

BEST CARE DASHBOARD AUGUST 2019 – Executive Summary

Commentary

The August 2019 Best Care Dashboard (Executive Summary) highlights improvements for patient access to an outpatient first appointment within the recommended time. In particular, the improvement is noted for the proportion of urgent patients receiving an initial outpatient appointment within 30 days which increased by 21% when compared with June 2019.

Footscray Hospital's Standardised Mortality Ratio (SMR) continues to be well below the Victorian and HRT medians. A pattern of reduction is evident for Sunshine Hospital over the 2018/19 financial year, however, this remains above the HRT median.

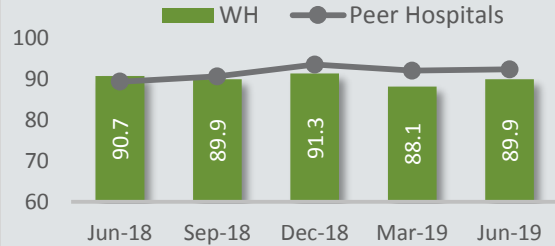
While birthing activity continues to be above predicted, Western Health consistently performs better than the state-wide target and peer hospitals for the maternity metrics of Apgar rating and Fetal Growth Restriction.

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

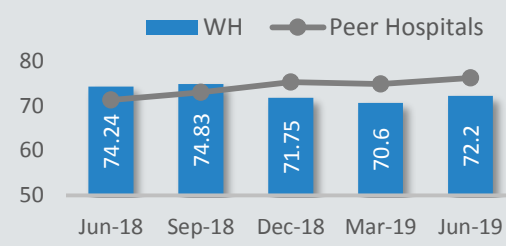
The percentage of patients readmitted within 28 days of discharge has reduced at both Sunshine and Footscray Hospitals and remain well below target at Footscray Hospital.

Western Health faces ongoing challenges with providing timely access to care at both Sunshine and Footscray EDs.

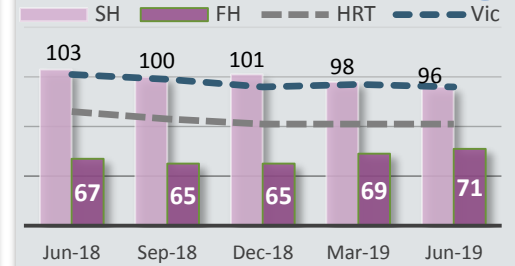
Inpatient Satisfaction with Overall Care (VHES)



Inpatient Satisfaction with Discharge Planning (VHES)

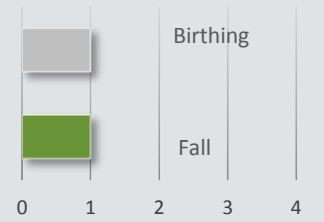


Standardised Mortality Ratio (HRT) (previous 12 mths from each date)



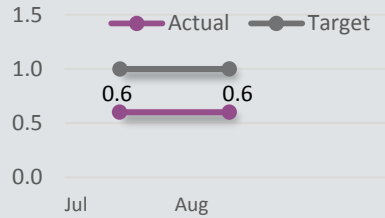
ISR1 Incidents

ISR1 Incidents YTD = 2



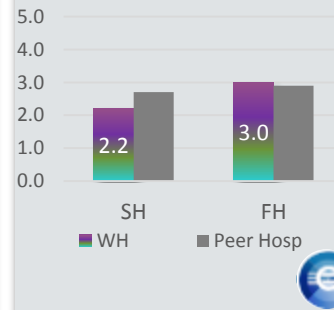
Sentinel events YTD = 2

Infection Prevention - SAB Rate YTD 2019/20

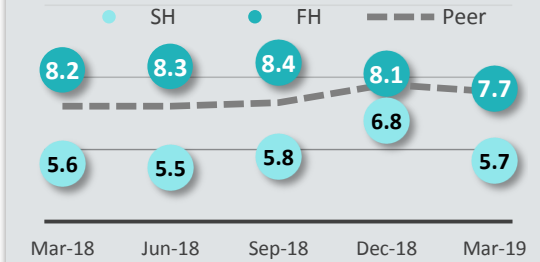


CLABSI Number YTD = 0

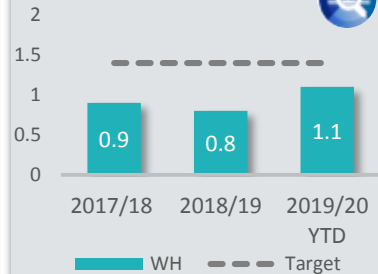
Major hospital acquired complication rate (HRT) 2018 Jul – 2019 Jun



28 Day Readmission Rate (HRT) (previous 12 mths for each date)

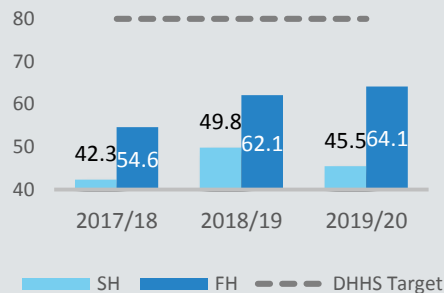


Babies in poor condition after birth (Apgar)

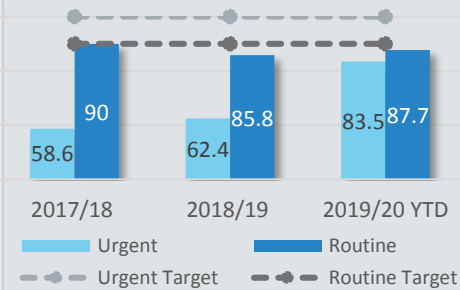


Months YTD births > capacity = 2/2

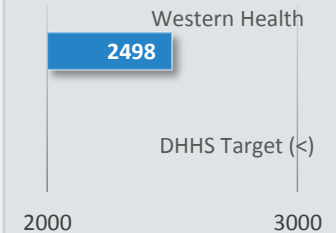
YTD Cat 1-5 ED patients seen within recommended timeframe



OP first appointment within recommended time



YTD Patients Admitted off the ESWL



PERSON-CENTRED CARE DASHBOARD AUGUST 2019

Commentary

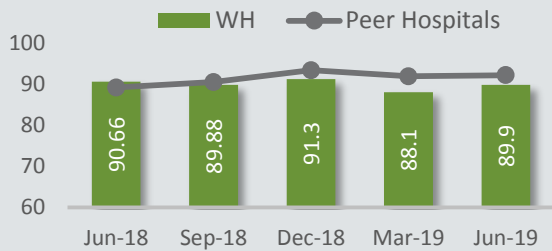
VHES reporting for Qtr 4 2018/19 provides opportunity for longitudinal Western Health data comparison and comparison with peer hospitals. Inpatient satisfaction with overall care and inpatient satisfaction with being treated with respect and dignity have remained consistent over the past year and have mostly been slightly below peer health services. Inpatient satisfaction with involvement in care decisions was 7.8 percentage points below that of peer hospitals and presents an opportunity for improvement.

Feedback in the form of compliments received has increased by 53% this financial year to date when compared with the same period in 2018/19. Complaint numbers have remained relatively similar. Achieving the target of 95% of complaints closed within 35 days of receipt remains a challenge. Quality of care, access to services and communication remain the most common complaint themes.

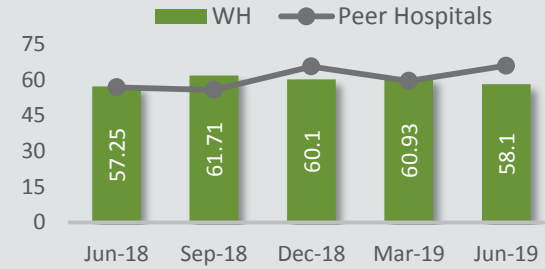
Rate of falls at Western Health remains consistently well above target (ACHS aggregate falls rate per 100 bed days). The rate of falls resulting in serious injury at both Footscray and Sunshine Hospitals remains above the HRT median, and continues to be higher at Footscray Hospital.

Hospital-acquired pressure injuries per 100 bed days remain above the ACHS aggregate rate. Comparisons between the rate of hospital acquired pressure injuries per 10,000 bed days at Footscray and Sunshine Hospitals reflects a consistently higher rate at Footscray Hospital.

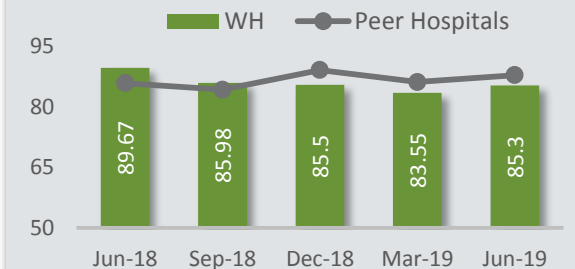
Inpatient Satisfaction with Overall Care (VHES)



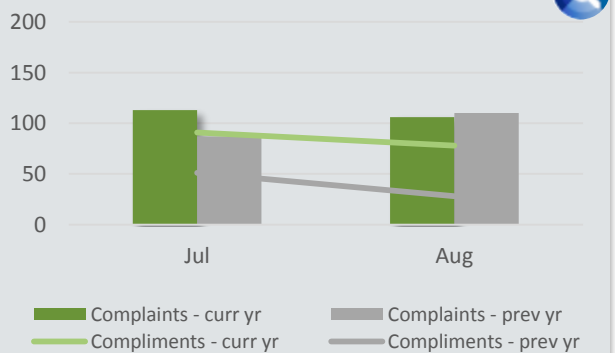
Inpatient satisfaction with involvement in care decisions (VHES)



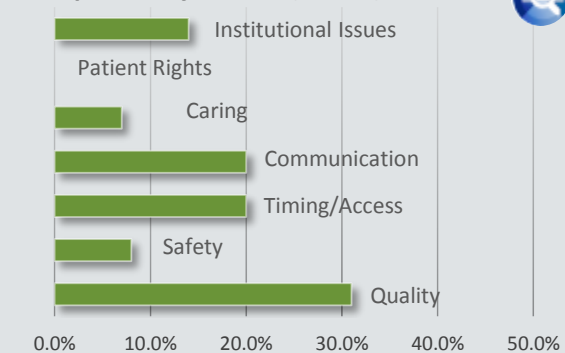
Inpatient satisfaction with being treated with respect and dignity (VHES)



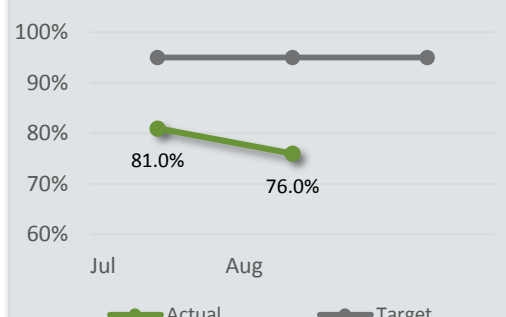
Complaints and Compliments YTD 2019/20



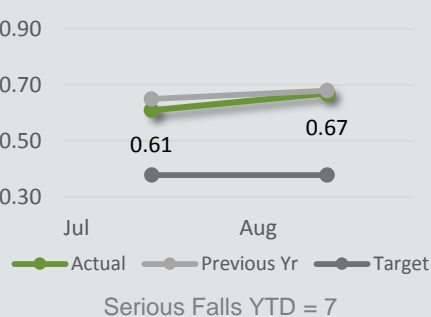
Complaints by Theme (as a %) YTD



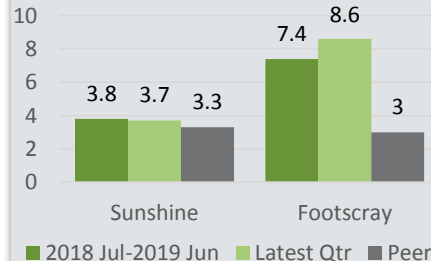
Complaints closed within 35 days YTD 2019-20



Falls per 100 bed days YTD 2019-20



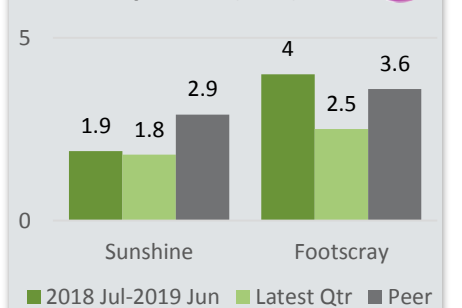
Falls resulting in serious injury per 10,000 episode (HRT)



Hosp-acquired Pressure Injuries per 100 bed days YTD 2019-20



Pressure Injuries per 10,000 episodes (HRT)



CO-ORDINATED CARE DASHBOARD AUGUST 2019

Commentary

Inpatient satisfaction with discharge planning, as measured by the VHES, reflects an increase for Qtr 4 2018/19, however, remains below that of peer health services.

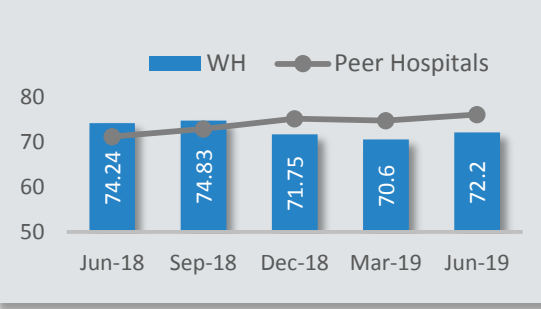
Western Health faces ongoing challenges with providing timely access to care. Patients stays >24 hours at Sunshine Hospital totalled 31 for the 2018/19 financial year. Reviewing only the first two months of the 2019/20 financial year reveals a total of 43 patients stays >24 hrs.

Further reflecting the access challenges at Sunshine Hospital, the percentage of patients transferred to the ED from the ambulance within 40 minutes is lower at Sunshine Hospital when compared with both Footscray Hospital.

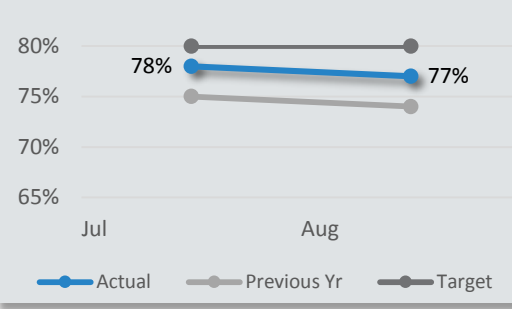
The percentage of category 1-3 patients admitted from the Elective Surgery Waiting List within the recommended timeframe, while remaining consistently above target over the past year, suffered a reduction to be below the 94% target in August 2019.

On a positive note, the proportion of urgent patients receiving an initial outpatient appointment within 30 days improved by 21% when compared with June 2019 and is approaching the 90% target.

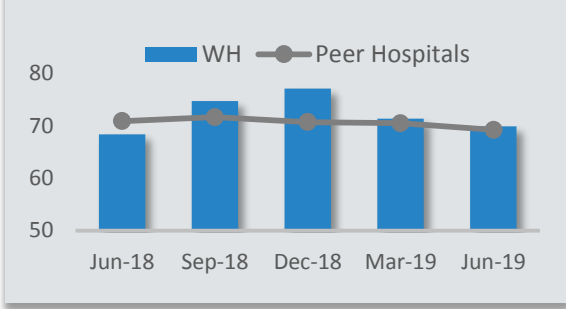
Inpatient Satisfaction with Discharge Planning (VHES)



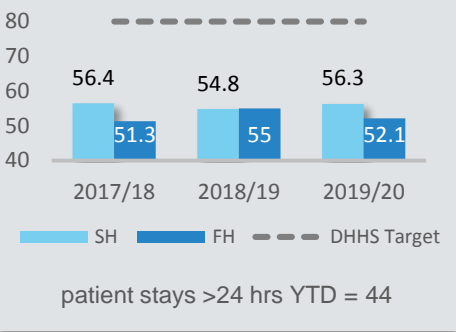
Discharge Summaries completed within 48 hours of discharge YTD



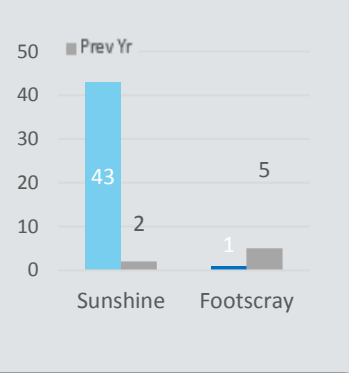
Emergency Patient Satisfaction with Discharge Planning (VHES)



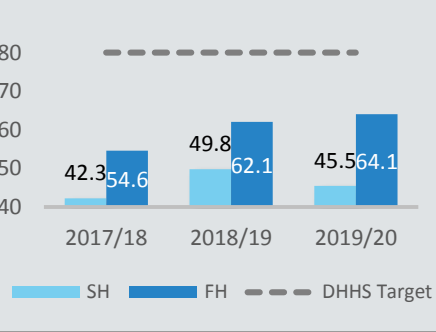
ED Presentations with a LOS <4 hrs (%) YTD



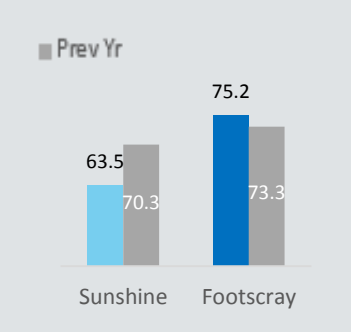
YTD Patient stays >24 hrs



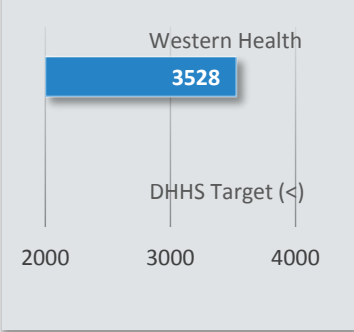
YTD Cat 1-5 ED patients seen within recommended timeframe



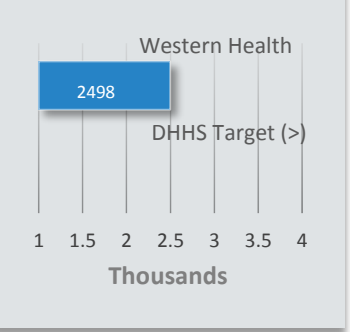
YTD Ambulance Transfers within 40 minutes 2019-20



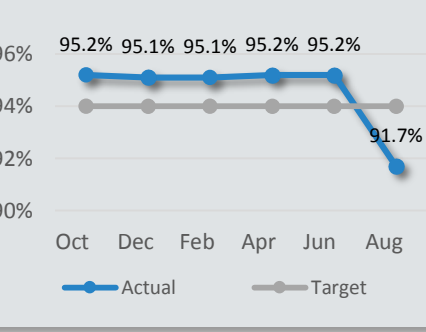
Elective Surgery Wait List Number



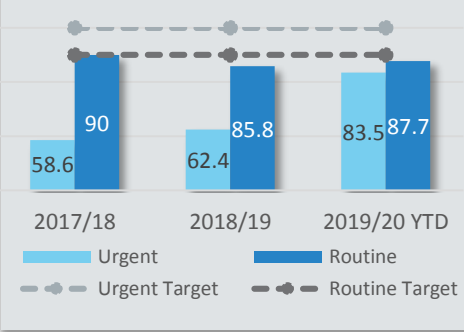
YTD Patients Admitted off the ESWL



YTD ESWL Cat 1-3 pts admitted within recommended timeframe



OP first appointment within recommended time



RIGHT CARE DASHBOARD AUGUST 2019

Commentary

The overall rating of patient satisfaction with observation of doctors and nurses working together, as measured by the VHES, remains below that of peer health services, however, improved at Western Health for Qtr 4 2018/19. A number of initiatives have focused on the coordination of care for patients with complex circumstances or conditions and are likely to have contributed to this recorded improvement.

The percentage of patients readmitted within 28 days of discharge has reduced at both Sunshine and Footscray Hospital. This rate is well below target at Footscray Hospital and only marginally above target at Sunshine Hospital.

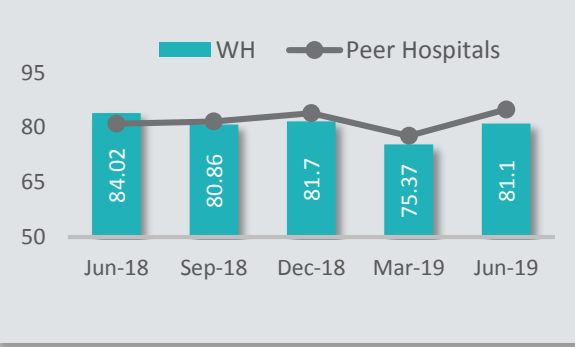
Percentage of patients over 75 years with an Advance Care Directive remains low, however, reflects a pattern of improvement since October 2018.

As the indicator of demand, the monthly birth rate has continued to be higher than predicted this financial year.

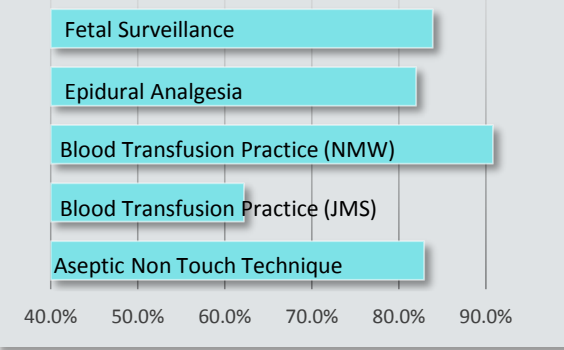
Western Health continues to have positive performance when compared with peer hospitals for two key maternity indicators, condition of babies after birth (Apgar) and Fetal Growth Restriction (FGR). Western Health consistently performs better than the state-wide target for both metrics.

Rate of perineal lacerations for 10,000 vaginal delivery episodes remains above the HRT median.

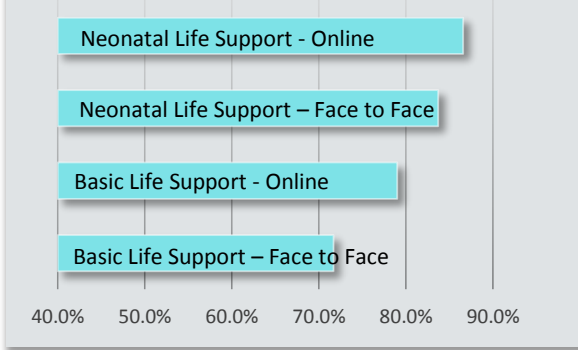
Inpatient Rating re Doctors & Nurses working together (VHES)



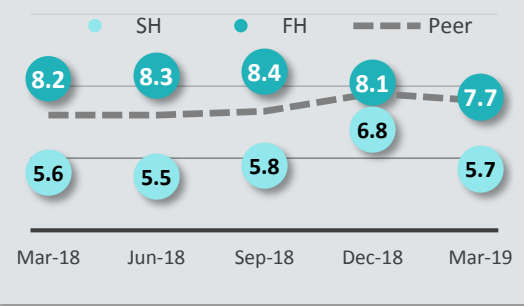
Mandatory Training Compliance (as at end of Aug 2019)



Life Support Training Compliance (as at end of Aug 2019)



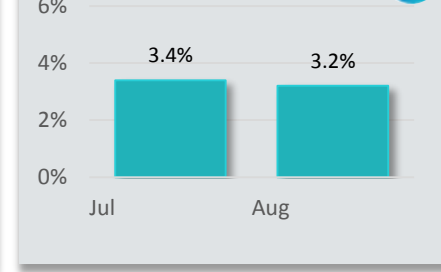
28 Day Readmission Rate (HRT) (previous 12 mths from each date)



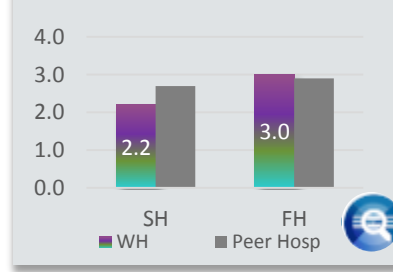
Average gain in Functional Independence Measure for Rehab patients Q3 2018-19



Patients over 75 with an Advance Care Directive 2019-20 YTD



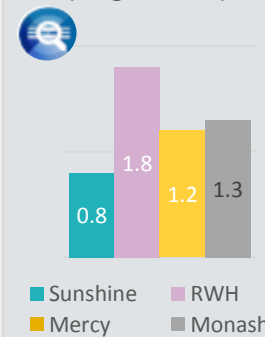
Major hospital acquired complication rate (HRT) 2018 Jul - 2019 Jun



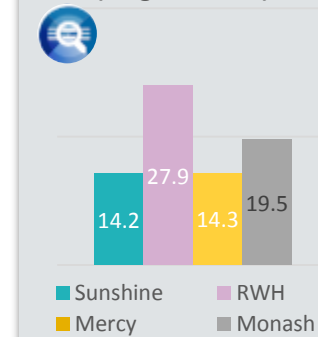
Babies in poor condition after birth (Apgar)



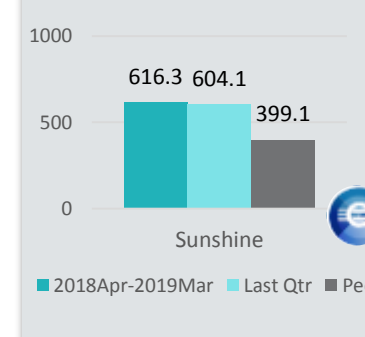
Apgar Oct 2018 - Mar 2019 (Target: <=1.4)



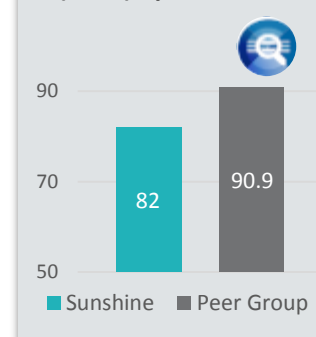
Fetal Growth Restriction Apr 2018 - Mar 2019 (Target: <=28.6)



Perineal laceration during delivery per 10,000 vaginal delivery episodes (HRT)



Maternity Patient Rating of overall Care (VHES) Apr-Jun 2019



SAFE CARE DASHBOARD AUGUST 2019

Commentary

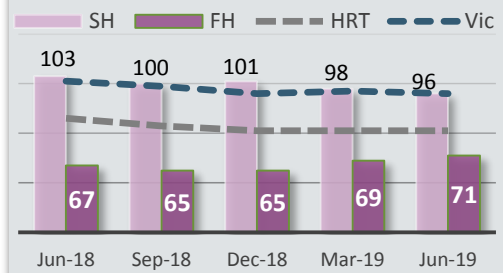
Standardised Mortality Ratio (SMR) at Footscray Hospital continues to be well below the Victorian and HRT medians. Sunshine Hospital's SMR continues to be higher than the HRT median, however, pleasingly reflects a pattern of reduction.

Major hospital acquired complication rate at Sunshine Hospital continues to remain below that of peer hospitals.

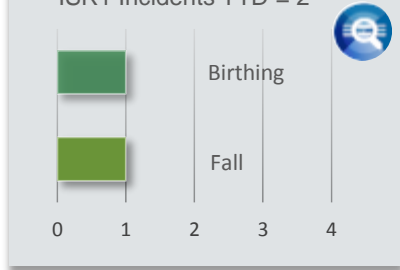
Medication complications per 10,000 episodes at Footscray Hospital demonstrated a pattern of increase throughout the 2018/19 financial year and remains above the HRT median.

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

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

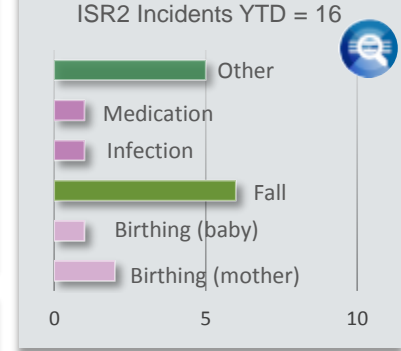


ISR1 Incidents

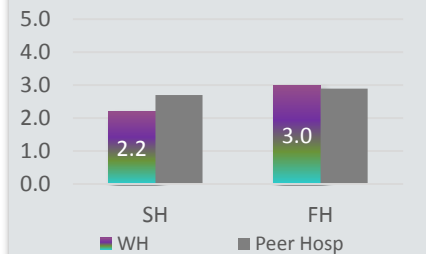


Sentinel events YTD = 2

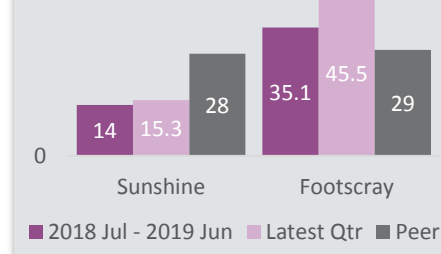
Adverse Patient Events ISR2



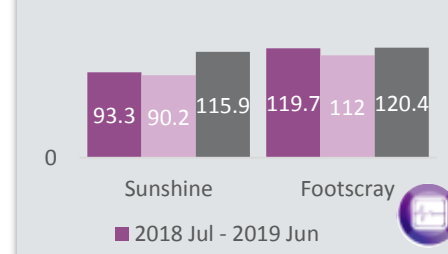
Major hospital acquired complication rate (HRT) 2018 Jul – 2019 Jun



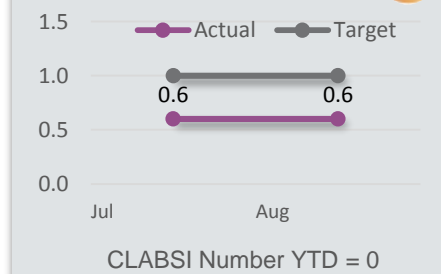
Medication Complications per 10,000 episodes (HRT)



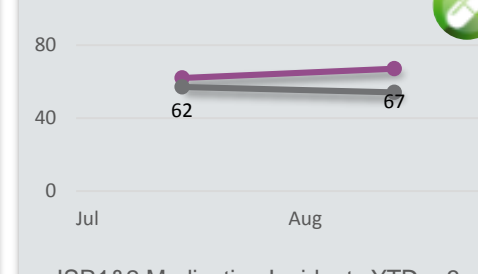
Hospital acquired Infection per 10,000 episodes (HRT)



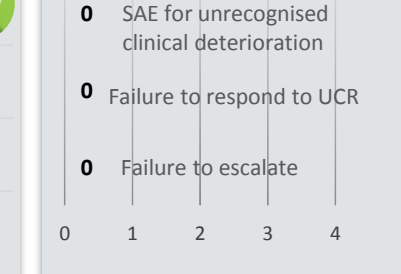
Infection Prevention - SAB Rate YTD 2019/20



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%

 Clinical Governance: Std 1	 Partnering with Consumers: Std 2	 Infection Prevention: Std 3	 Medication Safety: Std 4	 Comprehensive Care: Std 5	 Communicating for Safety: Std 6	 Blood M'ment: Std 7	 Acute Deterioration: Std 8
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