

PRACTICE - Performance Reporting & Action Toolbox for Implementing Change and Evaluation - nutrition care in hospitals

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Description of the initiative/ Background / context

Since 10 years nutritionDay (nDay), a joint initiative of ESPEN, the Austrian Society of Clinical Nutrition and the Medical University of Vienna in collaboration with several national PEN societies, is known as an international benchmarking tool aiming to assess and compare nutrition care in hospital units. By using a yearly feedback and benchmarking report as communication tool units are enabled to get insights into their nutrition care. This approach has successfully led to increased awareness of malnutrition.

Rationale for the initiative

In order to narrow the gap that still remains between recommendations and practice, more than awareness is needed. Based on an evaluation of nDay reports (2012) 45% of units know their strengths & weaknesses, 15% increased usage of nutrition, 6% changed structures and daily routine. Moving from awareness to action appears to be a challenging step and may need focused strategies.

Objectives

The overall goal of this initiative is to develop a strategy that assists stakeholders involved in nutrition care to make informed decisions, support implementation of actions and introduce a continuous improvement cycle of nutrition care. Thus, a "stakeholder specific Performance Reporting and Action Toolbox for Implementing Change and Evaluation" is currently being developed in 3 steps:

- 1) Integration of relevant quality of care indicators (QI) into the benchmarking system nutritionDay
- 2) Creation of reports that reflect interests of decision makers on political level, hospital management and health care professionals.
- 3) Development of a "knowledge to action toolbox" that helps to set priorities and translate knowledge into practice.

Scope, activities, deliverables and steps to be taken

We revised the nDay questionnaires based on the learning of 10 years experience and feedback of participants. We identified relevant quality indicators of nutrition care (process, structures, clinical outcomes, patient reported outcomes) by performing a systematic literature review of 470 studies. The questionnaires were piloted in 7 countries and after finalization translated in 30 languages. nDay/2016 was conducted using these questionnaires. Over 12 200 patients of 626 units and 38 countries participated therein. Based on the results we will develop 3 reports with targeted feedback - each one reflecting the perspective of one stakeholder. Feedback reports will provide a section about evidence based action strategies, a toolbox to help set priorities and define a personal development plan. The new report will focus on results associated with all 4 dimensions of the quality indicators. Priority will be given to modifiable factors. Participants will be offered to select one or more possible actions and to adapt step-by-step standard action elements such as action description, information, implementation and monitoring from a toolbox to local needs.

Results/outcomes & expected impact

With the new report we aim at increasing the

- units knowledge about their strengths/weaknesses by 10%
- number of units that implement actions (structural changes or changes in daily routine (→ processes)) by 5%
- number of repeated participating units by 10%

An innovative initiative and contribution to optimal nutritional care

While the concept of nDay is already well known, there are important innovations in this initiative: For the first time Quality indicators of nutrition care have been systematically assessed and incorporated in the survey. Reports will provide results based thereon and help stakeholders to understand and act by providing tools that support a change process. This is a new action oriented strategy „from raising awareness towards changing practice“.

With this initiative we plan to encourage systematic action with local decision, control and monitoring and identify effective actions and therewith contribute to optimal nutritional care in hospitals.

	nDay up to 2015	nDay 2016
Approach	Bottom up	Bottom up and top down
Aim	Raise awareness	From raising awareness towards changing practice
Quality Indicators	Not systematically included	Based on SLR
Strategy	Snapshot of the unit with 30-day outcome	Implementation of a continuous improvement cycle (plan-do-check-act)
Stakeholders	Hospital units	Health care professionals Hospital Management Political level
Data presentation	Numerical data report Benchmark	Quality indicators of nutr. care Numerical & graphical report Action strategies Benchmark
Comparator	International reference	International/regional/ national reference
Output	1 Report	3 Reports (1 per Stakeholder)

The grant covers personnel costs: (scientific & statistics staff for development, IT for programming). nDay is sponsored by ESPEN.