

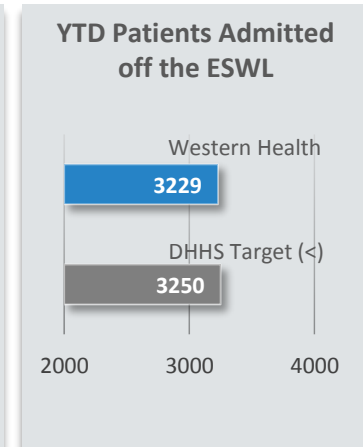
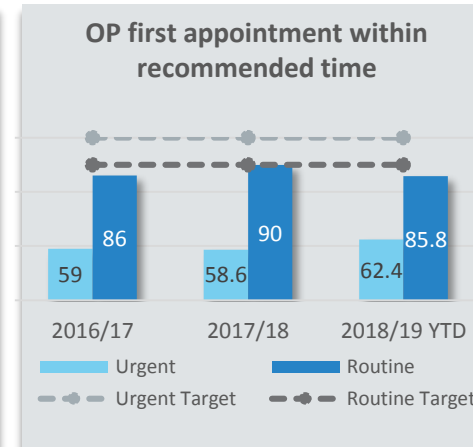
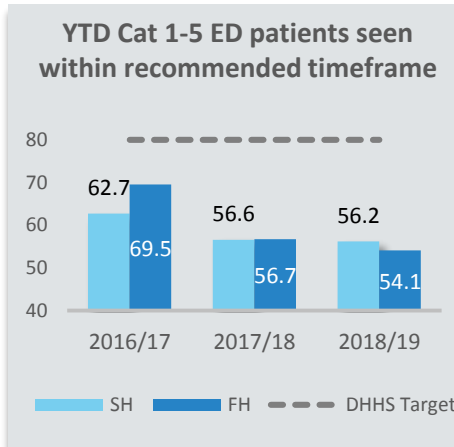
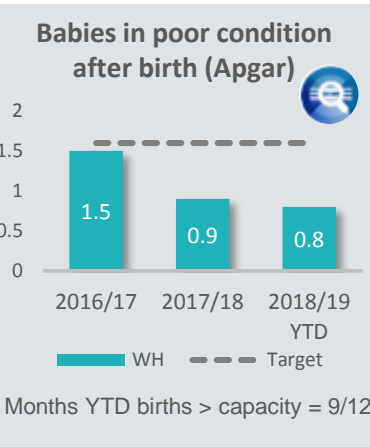
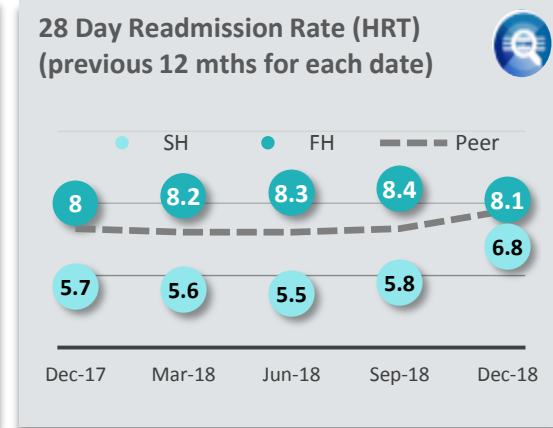
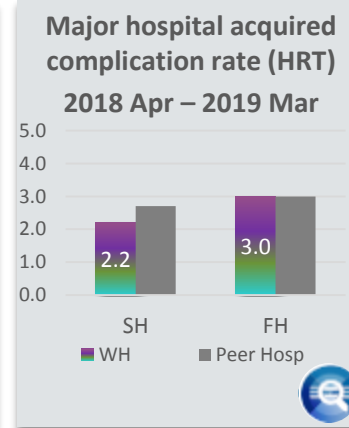
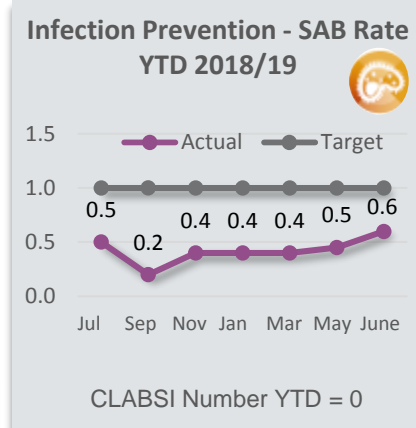
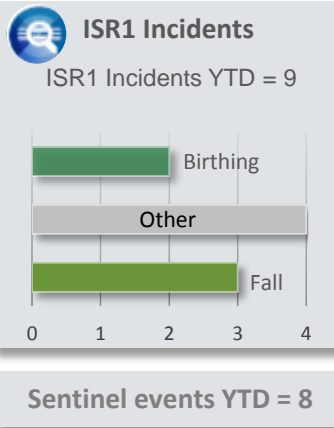
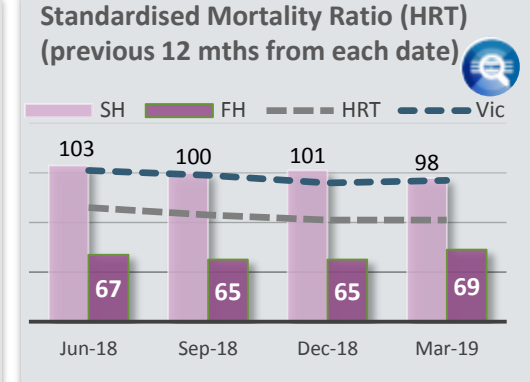
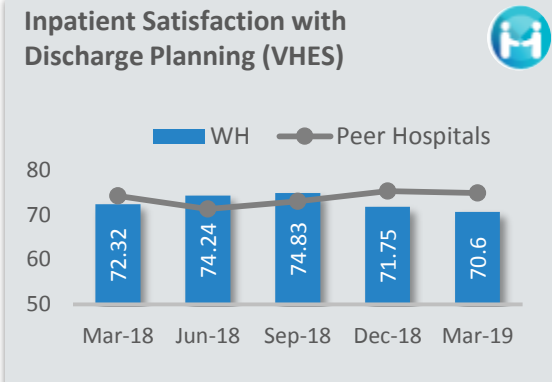
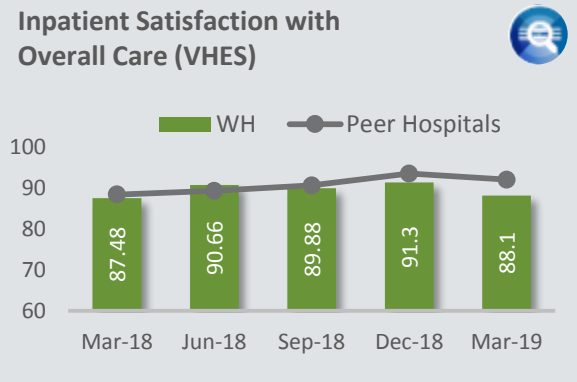
# BEST CARE DASHBOARD JUNE 2019 – Executive Summary

## Commentary

The June 2019 Best Care Dashboard (Executive Summary) highlights the positive performance when compared with peer hospitals for the two key maternity indicators, condition of babies after birth (Apgar) and Fetal Growth Restriction (FGR). In the 2018/19 financial year, nine of the twelve months have seen higher number of births than predicted. While birthing activity has been consistently high, Western Health continues to perform better than the state-wide target and peer hospitals for the maternity metrics of Apgar rating and Fetal Growth Restriction.

Current data reflects improved patient access following a number of targeted initiatives. The percentage of urgent outpatient referrals scheduled for a first appointment within 30 days has increased, as has the percentage of category 1-5 Sunshine ED patient presentations seen within the recommended timeframe. However, ED access performance indicators being consistently below DHHS targets reflects the challenges Western Health faces due to infrastructure limitations and increasing demand.

Footscray Hospital's Standardised Mortality Ratio (SMR) continues to be significantly below the Victorian and HRT medians. Sunshine Hospital's SMR reduced from 101 to 98 in Qtr 3, equal with the Victorian combined Hospital SMR.



# PERSON-CENTRED CARE DASHBOARD JUNE 2019

## Commentary

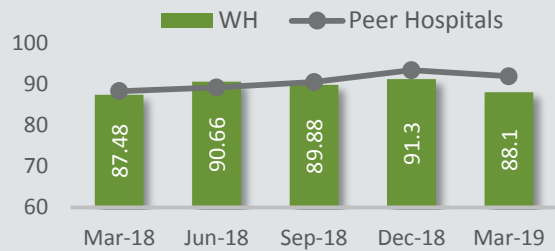
Complaints and compliments received have been increasing this financial year, however, both are less than previous year comparisons. Inpatient satisfaction, as measured through the VHEs, is generally lower for the January – March 2019 Qrt.

While Western Health is currently not achieving the target complaints closure rate (95% closed within 30 days), a sustained period of improved performance has been observed in the recent data points (November through May). Quality of care and access to services remain the most common complaint themes.

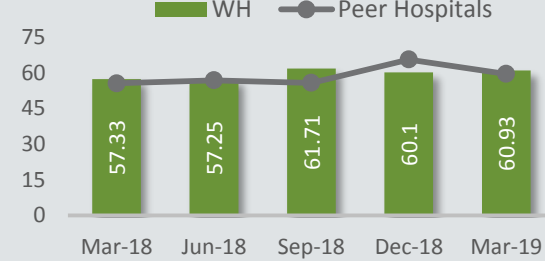
Rate of falls at Western Health remains consistently well above target (ACHS aggregate falls rate per 100 bed days) for the current and previous Qrts. The rate of falls resulting in serious injury remains above the HRT median for Footscray Hospital. An increase over the past Qrt at Sunshine Hospital has the rate above the HRT median for this site also.

Hospital-acquired pressure injuries per 100 bed days remain above the ACHS aggregate rate. For Footscray Hospital, the rate of hospital acquired pressure injuries per 10,000 bed days is well above the HRT median.

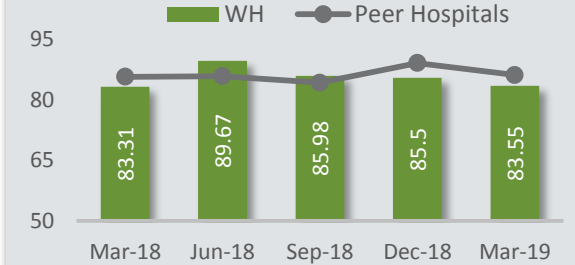
## Inpatient Satisfaction with Overall Care (VHES)



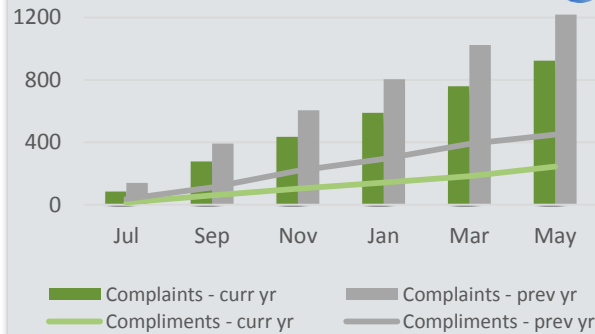
## Inpatient satisfaction with involvement in care decisions (VHES)



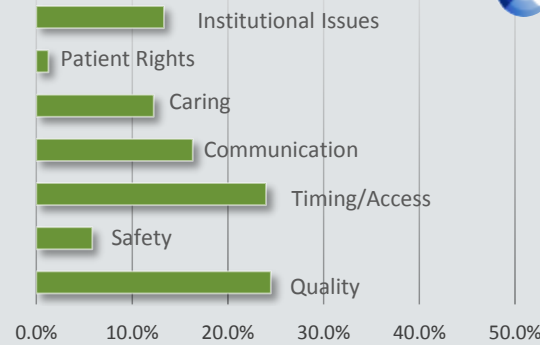
## Inpatient satisfaction with being treated with respect and dignity (VHES)



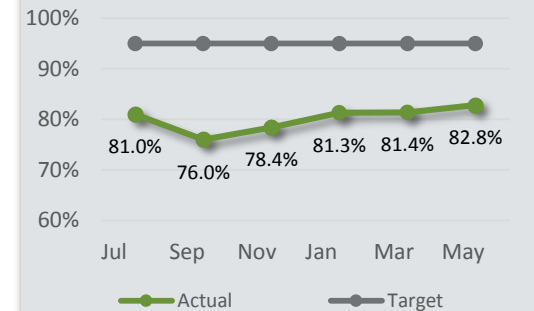
## Complaints and Compliments YTD 2018-19



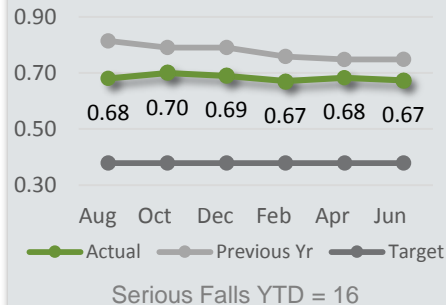
## Complaints by Theme (as a %)



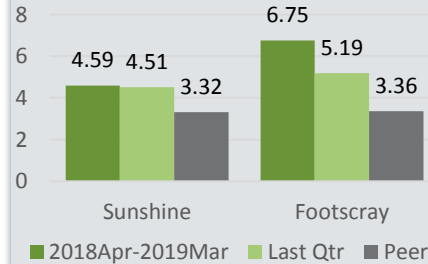
## Complaints closed within 30 days YTD 2018-19



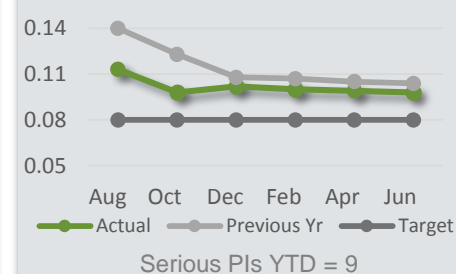
## Falls per 100 bed days YTD 2018-19



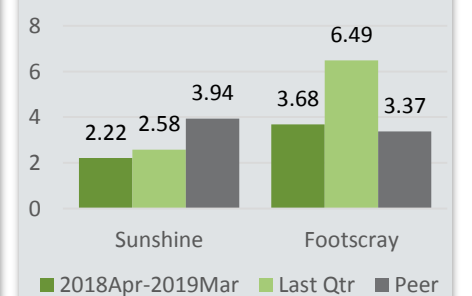
## Falls resulting in serious injury per 10,000 episode (HRT)



## Hosp-acquired Pressure Injuries per 100 bed days YTD 2018-19



## Pressure Injuries per 10,000 episodes (HRT)



# CO-ORDINATED CARE DASHBOARD JUNE 2019

## Commentary

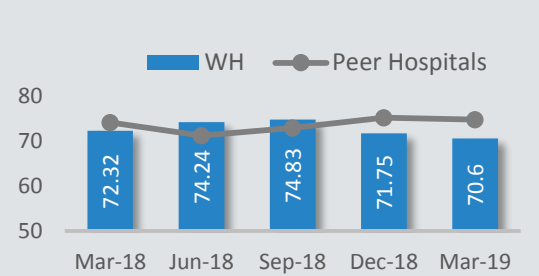
While Western Health faces ongoing challenges with providing timely access to care, a number of targeted initiatives have had a positive impact on access. The percentage of presentations to Sunshine ED with a LOS < 4 hours has increased, as has the proportion of urgent patients receiving an initial outpatient appointment within 30 days.

The percentage of discharge summaries completed within 48 hours of discharge remains consistently below the organisational target completion rate of 80%.

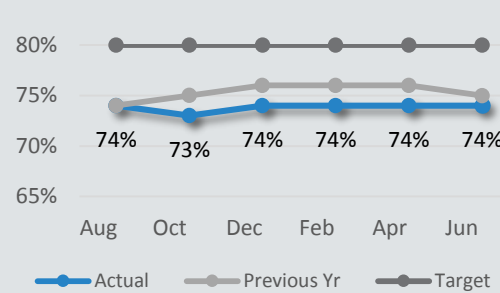
Inpatient and Emergency patient satisfaction with discharge planning, as measured through the VHES, reflects a pattern of reduced satisfaction over the past two Qrts.

On a positive note, the number of patients on the Western Health Elective Surgery Waiting List is below the DHHS target. Consistent with this, the percentage of category 1-3 patients admitted from the Elective Surgery Waiting List within the recommended timeframe remains above the 94% target.

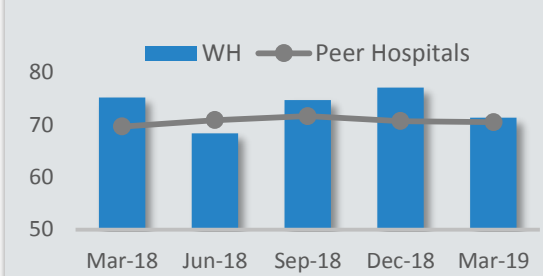
## Inpatient Satisfaction with Discharge Planning (VHES)



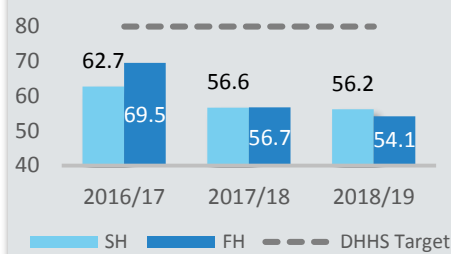
## Discharge Summaries completed within 48 hours of discharge YTD



## Emergency Patient Satisfaction with Discharge Planning (VHES)

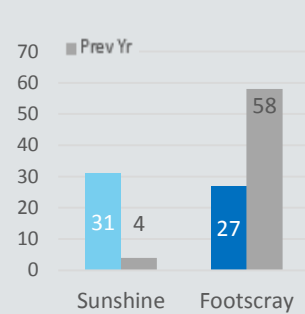


## ED Presentations with a LOS <4 hrs (%) YTD

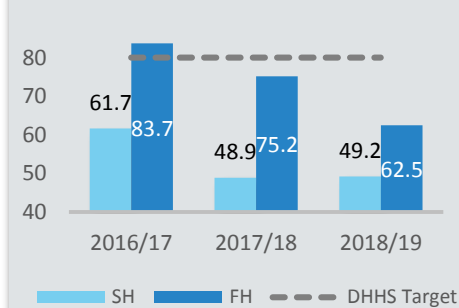


patient stays >24 hrs YTD = 58

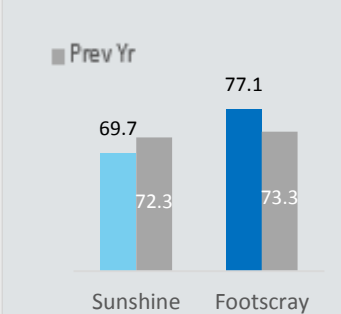
## YTD Patient stays >24 hrs



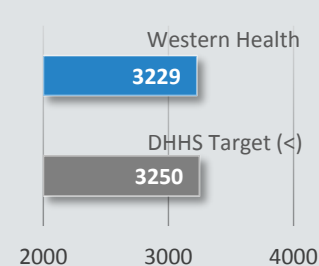
## YTD Cat 1-5 ED patients seen within recommended timeframe



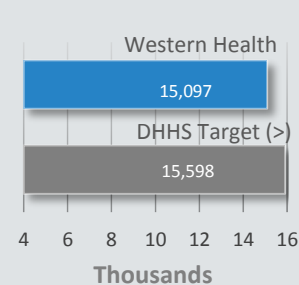
## YTD Ambulance Transfers within 40 minutes 2018-19



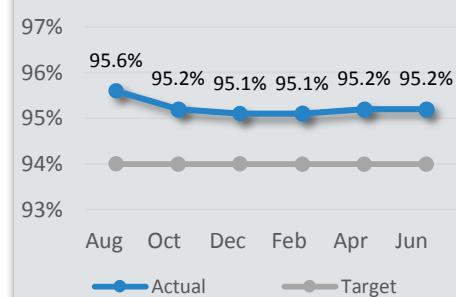
## Elective Surgery Wait List Number



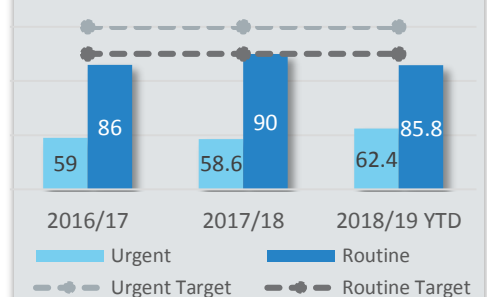
## YTD Patients Admitted off the ESWL



## YTD ESWL Cat 1-3 pts admitted within recommended timeframe



## OP first appointment within recommended time



# RIGHT CARE DASHBOARD JUNE 2019

## Commentary

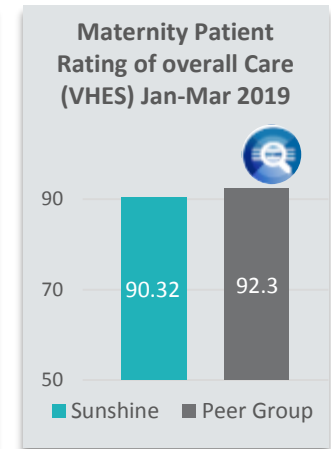
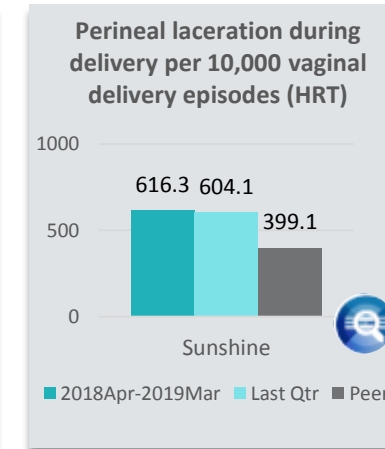
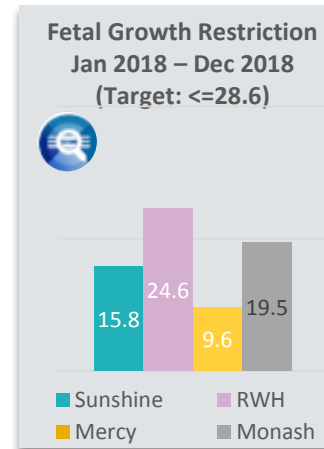
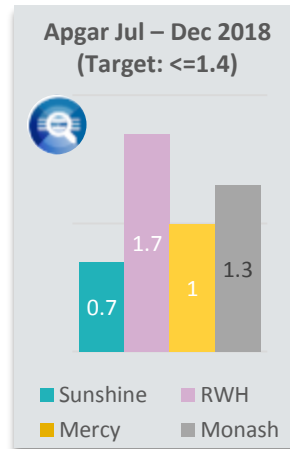
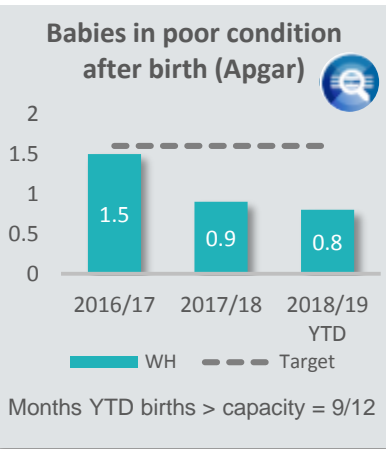
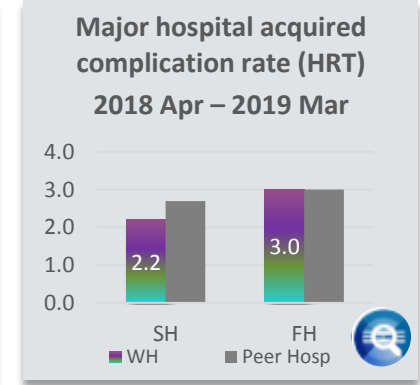
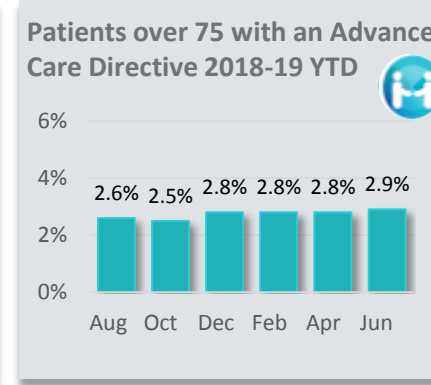
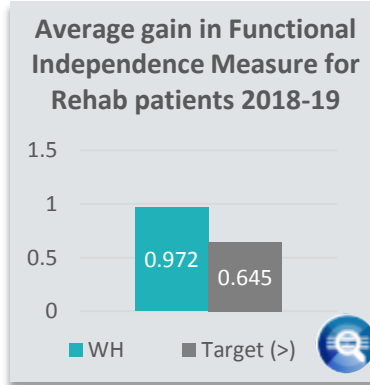
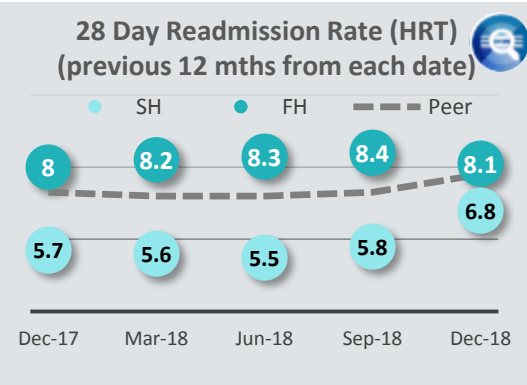
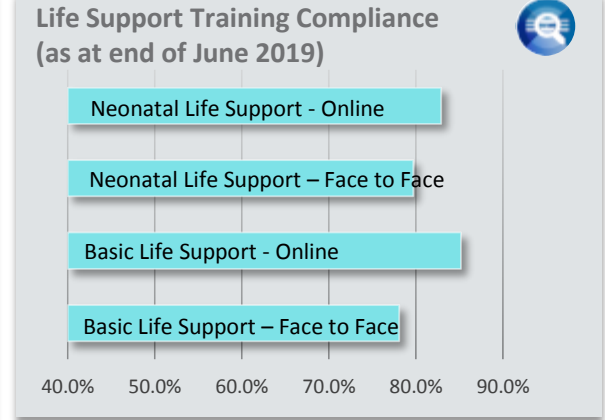
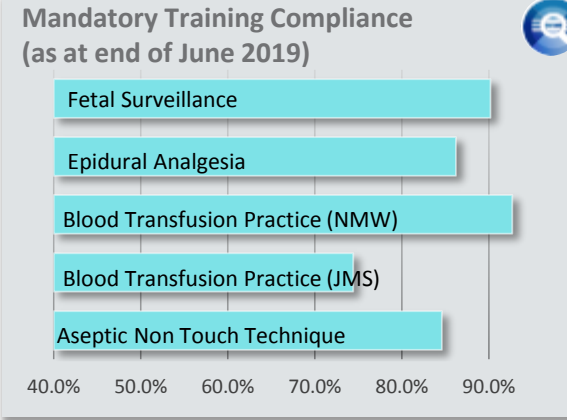
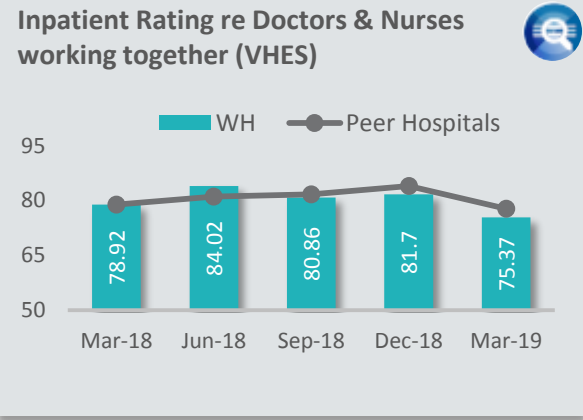
Western Health continues to have positive performance when compared with peer hospitals for two key maternity indicators, condition of babies after birth (Apgar) and Fetal Growth Restriction (FGR). Western Health consistently performs better than the state-wide target for both metrics.

As the indicator of demand, throughout the 2018/19 financial year, nine of the twelve months have seen a higher number of births than predicted.

In Qtr 3, the average gain in Functional Independence Measure (FIM) for rehabilitation patients was below that of the aggregated performance of state-wide peer health services. Western Health normally performs above or at an equivalent level to state-wide peer health services for this measure. In June 2019, it is pleasing to see improvement in this measure with WH's FIM returning to an average score that is well above the target.

Inpatient ratings for staff working together and overall maternity care, as measured through the VHES, are below the ratings of peer hospitals.

Mandatory training compliance continues to improve in all areas when compared with April 2019. In June 2019, Fetal Surveillance and Blood Transfusion Practice (Nursing & Midwifery) mandatory training completion achieved the target of 90%.



# SAFE CARE DASHBOARD JUNE 2019

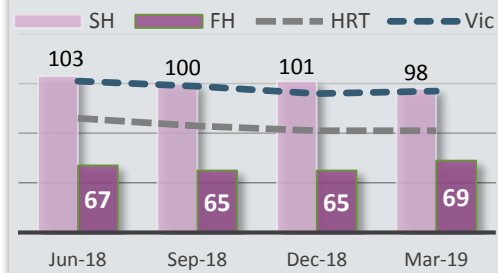
## Commentary

Health Round Table data for Qtr 3 indicates that Footscray Hospital's Standardised Mortality Ratio (SMR) continues to be significantly below the Victorian and HRT medians. Sunshine Hospital's SMR continues to be high. A known contributor is the inclusion of patients with secondary malignancies and an acute admission prior to transfer to the palliative care unit. Despite this, Sunshine Hospital's SMR reduced from 101 to 98 in Qtr 3. Sunshine Hospital's SMR for Qtr 3 was equal with the Victorian combined Hospital SMR.

Staphylococcus Auerus Bacteraemia (SAB) rates at Western Health continue to be below target and Western Health has not recorded any CLABSIs this financial year.

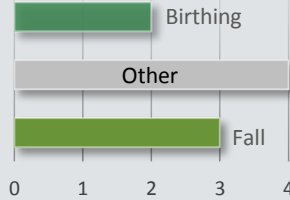
Medication complications per 10,000 episodes increased from 28.5 in Qtr 2 to 36.3 in Qtr 3. EMR downtime as a potential contributing factor is currently being explored.

## Standardised Mortality Ratio (HRT) (previous 12 mths from each date)



## ISR1 Incidents

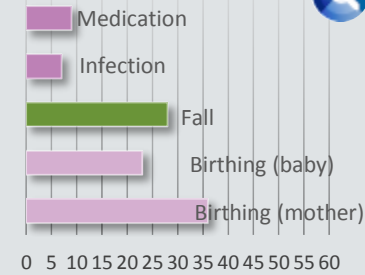
ISR1 Incidents YTD = 9



Sentinel events YTD = 8

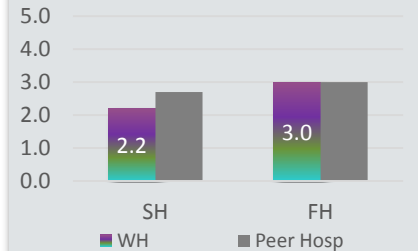
## Adverse Patient Events ISR2 (top 5)

ISR2 Incidents YTD = 130

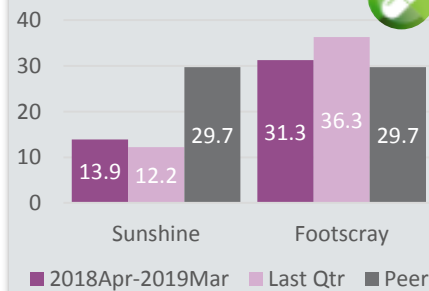


## Major hospital acquired complication rate (HRT)

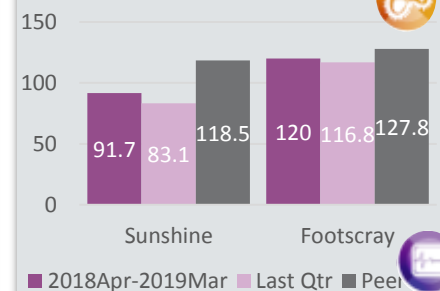
2018 Apr – 2019 Mar



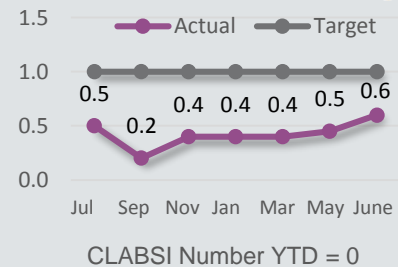
## Medication Complications per 10,000 episodes (HRT)



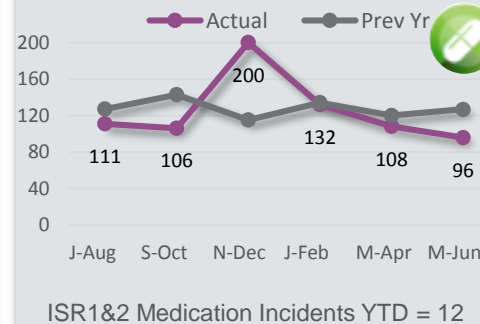
## Hospital acquired Infection per 10,000 episodes (HRT)



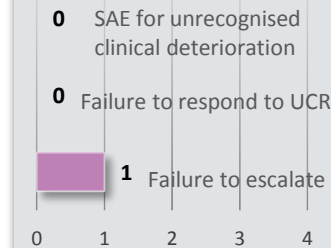
## Infection Prevention - SAB Rate YTD 2018/19



## High Risk Medication Errors



## Deteriorating Patient Incidents YTD



## 2018 People Matter Survey – Patient Safety Culture

Question	Actual	Target
I am encouraged by my colleagues to report any patient safety concerns	96%	80%
Patient care errors are handled appropriately	95%	80%
My suggestions about patient safety would be acted upon	93%	80%
The culture in my work area makes it easy to learn from errors	90%	80%
Management is driving us to be a safety centred organisation	93%	80%
This health service does a good job of training new and existing staff	86%	80%
Trainees in my discipline are adequately supervised	87%	80%
I would recommend a friend or relative to be treated as a patient here	90%	80%
Safety culture among healthcare workers	91%	80%