

The RADICAL framework for delivering, monitoring and reporting health care quality

Leroy Edozien PhD FRCOG FWACS

Introduction

- A 'whole systems approach' calls for recognition of all pertinent domains and their dynamic interrelationships; metrics should cover all domains.
- Addressing each domain in isolation is unsatisfactory: the system is more than the sum of its parts. An integrative approach is required.
- In contemporary healthcare delivery, each provider should regard the mapping of quality as a corporate and professional responsibility.

Introduction - 2

- Concepts, structures, processes and interventions pertaining to Quality were compiled and categorised empirically.
- Six domains were identified and the acronym RADICAL was devised to encapsulate all domains.
- These domains are integrated in a grid that highlights dynamic interactions and feedback loops.

The RADICAL framework

Raise awareness

Apply quality improvement methods

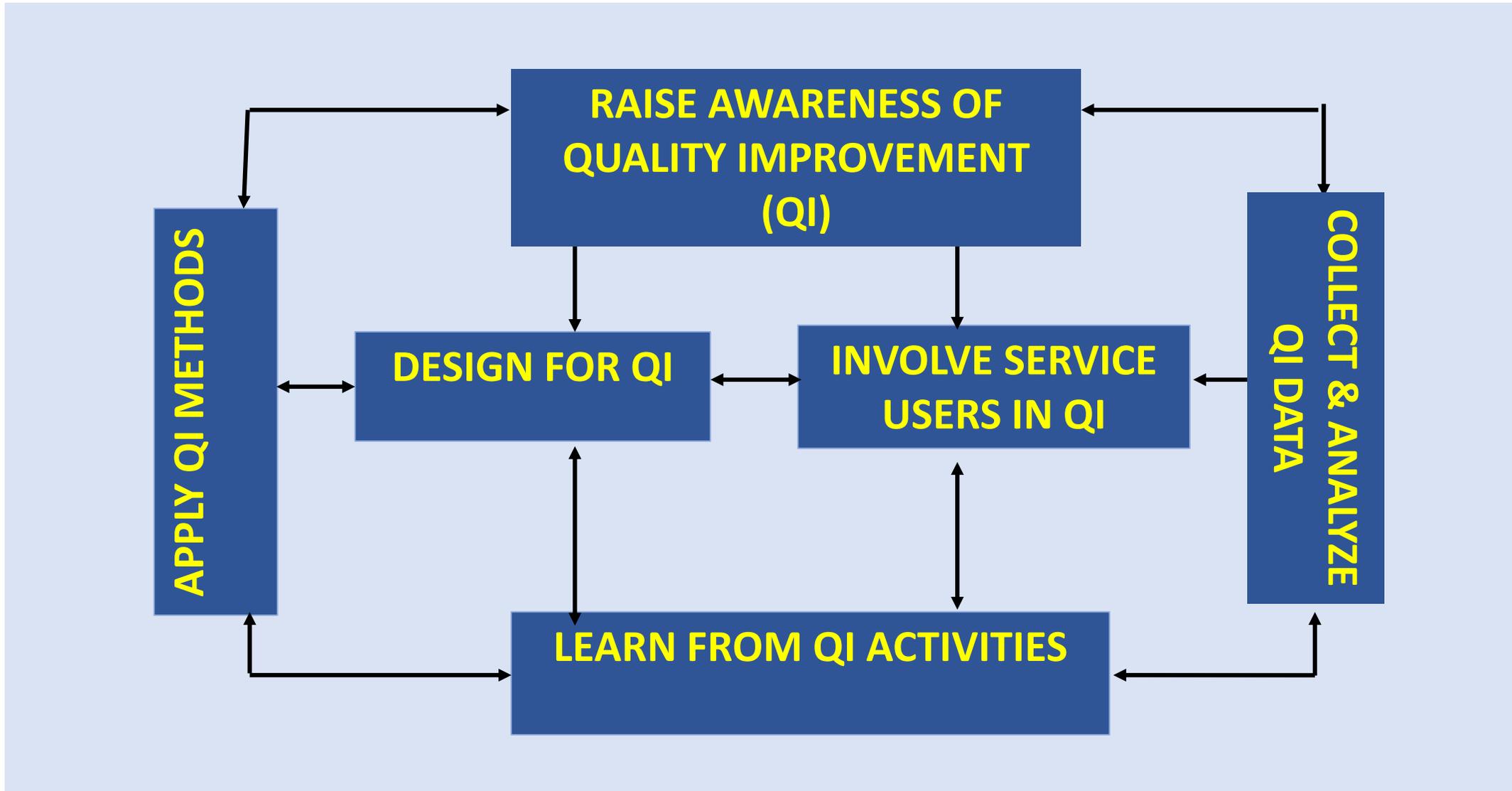
Design for quality

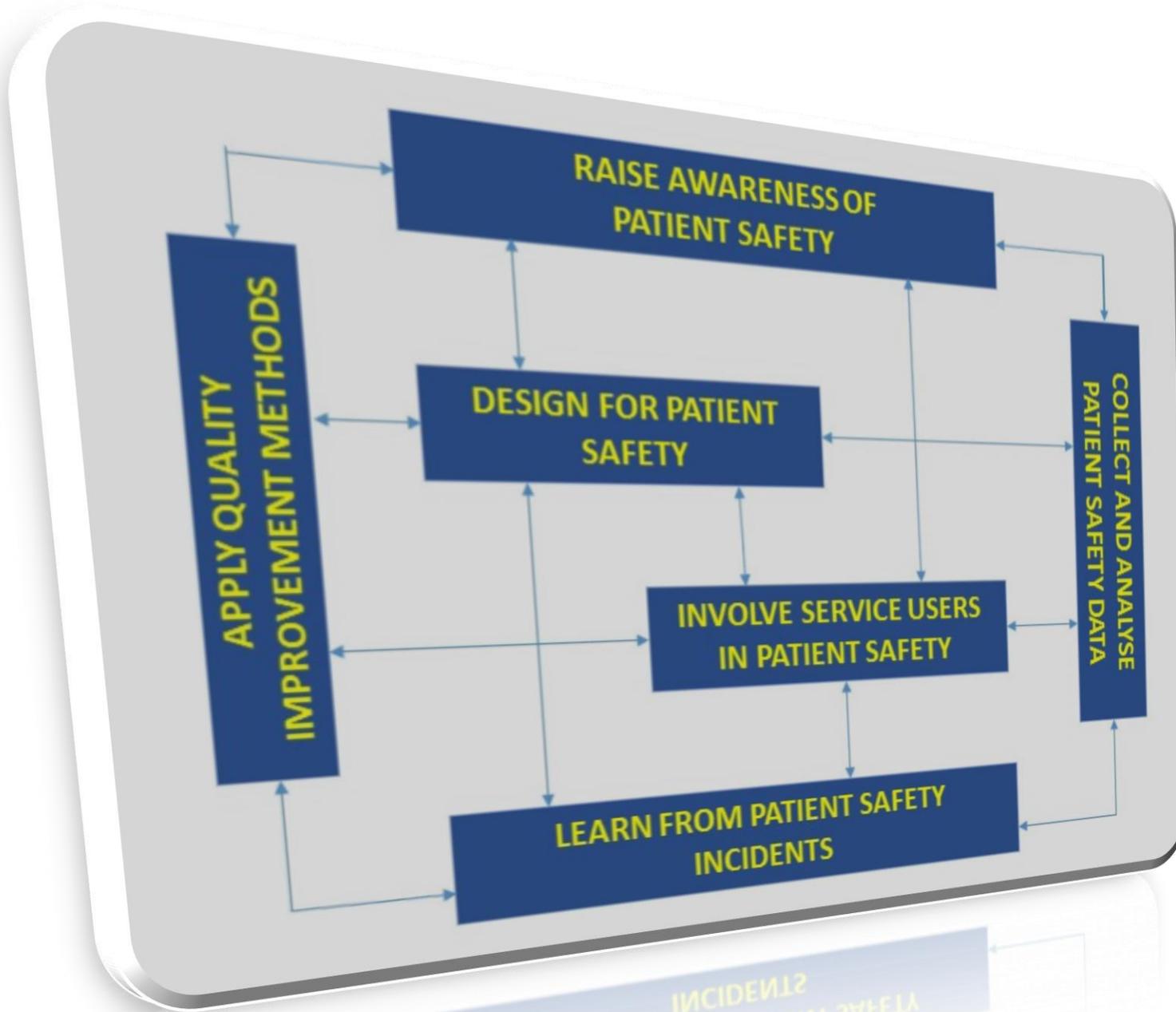
Involve service users

Collect & **A**nalyse QI data

Learn from experience

The RADICAL framework





INCIDENTS
LEARN FROM PATIENT SAFETY

Concepts underlying the RADICAL framework

'Bionomic' approach

- Focus on people, relationships and interactions

Schema theory of learning

- All knowledge is organised into units (schemata)
 - The schema a person uses during learning.....

Domain 1: RAISE AWARENESS

What is quality?

The Swiss-cheese model of accident causation

Human factors

Patient safety culture

Reliability and Resilience

Domain 2: APPLY QUALITY IMPROVEMENT METHODS

Fundamental principles of improvement

Skills to support improvement

The science of improvement

The Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that will result in improvement?

Domain 3: DESIGN FOR QUALITY

Protocols and guidelines. Standards

Non-technical skills

Medication safety

Peri-operative safety/Falls/Sepsis/Blood transfusion

Recognising and responding to clinical deterioration in acute care

Medical devices, including new technologies

Supervision

Domain 4: INVOLVE SERVICE USERS

Patient-centred care

Access to care

Equitable care

Cultural competence

Being Open; the duty of candour

Enhancing patients' awareness of hazards in care pathway

Empowering users

Feedback on quality (including safety) of care

Public-Private partnerships

Domain 5: COLLECT AND ANALYSE DATA

Value for money

Systems Analysis – investigation of patient safety incidents

Clinical Audit

Measuring performance

Health information systems

Qualitative data

League tables

Domain 6: LEARN FROM EXPERIENCE

Nurturing a learning environment

Learning at organisational, team and individual levels

Identification and pursuit of quality indicators

Feedback and evidence of learning from risk analyses

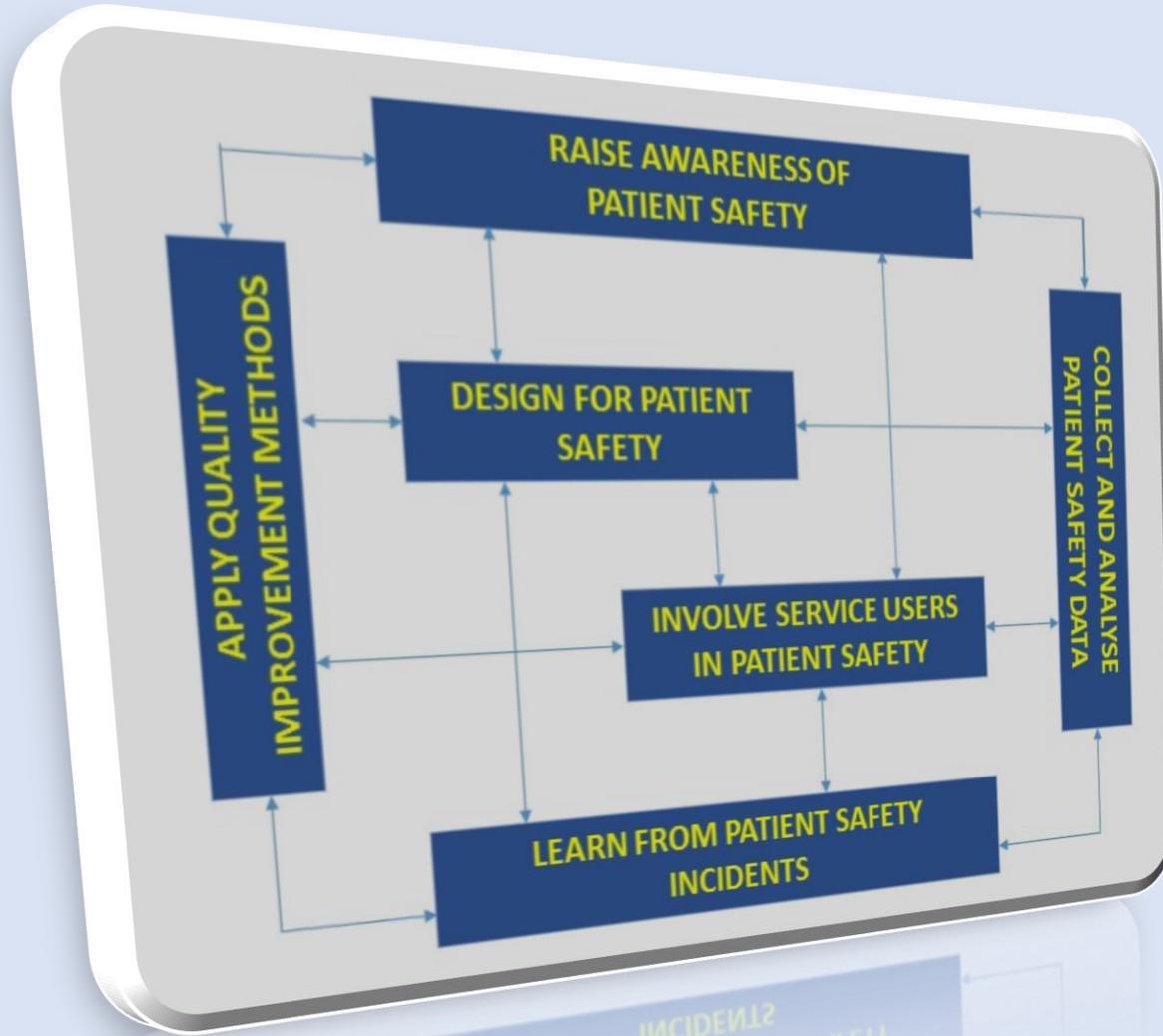
Integration of risk analyses with clinical audit, complaints, claims and training

Supporting patients and staff - 'Joy at Work'

Value of the RADICAL framework

- Provides an integrative schema for organising current knowledge about Quality
- Allows for new knowledge to be readily assimilated
- Challenges service providers to not only address each domain but also show how each domain has informed, and been informed by, other domains.
- Provides a template for education and training

The RADICAL framework



Avert linear thinking

Nurture relationships

Promote feedback loops

Attributes of an ideal framework for education in QI

- ✓ Comprehensive
- ✓ Domain-based rather than topic-based
- ✓ Facilitate **integration** of domains
- ✓ Capable of multi-professional application
- ✓ Rooted in educational theory
- ✓ The underlying concept of Quality should be clear
- ✓ Suitable for both educational institutions and workplace-based learning
- ✓ The framework for education and training should be the same as that for service delivery

WHO patient safety topics mapped to the RADICAL domains

- **Raise Awareness**
 - Topic 1: What is patient safety?
 - Topic 2: Why applying human factors is important for patient safety
 - Topic 3: Understanding systems and the effect of complexity on patient care
 - Topic 4: Being an effective team player
- **Apply QI methods**
 - Topic 7: Using quality-improvement methods to improve care
- **Design for safety**
 - Topic 9: Infection prevention and control
 - Topic 10: Patient safety and invasive procedures
 - Topic 11: Improving medication safety
- **Involve users**
 - Topic 8: Engaging with patients and carers
- **Collect and Analyse safety data**
 - Topic 6: Understanding and managing clinical risk
- **Learn from patient safety incidents**
 - Topic 5: Learning from errors to prevent harm