CAIR: Care Assurance Improvement Resource.

A tool for Nursing & Midwifery

Description
Excellence in Care (EiC) forms part of the Scottish Government’s response to the Vale of Leven Hospital Inquiry (which investigated deaths and illness attributed to C Difficile). EiC focuses on:
1. developing a nationally agreed set of indicators of quality of nursing and midwifery care
2. design of local and national infrastructure, including a Scotland-wide information system - the Care Assurance and Improvement Resource (CAIR).

CAIR aims to improve and assure nursing and midwifery in hospitals and community services. By March 2019 all NHS Boards and health & social care partnerships should have a consistent, central resource to collect, measure and view indicators of care quality.

Aims / Objectives
CAIR will provide nursing and midwifery information drawn from various systems and sites, in a central data repository to allow users to interact with the data in a visual and user-friendly way.

Users will be able to view their own or a number of selected wards, community teams or Boards to give appropriate context.

Methodology
- Working closely with stakeholders, an initial set of indicators has been agreed which is now being scaled up to all NHS Boards.
- Working groups have been created including nurses from all Boards to develop indicators for other nursing ‘families’ using Quality Improvement methodology.
- Using Agile methodology, CAIR will be iteratively improved with newly agreed indicators and improvements implemented based on stakeholder feedback.
- The User Access System will give Boards control over who can see their data and at what level.

Progress / Outcomes
- CAIR V0.2 was initially tested by three territorial Boards, but the majority of Boards now have (some) data in CAIR.
- Iterative feedback is resulting in continuing improvements.
- The Overview shows all measures for a ward in a single view. Each measure also has a run chart and some measures have a further breakdown.
- The dashboard gives an insightful perspective, and sparks off valuable, evidence based quality improvement and assurance discussions.

Authors
Annemarie van Heelsum
Sarah Callaghan
Nelson Kennedy