

SAVE LIVES

	Baseline	Latest	Target
Trust-wide SHMI	104.4 Jan-Dec 12	TBC	TBC Dec-15
% red calls <30 mins ¹	98.5% Apr-Jun 13	TBC	TBC Dec-13
SHMI for resp. patients ²	108.3 Jan-Dec 12	TBC	TBC Dec-13

Comments & discussion

- Concerns over coding of elective vs emergency coding IH & OOH
- Hospital 24/7 roll-out continuing well
- Respiratory pathway launched successfully
- No bed capacity issues to date
- Mortality dashboard in development

AVOID HARM

	Baseline	Latest	Target
Harm reports / 1k bed days ⁵	39.3 Jul-Dec 12	36.2	33.0 Dec-15
Fall reps / 1k bed days >65 ⁶	9.2 Oct-Dec 12	6.7	7.5 Dec-13
ED X-rays reported <24hr ⁷	49.6% Jan-13	53.8%	75.0% Dec-13
Adherence to W-R template ⁸	TBC Jun-13	TBC	TBC Dec-13

Comments & discussion

- High levels of ward engagement on falls
- Risk of link to coding training
- Need to develop robust processes for tracking commissioned images
- Seeking radiologist to lead internal improvement work
- Engagement on ward round checklist ongoing

PATIENT CENTRED CARE

	Baseline	Latest	Target
FFT (Net promoter Score) ⁹	57.5 Jul-Dec 12	66.0	75.0 Dec-15
Older pat. survey Qs ¹⁰	85.5% Jul-Dec 12	86.3	88.3% Dec-13
Discharge survey Qs ¹¹	84.6% Jul-Dec 12	82.0%	89.6% Dec-13

Comments & discussion

- Need to ensure that targets are sustainable & consistent seasonally
- Older patient work to benefit from higher profile for the QCP once fully launched
- Discharge survey scores declining recently
- New discharge process behind schedule but due to be launched in Sep

Key:

- On-track for delivery
- Risk to delivery
- Tracking not in place

1. After 8pm & before 6am ; 2. Patients with an initial respiratory diagnosis; 5. All harms reported per 1k bed stays (excl maternity); 6. All falls reported per 1k bed stays for patients >65 years old; 7. % of ED X-rays reported by a radiologist <24hrs; 8. TBC; 9. Net promoters on the Friends & Family survey; 10. Average score for the 3 older patient survey questions; 11. Average score for the 3 discharge experience survey questions;