

# **Clinical Operations**

## **Key Performance Indicators**





### **Summary Report**

**Month 10**  
**January 2013**




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**Updated:**

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**Key to Performance Traffic Lights**

<b>Key</b>	<b>Traffic Light</b>	<b>Performance</b>	<b>Data Confidence (DQ)</b>
	<b>Not Applicable</b>	<b>Not Applicable</b>	To be confirmed
	<b>Red</b>	Worse than plan	>80%
	<b>Amber</b>	Close to plan	>90%
	<b>Green</b>	= to or better than plan	>98%

**Key to Direction of Travel**

	Variation between actual performance and planned performance indicates an improvement since last month
	Variation between actual performance and planned performance has remained constant since last month
	Variation between actual performance and planned performance indicates a deterioration since last month

### 1. Trust Board – Monitor Governance Risk Assessment (shadow monitoring 2012/13)

Key Indicators		Quarter	WTD	DQ	LFY	Last 4 Quarters				Current Quarter – Early View Data					Commentary				
		Target	Score		Year	4	1	2	3	J	F	M	FOT	J	F	M	FOT	Score	
<b>Safety</b>																			
C. Difficile (Acute only) Annual threshold 17		4	1.0											2,			4	0	
MRSA (Acute only) Annual threshold 1		0	1.0											0,			0	0	
<b>Quality</b>																			
Cancer 31-day subsequent treatment	Surgery	94%	1.0											100,			>94	0	
	Drug Treatment	98%	1.0											100,			>98	0	
Cancer 62 day Referral from	Urgent GP	85%	1.0											87.4,			>85	0	Jan shared breach data is not yet confirmed
	Screening And Cons	90%	1.0											80.0,			>90	0	1 x breach (4/5). Jan breach data not confirmed
Cancer 31day Diagnosis to treatment		96%	0.5											100,			>96	0	
2 Week wait from referral to date first seen	All cancers	93%	0.5											96.3			>93	0	
	Breast Symptom	93%	0.5											100,			>93	0	
A&E Type 1+ MIU + WIC Combined Max. WT 4Hrs		95%	1.0											100,			>95	0	National performance reporting is at provider combined level
<b>Patient Experience</b>																			
Referral to treatment waiting time Admitted <18Wks		90%	1.0											94.8,			>94	0	Fail in one month = Quarterly Fail
Referral to treatment waiting time Non-Admitted <18Wks		95%	1.0											99.3,			>98	0	Each indicator scores 1.0 but max impact is capped at 2.0
Referral to treatment waiting time Incompletes <18Wks		92%	1.0											98.1			>95	0	(Latest mth may be early view data)
Access for people with learning disability – 6 criteria		Yes All	0.5											■			■	0	
<b>Effectiveness</b>																			
Data Completeness Referral to Treatment		50%	1.0	■	NA	NA								80,			80	0	Refers to data completeness levels for community services (CIDS).
Data Completeness Referral Information		50%	1.0	■	NA	NA								85,			80	0	Each indicator scores 1.0 but max impact capped at 1.0.
Data Completeness Treatment Activity Info.		50%	1.0	■	NA	NA								85,			80	0	Failure of same measure for 3 quarters = Red-rating.
Patient Identifier Information (Not yet defined)		50%	0.5	■	NA	NA				Not Yet Applicable			NYA	Not Yet Applicable			NYA	NYA	May be applied later in 2012/13.
Patients Dying at Home (Not yet defined)		50%	0.5	■	NA	NA				Not Yet Applicable			NYA	Not Yet Applicable			NYA	NYA	Each scores 0.5 but max impact capped at 1.0 with above.
<b>KPI Risk Score</b>																			0.0

<b>Third Parties Assessment</b>				
<b>Care Quality Commission</b>				
Moretonhampstead Hospital October 2012 (Moderate Concern)				<b>0</b>
<b>NHS Litigation Authority</b>				
CNST October 11	Level 1	Ongoing		<b>0</b>
NHSLA March 12	Level 1	Ongoing		
<b>3. Mandatory Services – Declared risk of, or actual, failure to deliver mandatory services</b>				
No Items				<b>0</b>
<b>4. Other Certification Failures – If not covered above. Failure to either (i) provide or (ii) subsequently comply with annual or quarterly board statements</b>				
No items				<b>0</b>
<b>5. Other Factors – Failure to comply with material obligations in areas not directly monitored by Monitor, includes exception or third party reports, represents a material risk to compliance</b>				
No Items				<b>0</b>
<b>Total</b>				<b>0</b>
<b>Monitor Overall Compliance Score</b>				<b>0</b>

#### Monitoring Risk Scoring System

- Green score of less than 1.0
- Amber-Green score between 1.0 – 2.0
- Amber-Red score between 2.5 and 4.0
- Red score of more than 4.0

Monitor uses a number of triggers to establish whether a Trust should be considered for escalation. These include:

- A red Compliance Risk Rating (i.e. with a score greater than 4.0)
- A Financial Risk Rating of 1 or 2
- Reports raising significant concerns about clinical quality, patient safety or service performance or investigations by the care Quality Commission or other similar body.

## 2. Trust Board – Further Key Performance Indicators

2.1 Patient Safety	Quarter	KPI	DQ	Last	Last 4 Quarters	Current Quarter – Early View Data										Commentary
	Target	Source		FY	4 1 2 3	J F M FOT	J F M FOT	Travel								
Summary Hospital Mortality Indicator - Trust Overall	<100	DH	✓	✓	✓✓	■	■	RYQ1 100	✓	→	Latest SHMI data is Jul11 – Jun12 Next update due end April					
Never Events	0	DH	✓	✗	✗✓✗✓	✓	✓	0,	0	→						
VTE Risk Assessments	90%	DH	✓	✓	✓✓✓✓	✓	✓	95.1	>90	→	Early Data					

2.2 Quality of Services	Quarter	KPI	DQ	Last	Last 4 Quarters	Current Quarter – Early View Data										Commentary
	Target	Source		FY	4 1 2 3	J F M FOT	J F M FOT	Travel								
Stroke >90% stay on Unit North Acute (based on time)	80%	SHA	✓	✗	✗✗✗✗	✗	✗	69,	<80	→	11 breaches in Jan. of which 3 were 1 day hospital LOS.					
Stroke >90% stay on Unit N. Acute – Excl 1 day LOS	80%	SHA	✓	■	■ ■ ■ ✓	▲	▲	78,	>80	→	Subset report excludes patients with 1 day or less length of stay					
A&E Type 1 maximum waiting time of 4 hours	95%	Local	✓	✗	✗▲✓✗	✗	▲	92.8,	<95	→	National performance reporting is at provider combined level of A&E +MIU+WIC in accordance with national Operating Framework.					
A&E Type 1+ MIU + WIC Combined Max. WT 4Hrs	95%	Monitor	✓	✓	✓✓✓✓	✓	✓	98.0,	>95	→						
Ambulance Handovers % > 30 Mins	<10%	Contract	✓	✓	✓✓✓✓	✓	✓	9,	<10	↓						
Ambulance Handovers > 2 Hours	0	Contract	✓	■	■▲✓✓	✗	▲	2,	2	↓	Pressure on A&E arising from RTA multiple attendances					

2.3 Patient Experience	Quarter	KPI	DQ	Last	Last 4 Quarters	Current Quarter – Early View Data										Commentary
	Target	Source		FY	3 4 1 2	J F M FOT	J F M FOT	Travel								
Breach of EMSA General Wards	0	DH	✓	✗	✗✗✓✗	✓	✓	0,		→						
Cancelled Operations Rebooked <28 day	100%	DH	✓	✓	✓✓✓✓	✓	✓	100,	100	→						
Delayed Transfer of Care (Acute)	<3.5%	DH	✓	✓	✓✓✓✓	✓	✓	2.3,	2.3	→						
Delayed Transfer of Care (Northern CHs)	<3.5%	DH	▲	✗	✗✗✗▲	▲	▲	5.6,	>3.5	↓						
Delayed Transfer Care (Eastern CHs)	<3.5%	DH	▲	✗	✗✗✗✗	▲	▲	4.4,	>3.5	↑						
RTT Waiting Time >52Wk Waiters	0	SHA	✓	NA	NA▲✓▲	▲	▲	1,	1	→	1 x breach in Orthopaedics – admin. and patient choice delays					
Diagnostics Waiting >6 wks (<1%)	>99	DH	✓	✓	✓✓✓✓	✓	✓	99.3,	>99	→	17 Breaches in Urodynamics Service - January					

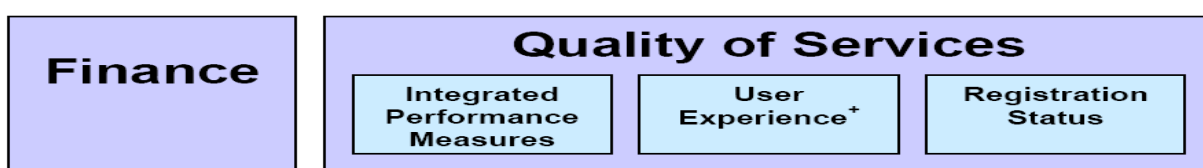
### 3. NHS Performance Framework

#### Background

This assessment is published by the Department of Health in The Quarter bulletin and is reported for NHS Trusts that have not yet gained Foundation Trust status.

Rating Categories are:                      Performing  
   Performance Under Review  
   Under Performing

Performance is assessed across the following key domains of organisational function:



Each domain is underpinned by a series of weighted indicators with associated performance thresholds, and a scoring system to determine performance for the domain

#### Overall Achievement

The Trust has been assessed in the top category of 'performing' for every domain in each of the last ten quarters published.

(Source DH The Quarter)

2010/11	Overall Financial Score	Overall Quality of Service Score	Performance Rating after Escalation		Quality: Standards & Integrated Performance Measures		Quality User Experience		Quality CQC Registration
			Finance	Q of S	Score	Rating	Score	Rating	Rating
Q1	Performing	Performing			2.61	Performing	5	Performing	Performing
Q2	Performing	Performing			2.66	Performing	5	Performing	Performing
Q3	Performing	Performing			2.68	Performing	5	Performing	Performing
Q4	Performing	Performing			2.45	Performing	5	Performing	Performing
2011/12									
Q1	Performing	Performing			2.66	Performing	5	Performing	Performing
Q2	Performing	Performing			2.53	Performing	5	Performing	Performing
Q3	Performing	Performing			2.40	Performing	5	Performing	Performing
Q4	Performing	Performing			2.62	Performing	5	Performing	Performing
2012/13									
Q1	Performing	Performing			Note 1	Performing	Note1	Performing	Performing
Q2	Performing	Performing			Note 2		Note 2		Note 2
					Max 3		Max 5		

Note 1 Not scored for Quarter 1.

Note 2 Not scored/defined for Quarter 2

## 4. Glossary of Terms

A&E	Accident and Emergency Department
ASU	Acute Stroke Unit
C.DIFF	Clostridium Difficile
CONS	Consultant
CQC	Care Quality Commission
CQUIN	Commissioning for Quality & Innovation
CUM	Cumulative
CWT	Cancer Waiting Times
DC	Day Case
DGH	District General Hospital
DIR	Direction
EM	Emergency
FST	First (New Outpatient Attendance)
FUP	Follow Up (Outpatient Attendance)
G&A	General and Acute specialties only (excludes Obstetrics & Midwifery)
GU	Genito Urinary Medicine
HSMR	Hospital Standardised Mortality Ratio (56 Nationally defined Diagnoses)
IP	In Patient
IT	Information Technology
KPI	Key Performance Indicator
LFY	Last Financial Year
MAT	Maternity
MAU	Medical Assessment Unit
MRSA	Methicillin Resistant Staphylococcus Aureus
MSSA	Methicillin-Sensitive Staphylococcus Aureus
NDHT	Northern Devon Healthcare NHS Trust
NICE	National Institute for Clinical Excellence
#NOF	Fractured Neck of Femur
OP	Out Patient
Q1	Quarter 1 (IE April – June)
QIPP	Quality, Innovation, Productivity & Prevention
Q of S	Quality of Service
RD&E	Royal Devon & Exeter NHS Foundation Trust
RTM	Real Time Monitoring (Benchmarking System)
RTT	Referral To Treatment (Time)
SMR	Standardised Mortality Ratio (All Diagnoses)
SWAST	South West Ambulance Services Trust
TBC	To Be Confirmed
TYPE 1	A&E department located at main hospital
VTE	Venous-thromboembolism
WL	Waiting List
YTD	Year To Date