

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 14/15	Apr-14	Apr-13	vs Apr-13	YTD	
Patient Safety	Mortality Rates	HSMR	-	80.4	84.7	↓	80.4	
				Q2 13/14	Q2 12/13	vs Q2 12/13	YTD	
		SHMI (%)	-	86.32%	88.78%	↓	-	
				May-14	May-13	vs May-13	YTD	
	Crude Mortality: All Ages (Per 1 000)	Non-Elective	-	26.277	32.335	↓	28.599	
		Elective	-	0.118	0.234	↓	0.231	
	Risk Management	Serious Incidents (STEIS)	New Incidents	-	8	1	↑	-
			Open Incidents	-	47	32	↑	Cumul.
	HCAI	MRSA	Attributable	5	0	1	↓	Cumul.
		C. difficile	Post 72h	47	7	13	↓	Cumul.
	Infection Prevention	Mandatory Training Compliance (%)		95.0%	83.2%	87.7%	↓	82.9%
	Harm Free Care (HFC)	Safety Thermometer	EKHUFT	93.0%	93.5%	90.2%	↑	93.7%
		HFC (%) - Old & New Harm	National	-	93.5%	92.4%	↑	-
	Nurse Sensitive Indicators	Pressure Ulcers: Category 2,3 and 4	Acquired	-	19	22	↓	35
Avoidable			99	9	10	↓	16	
Falls			-	171	156	↑	329	
Clinical Incidents	Total Clinical Incidents		-	1074	1044	↑	2070	
Patient Experience	Compliments and Complaints	Compliments:Complaints		-	20:1	20:1	↔	-
		No. Care Spells per Formal Complaint		-	864	1268	↓	-
	Experience	Friends and Family Test (Star Rating)		5.0	4.4	4.5	↓	-
		Adult Inpatient Experience (%)		80.00%	88.92%	88.31%	↑	-
		Mixed Sex Accommodation Occurrences		-	7	5	↑	15
Clinical Effectiveness	Readmission Rate			Mar-14	Mar-13	vs Mar-13	YTD	
		7 Day (%)	2.00%	4.19%	4.57%	↓	4.21%	
		30 Day (%)	8.32%	8.09%	9.26%	↓	8.91%	
	CQUIN			May-14	May-13	vs May-13	YTD	
		Standard Contract CQUIN	Multiple			↔		
	Specialist CQUIN	Multiple			↔			
	Bed Usage	Bed Occupancy (%)		-	96.21%	90.56%	↑	92.70%
		Extra Beds (%)		-	5.57%	5.77%	↓	5.49%
Outliers		-	20.81	34.26	↓	45.87		
Delayed Transfers of Care (Average)		-	39.80	37.20	↑	36.40		
Care Quality Commission	Intelligent Monitoring Report	Outcome Measures	Risks	-	4		-	
			Elevated Risks	-	1		-	