

# How to use and complete the Hospital at Night (H@N) self assessment baseline tool

## **Getting started - Who should be involved in completing this toolkit?**

The key people to complete this baseline tool are the person(s) leading the implementation of Hospital at Night (H@N). This will usually be the Project lead/manager, but also should have input from a clinical lead to ensure the clinical questions are completed. It may need input from other people, especially in the area on 'whole systems working'

It can be completed in parts and finalised together, provided it is saved on the local system.

## **What information / data do I need to hand?**

No data is required to compete this tool; it is about how the organisation is implementing H@N, as such, the people completing the toolkit need to know what work/systems are in place.

## **How long should it take to complete?**

The pilots reported various times, but to 'self score/assess' should take anything from between 20-60 minutes. The optional action plan is NOT required by the H@N Team, just the scoring; however, you may choose to complete the action plan, and review it on a periodic basis.

When trusts are self assessing, they need to consider the whole of their Trust as of **now**, this will then allow them to assess progress against actions taken, and may wish to reconsider reassessing at an agreed time (i.e. 3 or 6 months later).

## **Where to start:**

You should have received the tool via your SHA lead. It should have already got their details in the first tab (Trust Information) and the SHA areas are in RED. You will note it will not have the SHA name in as this will automatically complete once you select **your trust** name from the drop down list (figure 2)

Figure – Opening screen with SHA Contact lead name

The screenshot shows the opening screen of the Hospital at Night self-assessment baseline tool. The form is titled "Hospital at Night" and is displayed in a Microsoft Excel spreadsheet. The form includes several fields for user information and trust details. A red oval highlights the "SHA HAN Contact Name" and "SHA HAN E-mail" fields, which are pre-filled with "Gerry Bolger" and "gerry.bolger@nclondon.nhs.uk" respectively. Other fields include "Trust Name", "Trust HAN Contact name", "Trust HAN Contact E-mail", "SHA", "Trust location" (a dropdown menu), "Trust Sites", "Trust Type", "Number of Funded beds", "New Deal Compliant", "HAN Team in place?", and "Is the Trust planning to, or on the way to, implementing a HAN model?". At the bottom of the form, there is a "Start Tool" button and a "Return to" field with the email "gerry.bolger@nclondon.nhs.uk" and the date "By 26th May 2006".

If your SHA lead details are not complete, please complete their name & e-mail address as it will be used to propagate the section on whom to return to.

Figure – Trust & SHA basic information

The screenshot shows a Microsoft Excel spreadsheet titled 'H@N Toolkit 210406 final.xls'. The spreadsheet contains a form for 'Hospital at Night' (H@N) information. The form is organized into columns A, B, and C. Column A contains question numbers from 1 to 34. Column B contains the questions and input fields. Column C is a greyed-out area. A red circle highlights the 'Trust Name', 'Trust HAN Contact name', 'Trust HAN Contact E-mail', 'SHA HAN Contact Name', and 'SHA HAN E-mail' fields. Another red circle highlights the 'Start Tool' button at row 30. The 'Return to' field at row 31 is also highlighted.

Question Number	Question	Answer
1	Trust Name	Any Trust Anywhere NHS Trust
2	Trust HAN Contact name	
3	Trust HAN Contact E-mail	
4	SHA	Anysha anywhere
5	SHA HAN Contact Name	Gerry Bolger
6	SHA HAN E-mail	<a href="mailto:gerry.bolger@nclondon.nhs.uk">gerry.bolger@nclondon.nhs.uk</a>
7	Trust location	
8	Trust Sites	
9	Trust Type	
10	Number of Funded beds	
11	New Deal Compliant	
12	HAN Team in place?	
13	Is the Trust planning to, or on the way to, implementing a HAN model?	
14	Start Tool	
15	Return to	<a href="mailto:gerry.bolger@nclondon.nhs.uk">gerry.bolger@nclondon.nhs.uk</a>
16	By	26th May 2006
17	If you need advice, email:	<a href="mailto:gerry.bolger@nclondon.nhs.uk">gerry.bolger@nclondon.nhs.uk</a>

The Trust lead should complete the **blue BOLD** areas first, and then the remaining questions. All answers have drop down menus, except for bed numbers. Once all areas are complete, click on START TOOL and it brings you to the main part of the tool. Recommendation: Recommend save as you go along!

### The main tool

The tool is divided into 9 areas (enablers) these are the elements of good H@N working. There is a column with a red numbers, these are question numbers, which should you have a query or require clarification, please refer to the question number when contacting us.

The next column is the question, which has been carefully worded to understand of how H@N is implemented/integrated/or developed in your trust. As you will see there are a number of answers, which become apparent when you bring your cursor over the box; select the best answer which reflects your organisation.

The remaining columns reflect a built in action-plan which is optional and can be completed at a later stage. If however you wish to complete it, please can we ask regardless what stage the action plan is in, that the data is sent back by the date requested by your SHA leads so they in turn can return it to the H@N team.

Figure – showing drop down menus.

The screenshot shows an Excel spreadsheet with a self-assessment table. The table has columns for 'Enabler', 'Question', 'Self-assessment score', 'Actions or activity', 'Target date', and 'Responsibility'. A red circle highlights the 'Self-assessment score' column, which contains dropdown menus with values 1 and 2. A tooltip for 'Pharmacy support' is visible, listing options like '0 - Day service only', '1 - Day services with prescribing pharmacist support the 'take teams' (No out of hours support)', '2 - Day services plus prescribing pharmacist support the 'take teams'', and '3 M-F daytime AND Dedicated Out of Hours support'.

Enabler	Question	Self-assessment score	Actions or activity	Target date	Responsibility
Clinical Audit	45 Are all callrequests recorded for appropriateness?	1			
	46 Is audit used to change/challenge the boundaries of multiprofessional practice?	2			
	47 Is audit information fed back to clinical teams?	1			
	48 Are inappropriate calls followed up by the H@N Leadmanager?	2			
	49 Is there dedicated and all encompassing phelobotoms services providing both daytime and out of hours service i.e. beyond Mon-Fri 9-5pm?	1			
	50 Is there a dedicated pharmacy support services out of hours i.e. beyond Mon-Fri 9-5pm?	1	Pharmacy support 0 - Day service only 1 - Day services with prescribing pharmacist support the 'take teams' (No out of hours support) 2 - Day services plus prescribing pharmacist support the 'take teams' 3 M-F daytime AND Dedicated Out of Hours support		
	51 Has the trust established New Ways of Working to support reduction in junior doctors hours?	2			

Once all the answers are in, you also have two free-text areas to complete; one asks you what challenges you have, and what support /information you need from the national H@N team. The second asks have you developed some local solutions which you consider best practice. Please highlight what you have developed, or local best practice, and we will contact you. **Finally, to view your summary score care click on the blue text.**

Figure – showing optional free text questions

The screenshot shows the bottom part of the Excel spreadsheet. It includes two free-text questions (57 and 58) and a 'Free Text Section' with two text input areas. A red circle highlights the text input areas. A blue link 'View Summary Scorecard' is visible at the bottom left.

Enabler	Question	Self-assessment score	Actions or activity	Target date	Responsibility
	57 Are there established Nurse-Led Pre-admission clinics?	3			
	58 Is there a natural break policy in place and is it monitored to identify breaches in EVTD regulations?	2			
Free Text Section - Please advise us on challenges you are facing, or assistance from the H@N team which would be helpful in implementing H@N at your Trust			We would like to see some examples of handover toolsheets that others have developed		
Do you have any examples of good practice which you would be willing to share nationally?			We have developed a competency based package for the H@N team		
View Summary Scorecard					

As you can see from this fictitious organisation, they have scored amber/orange in all areas, thus getting an overall amber score, showing work in progress/on the way to implementation.

Figure- Summary scorecard

NHS Hospital at Night		
Trust: Any Trust Anywhere NHS Trust		
SHA: Anysha anywhere		
Enabler 1:	Enabler 2:	Enabler 3:
Organisational Ownership	Clinical Leadership	Handover & Communication
Enabler 4:	Enabler 5:	Enabler 6:
Infrastructure	Clinical & Risk Governance	Competency based Practice
Enabler 7:	Enabler 8:	Enabler 9:
Training	Clinical Audit	Whole systems Working
Overall Status		
Work in progress / on the way to implementation		
Return this to your SHA contact: gerry.bolger@nclondon.nhs.uk		

The overall scoring is representative, and as such does not 'rank' organisations. based upon the data collected, some minor adjustments of the thresholds may be necessary when all data is returned.

The sores are weighted in the background, as such one or two questions answered either way will not adversely affect the colour/overall indications. However, the individual enabler scores are there to assist Trusts focus on areas which may need local working through.

### Returning your completed scorecard.

Please save the data on your local system, this can then be printed off. Your SHA leads name should be in the sheet, and they will look at each return. Their role is to validate that the overall indicator colour, reflects the local situation.

### What happens with the data?

The data will be compiled into a report which will update on progress on H@N implementation across England. The report will anonymize organisations. Your SHA may request a compiled report which will be provided with data from your Trusts; however, the data will be used to inform and shape the support Trusts need across England to implement H@N.

To contact the H@N team please visit the website [www.hospitalatnight.nhs.uk](http://www.hospitalatnight.nhs.uk)