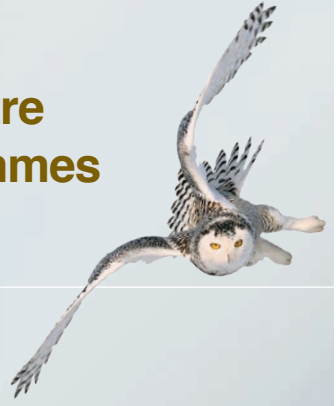


Evaluation of the Productive Operating Theatre & Productive Ward programmes



What we were asked to do	<p>We were asked by the New Zealand Health Quality & Safety Commission to evaluate the implementation and impacts of two service quality improvement programmes in a dozen public hospitals across New Zealand, namely:</p> <ul style="list-style-type: none">• The Productive Operating Theatre, and• The Productive Ward.
How we approached the project	<p>We partnered with experts from the National Health Service in the United Kingdom, drawing on their international experiences. We reviewed the literature and interviewed key stakeholders to establish a robust and agreed impact framework. We then drew upon a range of qualitative and quantitative approaches, including:</p> <ul style="list-style-type: none">• Site visits and interviews with operational managers, clinicians and nurses• Analysis of service throughput volumes and metrics of efficiency• Consideration of the robustness of a range of quality and safety indicators• Analysis of satisfaction surveys completed by patients and staff, and• Modelling of programme start-up, operating and capital costs. <p>We spent a day at each site, talking with staff to understand the culture of each organisation. We analysed the responses to our interview questions in a thematic way, to allow us to ascertain the balance of opinion on each issue. We verified our draft findings by reflecting them back to interviewees to ensure accuracy. Our qualitative findings informed our quantitative phase, which included a bespoke cost-benefit analysis we developed to answer questions about value for money.</p> <p><i>continued over</i></p>

Our findings	<p>Our findings were provided to the client via an evaluation report and presentation. Our client was given an opportunity to offer feedback. The findings covered:</p> <ul style="list-style-type: none">• Conclusions about the extent of implementation, the degree of training, and organisational buy-in• Identification of common success factors across the exemplar sites, such as the importance of executive leadership, as well as common challenges or barriers• Identification and quantification of measurable benefits• Weighing up programme costs and benefits via a cost-benefit analysis, and• A set of recommendations to revitalise the programme, including some strategic, directional choices, and some practical next steps to ensure stakeholder buy-in.
Read the final report	publications.srgexpert.com