

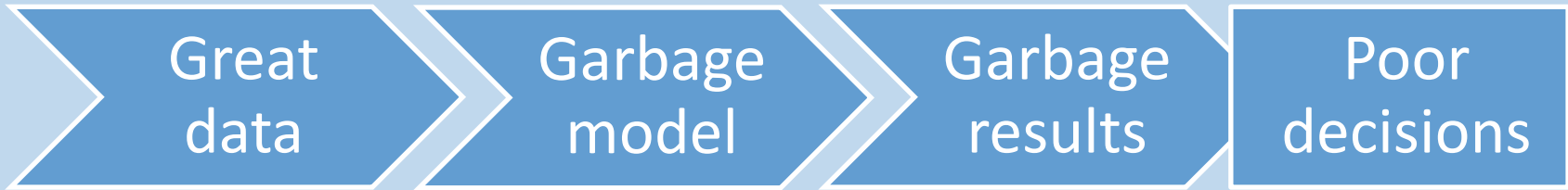
Understanding the complexity of community nursing care

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Practice Development

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Workforce Modelling, LSBU

Project Summary

- **To understand the complex work of community nurses**
- **To develop a method of capturing and analysing these data**
- **To test a model (Cassandra) previously developed for the specialist nurse/case managing community.**
- **Funded by NHSE and HEE regional level**



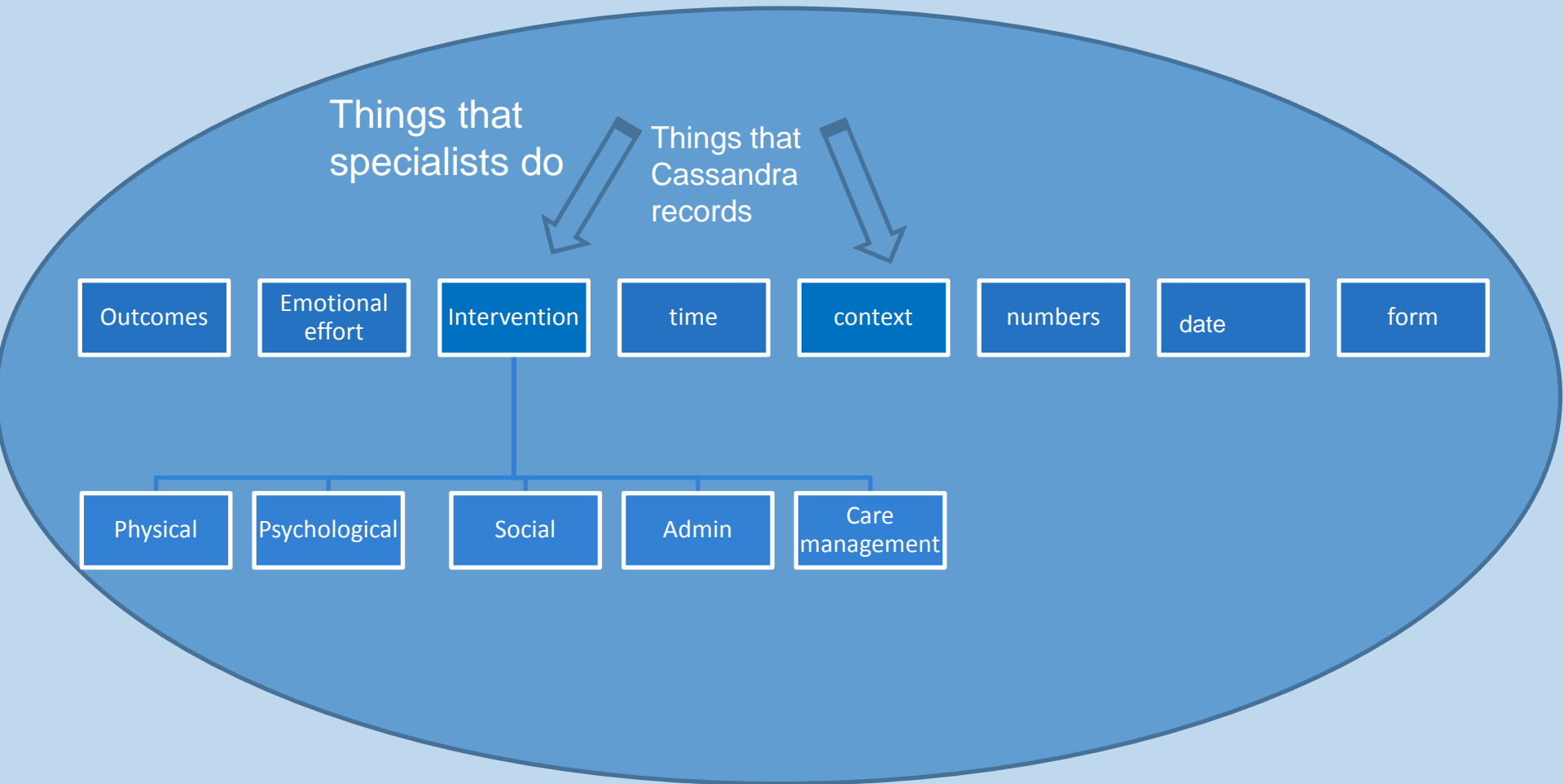
False assumptions

- **Nursing is linear**
- **Nursing is a series of primarily physical tasks that occupy time**
- **Nursing is the application of a task based skillset with little decision making**
- **Data collection mostly linear-measuring**

Modelling is about building a representative “whole system” rather than trying to measure bits



Activity of specialist APRNs



Cassandra- what does it do?

- **70-100 hours activity per practitioner**
- **Intervention, context, time, people, care left undone/activity left undone**
- **Instant report generation at 70 hours**
- **Organisational report providing detailed analysis of workload activity across bands**

What does the tool look like?

The screenshot shows a registration page for 'Cassandra matrix™ for community teams' on the Canterbury Christ Church University website. The page has a blue header with the university logo and navigation links for 'Register' and 'Log in'. The main content area is white and contains a registration form with the following fields: Email, Password, Confirm password, Place of work, Job title, and Band. A 'Register' button is located below the Band field. A dropdown menu for the Band field is open, showing options from Band 1 to Band 9. The footer contains the copyright notice '© 2014 - GrahamWright.Org Ltd'.

Canterbury Christ Church University

Register Log in

Cassandra matrix™ for community teams

Register.

Create a new account.

Email

Password

Confirm password

Place of work

Job title

Band

Please select your band ▼
Please select your band
Band 1
Band 2
Band 3
Band 4
Band 5
Band 6
Band 7
Band 8
Band 9

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Data input for each care episode

alisonleary@yahoo.com Log off

Cassandra matrix™ for community teams

[Home](#) : Data Collection

Start 0 of 5 Complete

1. [Start](#)
2. [Interventions, Physical](#)
3. [Interventions, Psychological](#)
4. [Interventions, Social](#)
5. [Case management & Admin](#)

*Welcome to Cassandra for community teams.
This is a specialist data collection tool used as part of a study looking at the complexity and workload of specialist practice.
You can download the instructions [Here](#)
At the end of the day please tell us how much unpaid overtime you have worked.*

Date:

Is this data entry for:

Where/how did this take place?

How many hours did you work today? Include any unpaid overtime or worked through lunch breaks

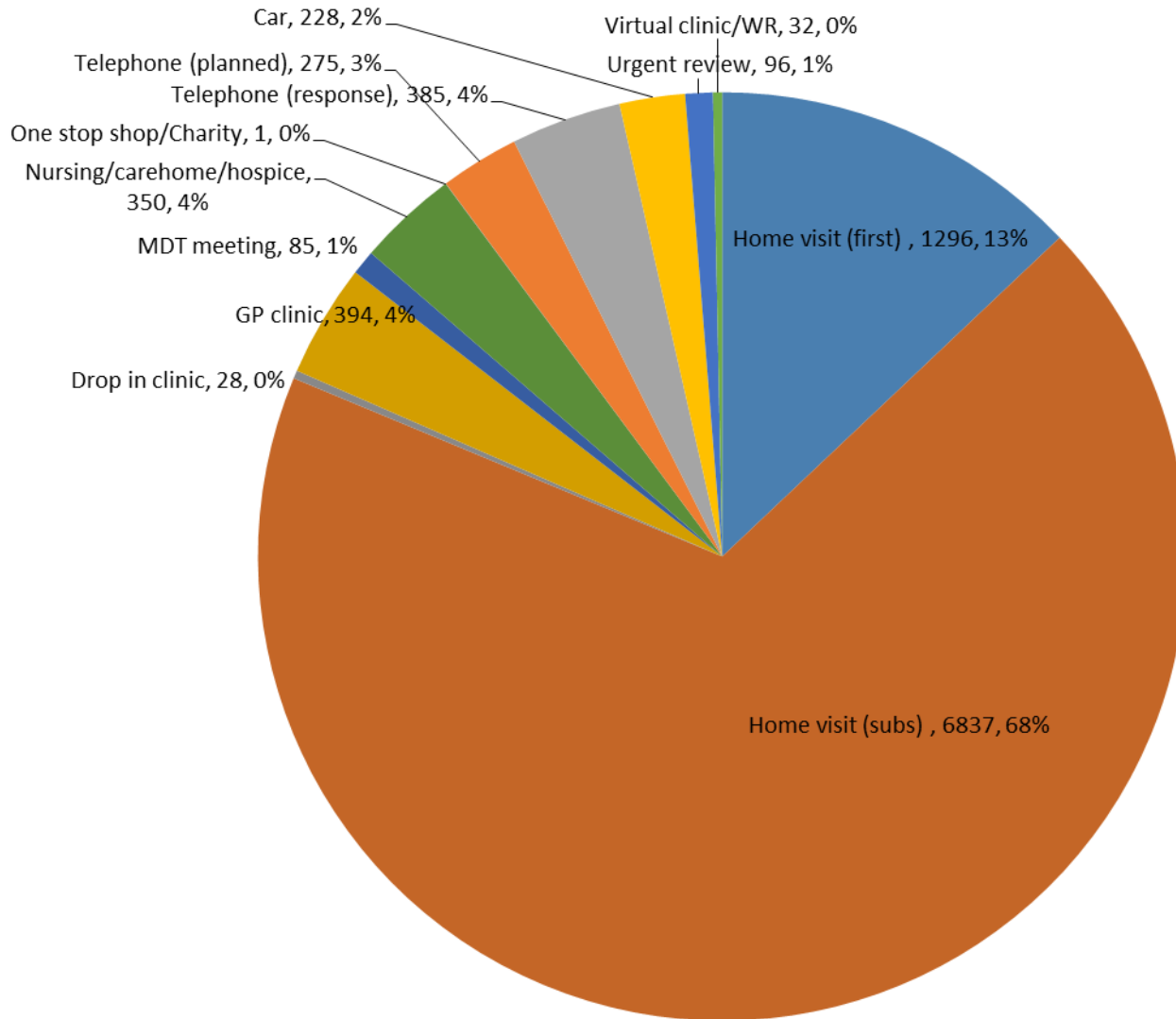
Next 

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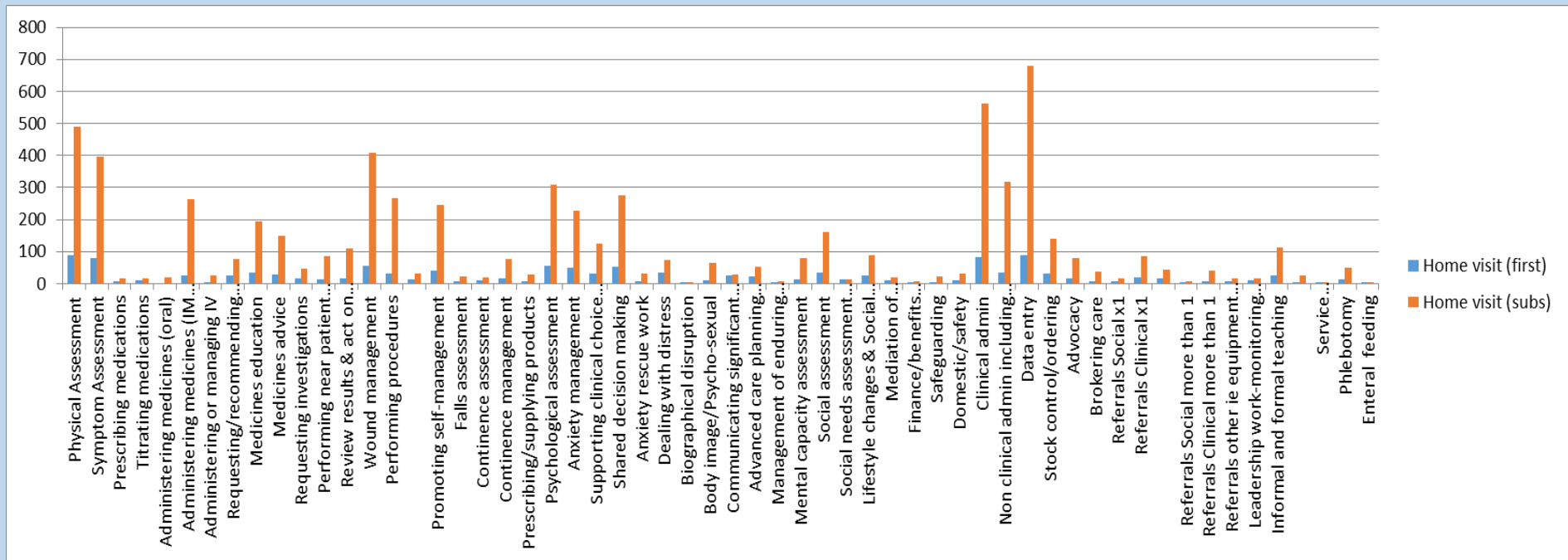
Why is this different?

- Models a complex system
- Relies on understanding relationships not just tasks that occupy time
- This includes modelling “negative space” ie work left undone
- Is more sensitive than averages
- Can be used to construct optimum caseload “blackbox”
- Is iterative, takes longer and requires large amounts of data to look for patterns

Where care is delivered (n 7629)



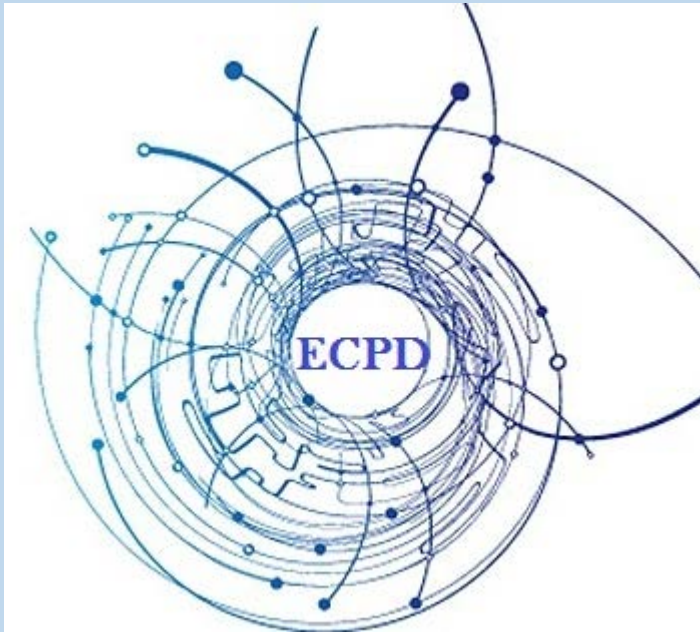
Spread across the intervention spectrum (2x context)



Next steps

- **Develop data ontology for community nursing**
- **Data collection allowing for pattern recognition**
- **Optimum caseload calculations using stochastic methods**
- **Detailed analysis of workforce resourcing patterns and gap analysis**

England Centre for Practice Development



- *Flourishing People,
Workplaces and Care*

- *Carrie Jackson, Director*
 - @ECPDCarolyn
 - @ECPD3
 - www.canterbury.ac.uk/ecpd./reports