

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	Mar-14	Mar-13	vs Mar-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%	↓	-	
				Sep-14	Sep-13	vs Sep-13	YTD	
	Risk Management	Crude Mortality: All Ages (Per 1 000)	Non-Elective	-	24.560	27.684	↓	26.807
			Elective	-	0.324	0.000	↑	0.279
	HCAI	Serious Incidents (STEIS)	New Incidents	-	6	1	↑	-
			Open Incidents	-	58	23	↑	Cumul.
	Infection Prevention	Mandatory Training Compliance (%)	MRSA	5	1	5	↓	Cumul.
			C. difficile	47	32	28	↑	Cumul.
	Harm Free Care (HFC)	Safety Thermometer HFC (%) - Old & New Harm		95.0%	83.9%	87.1%	↓	83.1%
				93.0%	93.8%	91.0%	↑	94.1%
	Nurse Sensitive Indicators	Pressure Ulcers: Category 2,3 and 4	National	-	93.7%	93.2%	↑	-
			Acquired	-	13	29	↓	110
Falls		Avoidable	99	6	10	↓	40	
Clinical Incidents	Falls		-	162	163	↓	977	
Patient Experience	Compliments and Complaints	Total Clinical Incidents	-	1069	1009	↑	6481	
		Compliments:Complaints	-	20:1	15:1	↑	-	
	Experience	No. Care Spells per Formal Complaint	-	627	1091	↓	-	
		Friends and Family Test (Star Rating)	5.0	4.3	4.6	↓	-	
		Adult Inpatient Experience (%)	80.00%	87.84%	89.50%	↓	-	
Mixed Sex Accommodation Occurrences		-	6	2	↑	52		
Clinical Effectiveness	Readmission			Aug-14	Aug-13	vs Aug-13	YTD	
		7 Day (%)	2.00%	4.37%	4.15%	↑	4.37%	
		30 Day (%)	8.32%	8.81%	8.78%	↑	8.92%	
	CQUIN			Sep-14	Sep-13	vs Sep-13	YTD	
		Standard Contract CQUIN	Multiple			↔		
	Bed Usage	Specialist CQUIN	Multiple			↔		
		Bed Occupancy (%)	-	88.45%	91.64%	↓	-	
		Extra Beds (%)	-	5.21%	6.98%	↓	5.67%	
Outliers		-	16.77	30.00	↓	141.87		
Care Quality Commission	Intelligent Monitoring Report	Delayed Transfers of Care (Average)	-	32.25	41.25	↓	36.30	
		Outcome Measures	Risks	-	6	-	-	
		Elevated Risks	-	2	-	-		