Measuring the ‘hidden’ achievements of staff

Leading Change, Adding Value will help nurses quantify their contribution to care and service improvements

Leading Change, Adding Value, the national framework for all nursing, midwifery and care staff, was launched by England’s chief nursing officer Jane Cummings in May 2016. Comprehensive consultation had established strong support for a follow-up framework to Compassion in Practice when it concluded.

It was agreed that there was an opportunity for a framework to take a different approach and clearly demonstrate the contribution that nursing, midwifery and care staff are bringing to the transformation work happening in the health and care sectors in England.

‘Everyone can lead change, no matter what their role and wherever they work’ is the ethos of the framework. It goes without saying that nursing, midwifery and care staff are uniquely placed to understand what needs to or could be changed to improve services, experiences and outcomes for patients and populations as part of.

However, much of this essential work often remains hidden or misunderstood. Some of it is not easily measured, captured or shared.

The framework aims to support us in considering the outcomes of our work. It helps us to question whether there is always a measurable positive difference achieved in experience, outcomes and the use of resources.

It also helps us look at where there is ‘unwarranted variation’ – inequalities – and change them. This is an opportunity to make sure everyone can receive the same high standard of care.

Leading Change, Adding Value emphasises the need for us to place the same importance on quantifying and measuring improvements as on demonstrating quality at the centre of all that we do. By achieving the triple aim of improving experience, outcomes and use of resources we can demonstrate the vital contributions of the professions to national, regional and local work, and their leadership in the wider system.

Atlas of learning

The end product of the formal three-year programme will be an ‘Atlas of Shared Learning’. It will clearly demonstrate how nursing, midwifery and care staff have led and contributed to the Five Year Forward View and other national programmes, such as All Our Health and the Shape of Caring.

Case studies are being collected that will enable colleagues to source and implement learning on where unwarranted variation in care has been identified and addressed through nursing, midwifery and care staff leadership and the resulting improvements in outcomes, experiences and use of resources.

Leading Change, Adding Value was developed with colleagues from a wide range of organisations, practitioners, people we care for, carers and the public. This ongoing and crucial partnership working across what can be a complex system ensures that the implementation of the framework is applicable for all nursing, midwifery and care staff during this time of change.

Find out more at tinyurl.com/LCAV-learning

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