

**Quality and Safety Report Extract
May 2012**

1.0 Quality Monitoring and Assurance

1.1 Ward to Board Nursing Care Metrics for April 2012

The nursing care metrics for May are consistently positive, with improvements demonstrated across all indicators especially continence and fluid management. Although the score for tissue viability has continued to show steady increase, there is a lack of assurance that the scores are presenting a true picture of the care being delivered. We await the review of recent pressure RCA to identify the clinical areas where immediate improvements need to be delivered and staff supported in practice.

Table 1: Nursing Care Metrics - April 2012

	Feb 2012	Mar 2012	Apr 2012
Medication Storage and Administration	 89%	 91%	 97%
Infection Control and Privacy & Dignity	 89%	 87%	 91%
Patient Observations	 81%	 79%	 84%
Pain Management	 72%	 81%	 84%
Tissue Viability	 74%	 79%	 91%
Nutrition	 82%	 83%	 91%
Fluid Management	 64%	 73%	 85%
Falls assessment	 92%	 91%	 98%
Continence	 81%	 83%	 97%
Total	 81%	 83%	 91%

1.2 Ward to Board Patient Experience Metrics for April 2012

This month's metrics demonstrate a mixed picture as medications and the information patients receive about them continue to cause concern. An action plan to resolve this issue is in place to address the information given to patients surrounding their medications given at discharge and when attending OPD. The revised nursing documentation includes a discharge checklist which will specifically ask the nurse to check the patients understanding of the medicines they are taking home. This should also have a positive effect on the patient's perception of their being informed about their care and discharge.

A revised comfort round document is being trialled in May before full implementation in June, the new document will facilitate enhanced patient care and includes key elements of the dementia care pathway, SKINN bundle the traditional “comfort factors“, including pain and hydration. The ward managers have commenced on a three module course to develop their dementia awareness skills and they are expected to cascade this information to their ward nurses. All clinical centres have been asked to identify dignity Champions who will undergo training during May we are planning a Dignity Awareness day in May to celebrate the champions completing their training and will launch the new improved patient bedside curtains at the same time.

Table 2: Patient Experience Metrics – April 2012

	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012
How clean is this ward (including toilets)?	↑ 95%	↓ 94%	↓ 91%	↑ 92%	↑ 97%	↓ 95%	↓ 94%	↑ 95%
As far as you know do the staff wash or clean their hands between touching patients?	↑ 91%	↑ 92%	↓ 92%	↓ 91%	↑ 95%	↓ 93%	↑ 94%	↑ 95%
Do you feel informed about potential medication side effects?	↑ 72%	↓ 58%	↑ 65%	↑ 71%	↓ 60%	↑ 67%	↓ 62%	↓ 46%
Do you feel you have enough privacy when discussing your condition or treatment with staff?	↑ 91%	↓ 87%	↓ 82%	↑ 85%	↑ 86%	↑ 92%	↓ 85%	↑ 88%
Do you feel that you have been treated with respect and dignity while you are on this ward?	↑ 97%	↓ 96%	↓ 96%	↓ 90%	↑ 95%	↑ 97%	↓ 95%	↓ 91%
Do you feel involved in decisions about your treatment and care?	↑ 68%	↑ 77%	↑ 82%	↓ 80%	↑ 83%	↓ 82%	↑ 86%	↓ 80%
Have hospital staff been available to talk about any worries or concerns you have?	↑ 84%	↑ 86%	↑ 90%	↓ 81%	↑ 90%	↓ 89%	↓ 84%	↓ 82%
Do you get enough help from staff to eat your meals?	↑ 83%	↑ 86%	↑ 92%	↓ 83%	↑ 90%	↓ 90%	↓ 90%	↑ 92%
Whilst you have been on this ward have you ever shared a sleeping area with a member of the opposite sex?	↑ 100%	↓ 99%	↑ 100%	↓ 97%	↑ 99%	↓ 98%	↓ 98%	↑ 100%
Do you think hospital staff do everything they can to help control your pain?	↑ 96%	↓ 88%	↑ 90%	↓ 82%	↑ 90%	↑ 91%	↓ 89%	↓ 89%
When you use the call buzzer is it answered?	↑ 77%	↑ 81%	↑ 90%	↓ 82%	↑ 83%	↑ 85%	↓ 80%	↑ 88%
Have staffs talked to you about your discharge from hospital?	↑ 32%	↑ 50%	↑ 61%	↓ 52%	↑ 55%	↓ 55%	↑ 62%	↑ 64%
Total	↑ 82%	↑ 83%	↑ 86%	↓ 82%	↑ 85%	↑ 86%	↓ 85%	↓ 83%

1.3 Comfort Rounds

The data collection methodology currently utilised has proved to be flawed. The data collection method and collation has led to large amounts of data not being collected and analysed. To address this issue the comfort round form and the methodology has changed, the audit will be incorporated into the Ward to Board metrics audit. This is collected monthly by clinical centre senior nurses and the scores will be reported in the body of this report. The first audit will be reported in June 2012. The revised comfort round form will be piloted in May; the new form contains elements of the SKINN care bundle and the dementia care pathway.