

# Quality Account: Update

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# The Patient



# Format



- Hospital and community and experience first
- Similar format
- New guidance Dec 2010
- Electronic and hard copy
- Consultation
- Third party narrative



# 2011/12 feedback

- **Mortality**
  - Infection
  - Falls
  - Medicine safety
  - Cardiac arrests
  - Dementia (new)
- **Effectiveness**
  - Discharge
  - Full EAU assessment within 2-hours
  - Communication/documentation
- **Patient experience**
  - Is care good (compassion/respect/dignity)
  - Recommendation
  - Compliments and complaints
  - Environment
  - Patient surveys
  - External reviews (LinKs, PEAT, peer, CQC, commissioner)
  - Staff surveys





# 3 priorities



# National priorities

- Patient safety
- Effectiveness of care
- Patient experience







# Our priorities

<i><b>Priority</b></i>	<i><b>Hospitals</b></i>	<i><b>Community</b></i>
<i><b>1. Patient safety</b></i>	Reduce number of patients that die in our hospitals	Develop and introduce an early warning score for use in the community
<i><b>2. Effectiveness of care</b></i>	Improve clinical documentation and communication	Increase use of tough-books
<i><b>3. Patient experience</b></i>	Care with compassion	Care with compassion

# Reduce mortality (hospital)

- Monday SUI panel
- Monthly GTT reviews
- Mortality reviews
- Sepsis
- Infections (MSSA)
- Dementia
- *Deterioration; falls*





# Reduce mortality (community)

- **Early warning score**
- Early intervention
- Reduce deterioration
- Avoid admission



# Improve documentation and communication (hospital)

- Single contemporaneous record
- Reduce duplication
- Improve communication between and across teams
- Maximise effectiveness of care



# Improve documentation and communication (community)

- **Tough-books**
- Computerised documentation
- Speedy access to key information and support
- Release time to care







# Care with compassion



# Hospital and community

- Quality review panel
- Mystery shoppers
- Patient voice (carers diaries)



# Timescales

- 18<sup>th</sup> April final draft\* available for comment
- 2<sup>nd</sup> May deadline for response to draft
- 16<sup>th</sup> May to printers
- 31<sup>st</sup> May published and available on-line

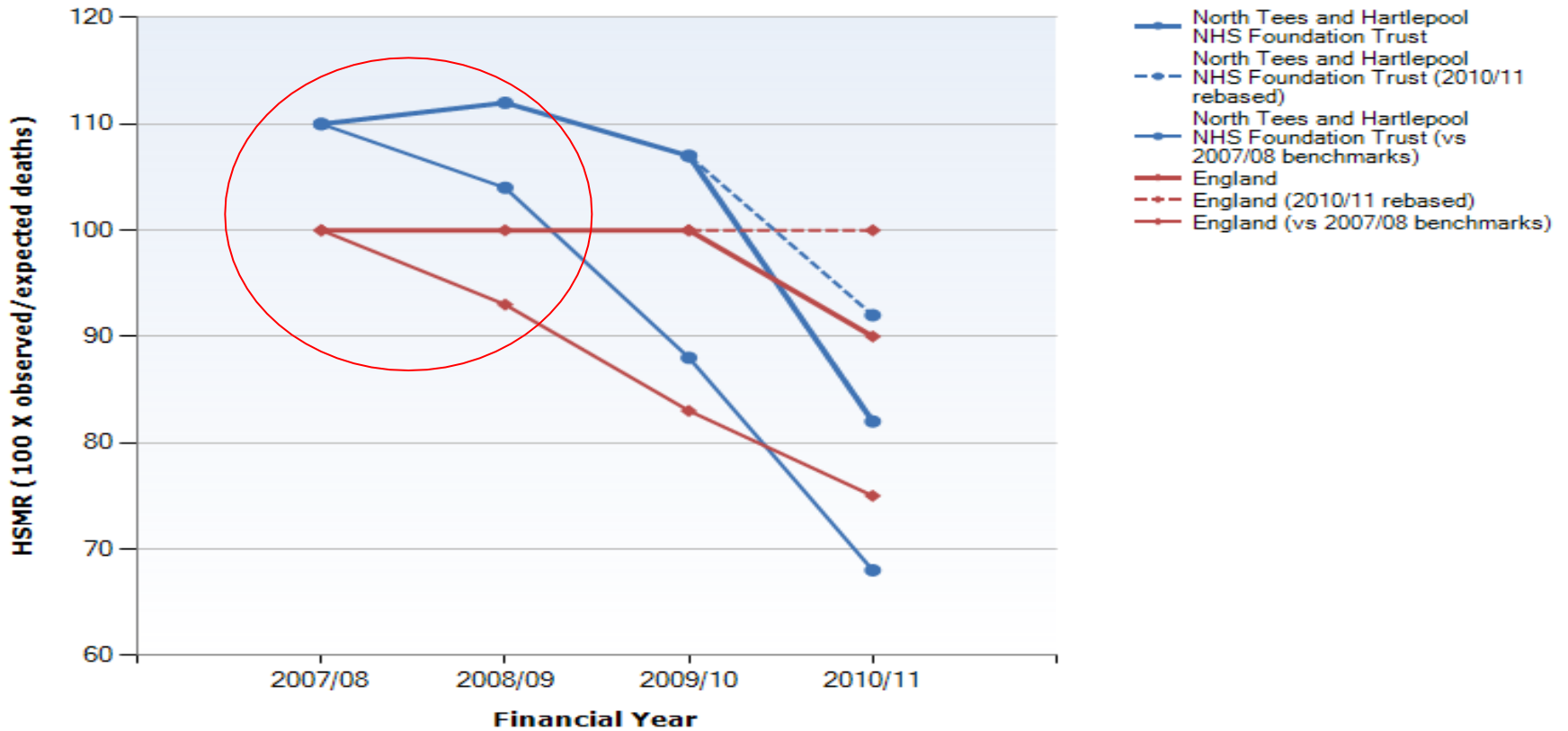
\* Data to end March included







# Mortality was high

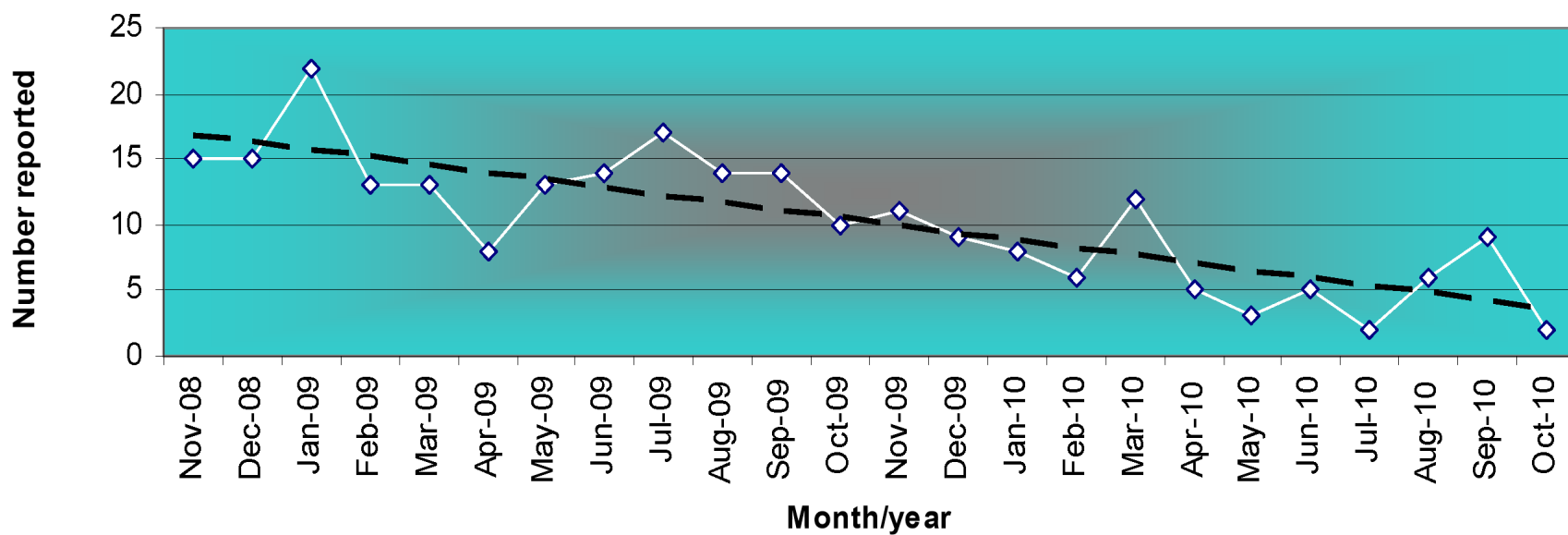




# Impact

£387,000 cost reduction

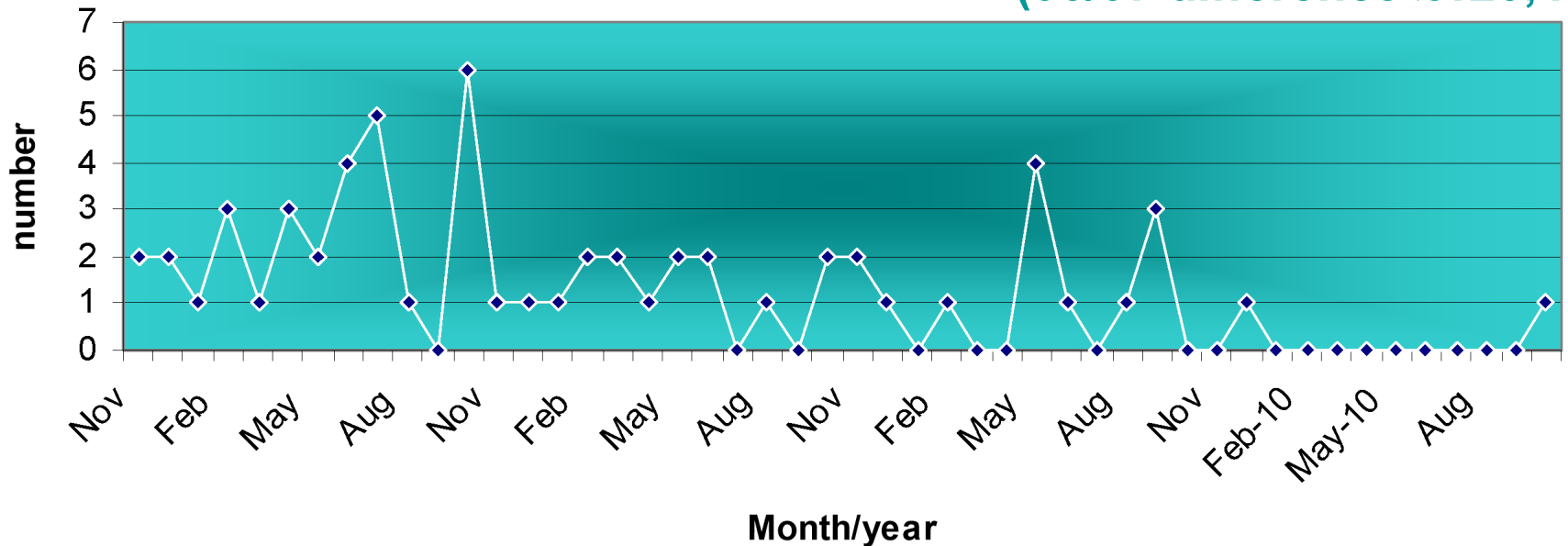
**Clostridium difficile**





# Impact

**MRSA bacteraemia**    **£47,300 cost reduction**  
**(06/07 difference £120,400)**

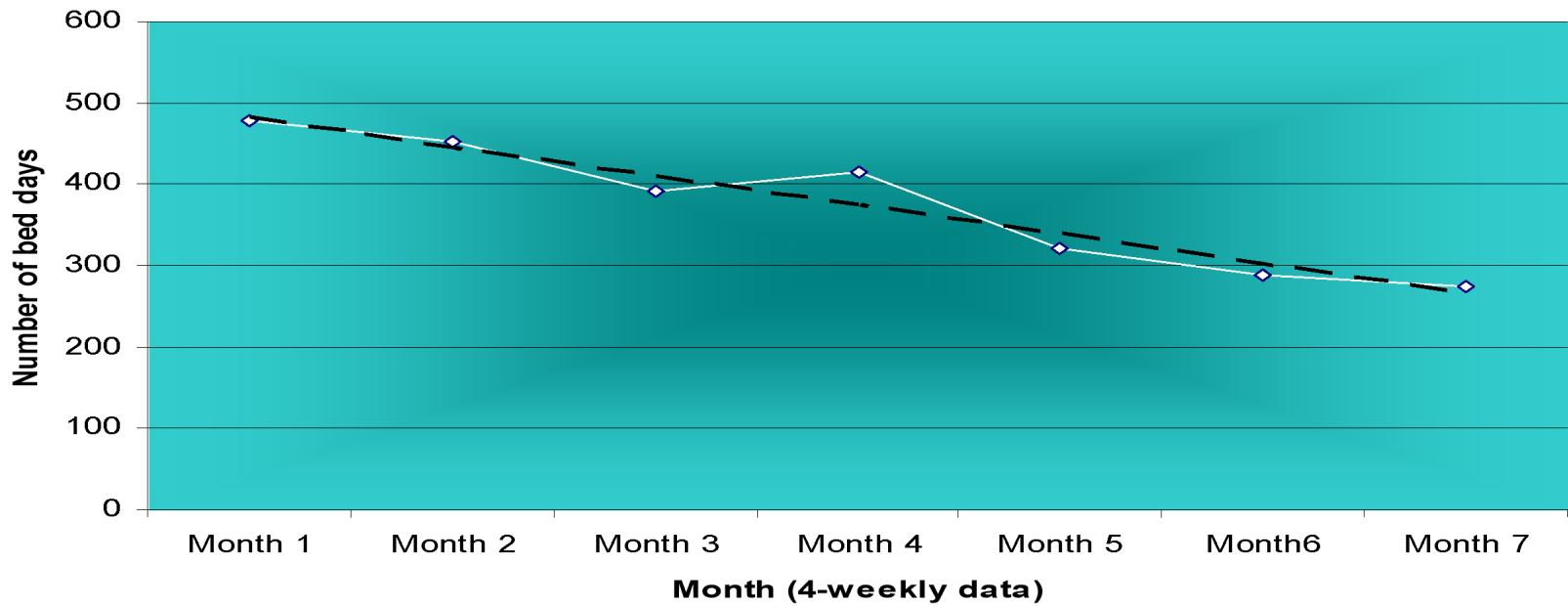






# Influencing care pathways

LOS over 21-days (2010 data)



# Summary



We know what we aim to do ; now we have to complete writing the quality account !!