

**Introduction**

A summary of key trends and actions of the Trust's performance against the clinical quality and patient safety indicators in 2012/13 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	Sep-13	Sep-12	vs Sep-12	YTD	
<b>Patient Safety</b>	Mortality Rates	HSMR	-	80.6	82.7	↓	82.7	
		RAMI	-		87.1		-	
	Mortality Rates			Q4 12/13	Q4 11/12	vs Q4 11/12	YTD	
		SHMI (%)	-	103.34%	98.93%	↑	-	
	Mortality Rates			Nov-13	Nov-12	vs Nov-12	YTD	
		Crude Mortality: All Ages (Per 1000)	Non-Elective	-	28.756	25.675	↑	28.888
	Mortality Rates		Elective	-	0.218	0.459	↓	0.170
		Risk Management	Serious Incidents (STEIS)	New Incidents	-	3	5	↓
	Open Incidents			-	33	20	↑	Cumul.
	HCAI	MRSA	Attributable	0	6	0	↑	Cumul.
			C. difficile	29	36	25	↑	Cumul.
	Infection Prevention	Mandatory Training Compliance (%)		95%	84.3%	87.6%	↓	86.9%
	Harm Free Care (HFC)	Safety Thermometer HFC (%) - Old & New Harm	EKHUFT	93%	91.4%	91.5%	↓	90.2%
			National	-	93.5%	92.3%	↑	-
	Nurse Sensitive Indicators	Pressure Ulcers: Grades 2,3 and 4	Acquired	-	29	27	↑	215
Avoidable			135	9	10	↓	86	
Falls			1788	149	176	↓	1343	
Clinical Incidents	Total Clinical Incidents		-	1004	877	↑	8186	
<b>Patient Experience</b>	Compliments and Complaints	Compliments:Complaints	-	20:1	24:1	↓	-	
		No. Care Spells per Formal Complaint	-	1221	1250	↓	-	
	Experience	Friends and Family Test (Star Rating)	5.0	4.7			-	
		Adult Inpatient Experience (%)	80%	89.44%	87.72%	↑	-	
		Mixed Sex Accommodation Occurrences	-	5	8	↓	40	
<b>Clinical Effectiveness</b>	Readmission Rate			Oct-13	Oct-12	vs Oct-12	YTD	
		7 Day (%)	2.0%	3.89%	3.97%	↓	4.37%	
		30 Day (%)	8.3%	8.12%	8.37%	↓	9.03%	
	CQUIN			Nov-13	Nov-12	vs Nov-12	YTD	
		Standard Contract CQUIN	Multiple			↔		
		Specialist CQUIN	Multiple					
	Bed Usage	Bed Occupancy (%)	-	92.76%	97.10%	↓	92.48%	
		Extra Beds (%)	-	5.41%	5.51%	↓	-	
Outliers		-	11.43	12.23	↓	93.43		
Delayed Transfers of Care (Average)		-	46.00	39.60	↑	38.73		

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