aim

NACAP set out to (co-)design a new bespoke QI model by establishing ways of making audit results and QI information more engaging, accessible, and useable by Welsh GP practices.

Method

The QI element of the 2018/20 primary care report was redesigned. The audit report was shortened, and QI priorities reduced to six focusing on key elements of care (fig 1), with clear targets and deadlines set. These QI priorities were identified to ensure that GPs became ‘experts at the basics’.

A bespoke web-based QI portal was co-designed with the Institute for Clinical Science and Technology (ICST)\(^3\) and opinion leaders delivering key messages, QI project videos, and learning elements.

Results

The redesigned QI element for the 2018/20 primary care report was launched in March 2021. This included:

- streamlined reports highlighting the six new QI priorities and signposting to the QI portal, using QR codes that link directly to the portal to facilitate access (fig 1), and
- a NACAP specific web-based QI portal (fig 2) and project videos (fig 1), via the ICST platform.

The QI project videos (fig 1) align with the six QI priorities and provide short and simple results overview, advice and steps on how to initiate QI projects and improve asthma and COPD care and management. The QI portal provides tools and resources to easily support and track QI projects and progress against the NACAP targets (fig 3).

Fig 1: Six QI priorities

<table>
<thead>
<tr>
<th>Recommended quality improvement priorities*</th>
<th>Wales primary care audit 2018/20 report: key messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key messages:</td>
<td>Worry Less</td>
</tr>
<tr>
<td>1. Evidence and code appropriateness:</td>
<td>50% of people diagnosed</td>
</tr>
<tr>
<td>2. Avoid inappropriate treatment</td>
<td>80% of people treated</td>
</tr>
<tr>
<td>3. N/A to be set up and monitored</td>
<td>10% of people treated</td>
</tr>
<tr>
<td>4. N/A to be set up and monitored</td>
<td>5% of people treated</td>
</tr>
<tr>
<td>5. N/A to be set up and monitored</td>
<td>0% of people treated</td>
</tr>
<tr>
<td>6. N/A to be set up and monitored</td>
<td>0% of people treated</td>
</tr>
</tbody>
</table>

* NACAP Clownfish.com | Wales primary care audit 2018/20 report: key messages

Fig 2: Official NACAP quality improvement toolkit

Fig 3: QI project set up and monitoring

Conclusion

New ways of presenting audit data and QI information were successfully explored and executed. NACAP designed a new QI support programme based on evidence-based interventions and will measure the impact of this new programme against QI priority performance.