



- Theme 1: Towards person- and society - centred nursing (ENC22)

Learning from data: How to improve the quality of care with Omaha System data

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Introduction

The Omaha System (OS) is a standardized terminology describing and measuring the impact of healthcare services recognized by the American Nurses Association. Currently OS is used in more than 25 countries. In the Netherlands it's used by 80% of home care organisations. OS is a research-based classification system designed to generate meaningful data following documentation of client care. Data from the Omaha System can be used to gain insight in which care is given to specific clients and many other aspects of care.

Aim

With this overview of several (pilot) projects with OS data in the Netherlands we aim to provide insight in how data, that is already being recorded in Electronic Healthcare Records (EHR), can be used to answer questions caregivers have about their daily work and by doing so improve the quality of client care.

Process

Over the past few years, several projects, in which learning from data from the OS was central, have been conducted in the Netherlands. These projects were in collaboration with caregivers and data scientists from different healthcare organisations. They focused on how to transform raw data from EHRs into data ready for analysis; analysing, visualizing and interpreting the data and identifying which questions caregivers would like to have answered with data. Furthermore the projects supported the caregivers' discussion about the answers to their questions in these projects.

Results

These projects provide us with a number of valuable overarching insights:

- many caregivers are not aware that they are already working with data!
Every day they collect data in the EHR, but they can use a little help to interpret the data and to decide what this means for the care they provide
- caregivers have a lot of questions about their daily work that can be answered with already recorded documentation (data) of client care!
- caregivers sometimes experience recording client care as a burden. Only when they see the value of data for their daily work, they will be motivated to work with it
- It's not about what's right and what's wrong, but focus on learning from each other

Recommendations

- increase awareness amongst caregivers that they are already working with data!
- train and encourage caregivers to ask questions about the care they provide. Show them how they can use their data to answers questions in their daily work. What insights do they get from it? What can they learn and what can they do better or differently?
- caregivers and data scientists need to work together and understand each other's needs to get the best out of the data
- visualize outcomes of data in ways that caregivers understand