

Introduction

A summary of key trends and actions of the Trust's performance against the clinical quality and patient safety indicators is provided together with supporting narrative. The report is structured around the key themes of the annually published Quality Report/Account; Patient Safety, Patient Experience and Clinical Effectiveness.

	Measure	Improvement Metric	Target 13/14	Nov-13	Nov-12	vs Nov-12	YTD	
Patient Safety	Mortality Rates	HSMR	-	81.7	80.5	↑	82.4	
		RAMI	-		96.8		-	
	Mortality Rates			Q1 13/14	Q1 12/13	vs Q1 12/13	YTD	
		SHMI (%)	-	94.96%	93.49%	↑	-	
	Mortality Rates			Jan-14	Jan-13	vs Jan-13	YTD	
		Crude Mortality: All Ages (Per 1 000)	Non-Elective	-	36.358	36.500	↓	30.394
	Risk Management	Serious Incidents (STEIS)	Elective	-	0.858	0.572	↑	0.271
			New Incidents	-	5	8	↓	-
	HCAI	C. difficile	Open Incidents	-	26	23	↑	Cumul.
			Attributable	0	7	4	↑	Cumul.
	Infection Prevention	Mandatory Training Compliance (%)	Post 72h	29	42	34	↑	Cumul.
				95.0%	83.5%			86.1%
	Harm Free Care (HFC)	Safety Thermometer HFC (%) - Old & New Harm	EKHUFT	93.0%	91.6%	90.7%	↑	90.5%
			National	-	93.5%	92.3%	↑	-
	Nurse Sensitive Indicators	Pressure Ulcers: Grades 2,3 and 4	Acquired	-	23	29	↓	267
Avoidable			135	9	10	↓	106	
Clinical Incidents	Total Clinical Incidents	Falls	1788	149	183	↓	1657	
			-	1042	1032	↑	10250	
Patient Experience	Compliments and Complaints	Compliments:Complaints	-	28:1	19:1	↑	-	
		No. Care Spells per Formal Complaint	-	1417	1091	↑	-	
	Experience	Friends and Family Test (Star Rating)	5.0	4.5			-	
		Adult Inpatient Experience (%)	80.00%	89.16%	89.32%	↓	-	
	Mixed Sex Accommodation Occurrences	-	12	12	↔	63		
Clinical Effectiveness	Readmission Rate			Dec-13	Dec-12	vs Dec-12	YTD	
		7 Day (%)	2.0%	4.53%	4.46%	↑	4.42%	
		30 Day (%)	8.3%	9.30%	9.30%	↓	9.10%	
	CQUIN			Jan-14	Jan-13	vs Jan-13	YTD	
		Standard Contract CQUIN	Multiple			↔		
		Specialist CQUIN	Multiple					
	Bed Usage	Bed Occupancy (%)	Extra Beds (%)	-	97.97%	99.78%	↓	92.89%
Outliers			-	5.53%	8.68%	↓	-	
Delayed Transfers of Care (Average)			-	25.06	40.81	↓	318.53	
			-	42.60	50.40	↓	38.55	

NB: RAMI - Data sharing agreements with CHKS have now been resolved. An up to date RAMI position will be published in the near future.