



AUDIT & FEEDBACK IN EMERGENZA-URGENZA: il progetto EASY-NET in Friuli Venezia Giulia.

AUDIT AND FEEDBACK

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Audit & Feedback

- **A&F as a Quality Strategy**

- a strategy that intends to encourage professionals to *change their clinical practice*

1. **Audit:** a *systematic review* of *professional performance* based on *explicit criteria* or standards.

2. **Feedback:** this information is subsequently *fed back to professionals* in a **structured** manner.

Audit & Feedback

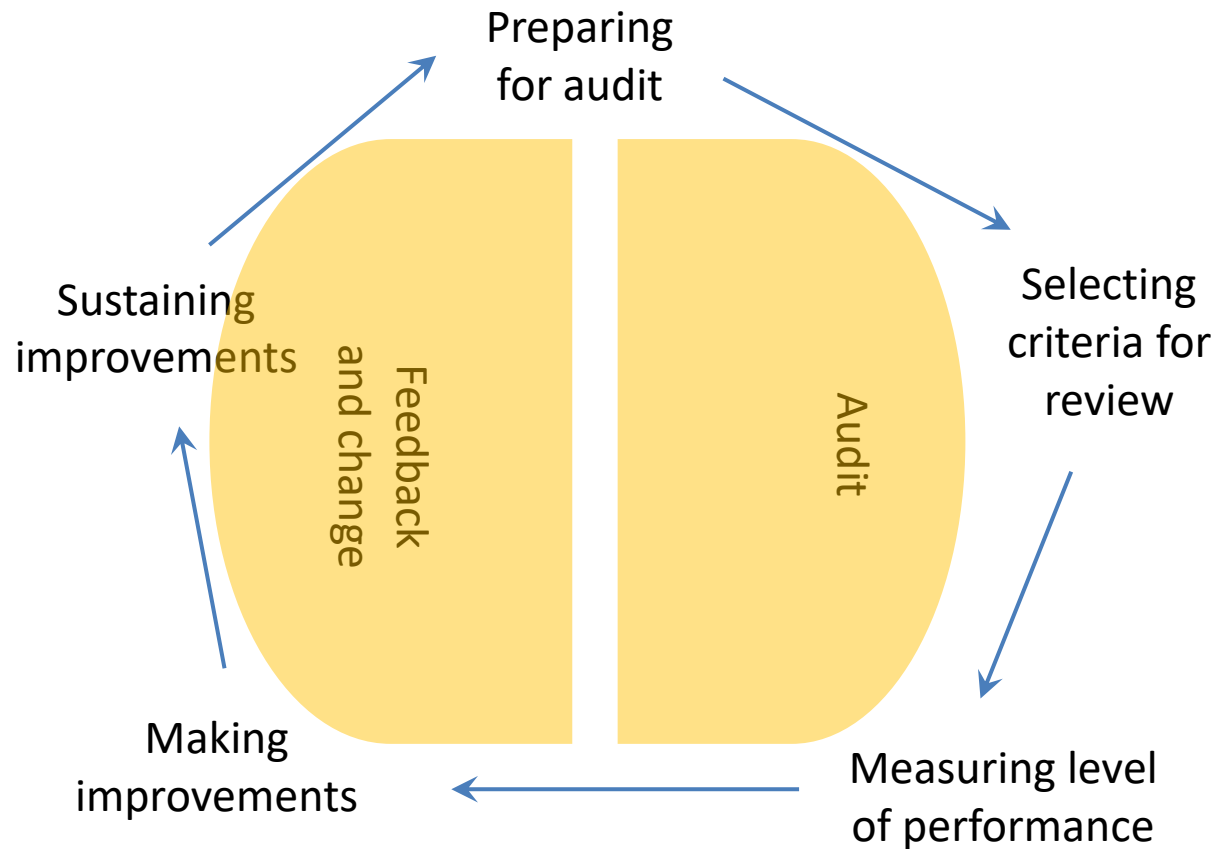
Underlying assumption:

Highly **motivated** health professionals who receive information showing that their clinical practice is inconsistent with **desired practice** (e.g. evidence-based guidelines), and/or **in comparison to peers**, will shift their attention to focus on areas where improvements are needed.

Audit & Feedback

- May include measures of
 - **structures,**
 - **processes** and/or
 - **outcomes** of care
 - any or all three **domains of quality** may be assessed:
 - **effectiveness,**
 - **safety** and/or
 - **patient-centredness**
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The cycle of A&F



Does it work?

- Small to moderate effect of audit and feedback on **professional compliance** with desired clinical practice
 - Available evidence on effects on patient outcomes is **less clear**
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Does it work?

Audit and Feedback in emergency: A systematic review and an Italian project to investigate and improve quality of care

Sabrina Licata, Annarita Tullio, Francesca Valent

Istituto di Igiene ed Epidemiologia Clinica, Azienda Sanitaria Universitaria Integrata di Udine, Udine, Italy

- 24 studies 2014-2019
 - Heterogeneous studies
 - Mostly USA, Canada, Australia, UK
 - Encouraging results despite limitations
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How can the strategy be implemented

- The feedback should provide a **clear message** (attention to actionable, achievable tasks)
 - Organizational commitment to a **constructive** (i.e. non-punitive) approach to continuous quality improvement is essential
 - Iterative cycles of **multimodal feedback** provided from a **credible source**
 - Local conditions, such as the availability of **reliable, routinely collected data** that are perceived as **valid**
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Audit & Feedback in WP2

Electronic practice data are increasingly being used to provide feedback to encourage practice improvement.

The effects of such interventions vary greatly.

Brehaut JC, Colquhoun HL, Eva KW, Carroll K, Sales A, Michie S, Ivers N, Grimshaw JM. Practice Feedback Interventions: 15 Suggestions for Optimizing Effectiveness. *Ann Intern Med.* 2016 Mar 15;164(6):435-41.

Health administrative data
& more...

Types of A&F in WP2

AUDIT
























- KPI from electronic health databases (AMI, stroke, trauma)
- VR (BLSD, AMI)
- Data analytics (ambulance organization)

FEEDBACK

- Pdf report with graphs/tables by email
 - Report + webinar
 - Report + meeting
 - Instant feedback
 - Results of simulation, optimization to health policy makers
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15 suggestions that are likely to improve the effectiveness of feedback



1. Recommend actions that are consistent with established goals and priorities.
 2. Recommend actions that can improve and are under the recipient's control.   
 3. Recommend specific actions.  
 4. Provide multiple instances of feedback.  
 5. Provide feedback as soon as possible.   
 6. Provide individual rather than general data.  
 7. Choose comparators that reinforce desired behavior change.  
 8. Closely link the visual display and summary message. 
 9. Provide feedback in more than 1 way. 
 10. Minimize extraneous cognitive load for feedback recipients.  
 11. Address barriers to feedback use. 
 12. Provide short, actionable messages followed by optional detail. 
 13. Address credibility of the information. 
 14. Prevent defensive reactions to feedback. 
 15. Construct feedback through social interaction. 
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Conclusions

- An attempt to provide a feedback to Emergency care professionals
 - Based on objective data
 - Constructive approach
 - Work in progress

 - Enjoy!
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