

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	Dec-14	Dec-13	vs Dec-13	YTD	
Patient Safety	Mortality Rates	HSMR	-	78.6	83.7	↓	79.3	
				Q1 14/15	Q1 13/14	vs Q1 13/14	YTD	
		SHMI (%)	-	95.30%	95.51%	↓	-	
				Mar-15	Mar-14	vs Mar-14	YTD	
	Risk Management	Serious Incidents (STEIS)	Non-Elective	-	35.429	32.965	↑	30.190
			Elective	-	0.615	0.439	↑	0.429
	HCAI	MRSA	New Incidents	-	8	8	↔	-
			Open Incidents	-	70	33	↑	Cumul.
	Infection Prevention	Mandatory Training Compliance (%)	Attributable	5	1	8	↓	Cumul.
			Post 72h	47	47	49	↓	Cumul.
	Harm Free Care (HFC)	Safety Thermometer			Feb-15	Feb-14	vs Feb-14	YTD
				95.0%	79.9%	82.7%	↓	82.1%
		HFC (%) - Old & New Harm			Mar-15	Mar-14	vs Mar-14	YTD
			EKHUFT	93.0%	94.3%	94.9%	↓	93.5%
Nurse Sensitive Indicators	Pressure Ulcers: Category 2,3 and 4	National	-	94.0%	93.6%	↑	-	
		Acquired	-	20	26	↓	265	
	Falls	Avoidable	99	8	10	↓	81	
Clinical Incidents	Total Clinical Incidents	-	185	167	↑	1973		
Patient Experience	Compliments and Complaints	Total Clinical Incidents	-	1091	1148	↓	13258	
		Compliments:Complaints	-	37:1	29:1	↑	-	
	Experience	No. Care Spells per Formal Complaint	-	1178	1141	↑	-	
		Friends and Family Test (Star Rating)	5.0	4.5	4.4	↑	-	
		Adult Inpatient Experience (%)	80.00%	88.28%	87.57%	↑	-	
Mixed Sex Accommodation Occurrences	-	3	8	↓	90			
Clinical Effectiveness	Readmission			Feb-15	Feb-14	vs Feb-14	YTD	
		7 Day (%)	2.00%	4.05%	4.66%	↓	4.19%	
		30 Day (%)	8.32%	7.88%	9.45%	↓	8.62%	
	CQUIN			Mar-15	Mar-14	vs Mar-14	YTD	
		Standard Contract CQUIN	Multiple			↔		
	Bed Usage	Specialist CQUIN	Multiple			↔		
		Bed Occupancy (%)	-	93.24%	99.77%	↓	-	
Extra Beds (%)		-	6.87%	6.27%	↑	6.02%		
Outliers		-	35.03	28.42	↑	420.32		
Delayed Transfers of Care (Average)	-	37.75	35.75	↑	36.18			
Care Quality Commission	Intelligent Monitoring Report	Outcome Measures						
		Risks	-	3	-		-	
		Elevated Risks	-	2	-		-	