

### Abstract Title

Improving Quality & Productivity in the management of Chronic Obstructive Pulmonary Disease (COPD) in Aneurin Bevan Health Board (ABHB).

### Abstract Authors

Dr Patrick Flood-Page\* Dr Jackie Abbey\*, Vicki Green\*, Nimmi Standing\*\*, Ceri Bear\*\*, Wyn Tingley\*\*, Tracy Kirk\*\*\*

### Context

COPD poses a significant burden on the total health economy and is the second most common cause of emergency admission to hospital<sup>1</sup>.

### Outline of the problem

In 2008/9, there were 9391 COPD-related emergency admissions in Wales imposing an economic burden on NHS Wales and impacting patients' quality of life; 2024 of these were in ABHB<sup>2</sup>. In 2009/10 prevalence of COPD varied across the five localities, ranging between 1.4% to 2.9%<sup>3</sup> and length of stay for unscheduled admissions for COPD within ABHB was the second highest across Wales<sup>4</sup>

### Assessment of the problem/ analysis of its causes

The absence of a standard care pathway for managing people with COPD was identified as a possible cause for potentially inappropriate and untimely treatment for patients.

### Strategy for change

The project aimed to raise awareness and compliance with NICE COPD Guideline 2010<sup>5</sup> by improving the quality of reviews for COPD patients in 41 practices over 13 months.

### Measurements of improvement

The number of unscheduled COPD-related admissions was measured by ABHB. The Patient Outcomes and Information Service (POINTS), provided by GSK, was used to measure 4 key changes in COPD parameters; exacerbations, breathlessness, COPD review and FEV<sub>1</sub>.

### Effects of changes (Project interventions March 2011 to March 2012)

- The rate of unscheduled COPD admissions per 100 COPD patients in ABHB declined during 2011/12 vs. the previous year and continued to decline in 2012/13<sup>6</sup>.
- ABHB length of stay for COPD admissions in 2012/13 and 2013/14 was the lowest in Wales<sup>4</sup>.
- Adherence to NICE standards as a composite measure of recording 4 key parameters increased from 59% to 89%<sup>7,8</sup>.
- Patients are more likely to receive the same standard of care in all Gwent PREP clinics as variability in the standard of review has decreased by 58%<sup>8</sup>.
- Patients with a high understanding of COPD increased from 46% (total n=241) to 85% (total n=235) and 64% of patients (total n=243) reported an increased knowledge of how to use their inhalers following their review<sup>9</sup>.
- Healthcare professionals (49 of 49) rated the educational programme very successful/successful in relation to building confidence, improving skills and increasing enthusiasm in their management of COPD patients<sup>10</sup>.

### Lessons learnt

Improving healthcare professional awareness can enhance provision of care for COPD patients and improve patient understanding of their disease.

### Message for others

Joint Working arrangements between healthcare organisations and the pharmaceutical industry can lead to real and sustained healthcare benefits for patients as well as reducing hospital admissions and length of stay.

### References

1. Invisible Lives Report, British Lung Foundation [www.blf.org.uk/Files/94ff4ae1-1858.../Invisible-Lives-report.pdf](http://www.blf.org.uk/Files/94ff4ae1-1858.../Invisible-Lives-report.pdf) Accessed November 2013
2. Health Maps Wales, COPD local health boards, emergency admission rates (age standardised) per 100,000 population FY 08/09
3. GP Contract 2009 <http://www.gpcontract.co.uk/child/WAL/COPD%20179> Accessed June 2014
4. CCM web indicators NHS Wales Website (supplied by Eira Turner, ABHB Information Service Dept Jan 2014)
5. NICE Guideline Management of chronic obstructive pulmonary disease in adults in primary and secondary care (partial update). Clinical Guideline 101, June 2010 <http://www.nice.org.uk/nicemedia/live/13029/49397/49397.pdf> Accessed June 2014
6. Data supplied by Eira Turner, ABHB Information Services Department on Nov 2013
7. POINTS cluster report provided by Quintiles, data analysis by GSK, Date of Preparation: May 2011 UK/RESP/0039j10
8. Data supplied by Quintiles bespoke analysis of POINTS report
9. Ipsos MORI, Gwent PREP results; Patient questionnaire
10. Gwent PREP Healthcare Professional Questionnaire, Aneurin Bevan Health Board

\*Employees of ABHB \*\*Employees of GlaxoSmithKline UK Ltd. \*\*\* Owner of The Primary Care Respiratory Training Centre, contracted to GlaxoSmithKline UK Ltd.  
#Number of patient responses to the patient experience questionnaire v total number of patients reviewed