

The 4th Annual International Symposium on Advancing the Science and Impact of Audit & Feedback

Workshop Session 1 (Morning)

Title: If you build it...will they come? Moving recipients from apathy to action

Presenters: Noah Ivers & Laura Desveaux

Workshop Overview:

1. Review of theory – understanding how feedback recipients engage with and think about feedback
2. Case studies – understanding failure and success
3. The role of end-user input when designing feedback initiatives
4. Engaging end-users- pros and cons
5. Practical strategies for engaging your target end-users
6. The role of context – understanding how team culture and leadership influences responsiveness to data
7. Interactive session - supportive coaching

Title: Learning more from evaluations of Audit & Feedback in multicenter studies

Presenters: Martine de Bruijne, Cordula Wagner & Jeremy Grimshaw

Workshop Overview:

Using the example of a nationwide patient safety monitoring research program in the Netherlands along with knowledge from an experienced audit and feedback scientist, this workshop will discuss the following questions:

- How can we best design, present and organize our feedback as researchers?
- How can health organizations, such as hospitals, best design, present and organize their own feedback?
- How can feedback reports from multicentre research be designed to be more useful to individual practices?
- How can we stimulate the use of feedback in the quality cycle in individual practices?

Presentations will be followed by group discussion. Workshop participants are invited to bring their own examples and questions to use in discussion.

Workshop Session 1 (continued)

Title: Experiences of reducing opioid prescribing in UK primary care using enhanced feedback

Presenter: Sarah Alderson & Paul Carder

Workshop Overview:

This workshop will discuss the development of an enhanced feedback intervention to reduce opioid prescribing and experiences of its implementation in primary care practices. The use of opioid medicines in the treatment of chronic, non-cancer pain is questionable given limited evidence of efficacy and growing evidence of harm. The Campaign to Reduce Opioid Prescribing was a population-level, non-prescriptive, enhanced feedback intervention providing 316 primary care practices in West Yorkshire with bimonthly enhanced performance feedback reports on their opioid prescribing. CROP engaged practices in change and allowed adaption to their own ways of working. Changes in routine systems were embedded where there were structures already in place to discuss, agree, and implement change; but this intervention also encouraged varied actions in less structured practices. CROP reduced opioid prescribing; this low cost intervention translated into a substantial population impact and reduction in patient harm.

This workshop will (i) discuss lessons on engaging primary care practices with feedback reports to reduce harmful prescribing and (ii) highlight how research and service development agendas can align for a common quality improvement goal.

Workshop Session 2 (Afternoon)

Title: Study designs for evaluating effectiveness of audit and feedback

Presenter: Jeremy Grimshaw, Craig Ramsay & Beatriz Goulao

Workshop Overview:

- Considerations in choosing a study design
- Randomized designs
- Non-randomized designs
- Case study examples

Title: Optimizing the design of audit & feedback

Presenters: Sylvia Hysong & Nicola McCleary

Workshop Aims:

- Consider and practice applying the principles of best practice in A&F design by:
 - Assessing the limitations of existing A&F interventions
 - Applying and discussing key recommendations for optimizing the design of A&F

Workshop Overview:

- Framing the conversation on optimizing the design of A&F
 - We will discuss the recommendations of Brehaut et al (2016) and Hysong et al (2016)
 - Feedback Intervention Theory will be our organizing theoretical model
- Optimizing feedback: using an exemplar, we will work through four overarching elements for optimizing feedback:
 - Nature of the desired action
 - Nature of the data
 - Feedback display
 - Feedback delivery

Workshop Session 2 (continued)

Title: Composite quality measures to improve outcomes of patients in nation-wide clinical audits in The Netherlands

Presenter: Dr. Michel W.J.M. Wouters, Head of Scientific Bureau, Dutch Institute for Clinical Auditing

Workshop Overview:

In this workshop we will discuss the need, development and validation of composite quality measures for surgical audits used by the Dutch Institute for Clinical Auditing (DICA). DICA facilitates 22 nationwide quality registries in The Netherlands and provides webbased, benchmarked feedback to clinicians in more than 150 medical centers. Each audit has a set of quality indicators covering different aspects of the care process and its outcomes. Though, sometimes a hospital performs above average on one indicator and has less favorable results on others. How do we appreciate such results? To stimulate quality assurance in the surgical process and improve outcomes of patients, DICA developed a number of composite measures, to make quality indicators more meaningful and more actable for clinicians.

In this workshop we will discuss with the participants ways to improve the value of audit and feedback, by providing more meaningful quality information to caregivers, empowering them to use this information directly in the improvement of their daily practice.