

# BEST CARE DASHBOARD OCTOBER 2019 – Executive Summary

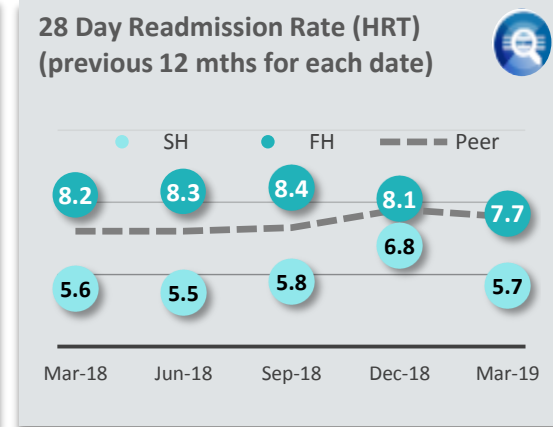
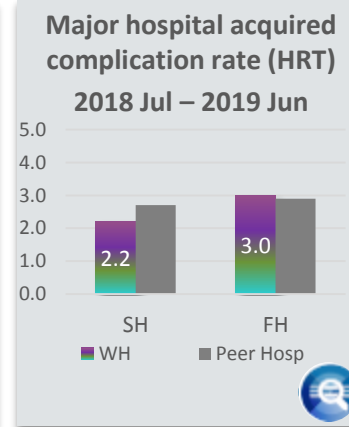
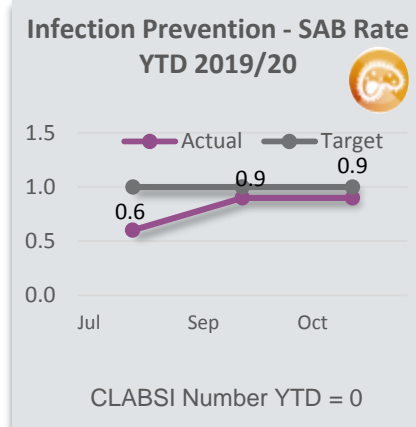
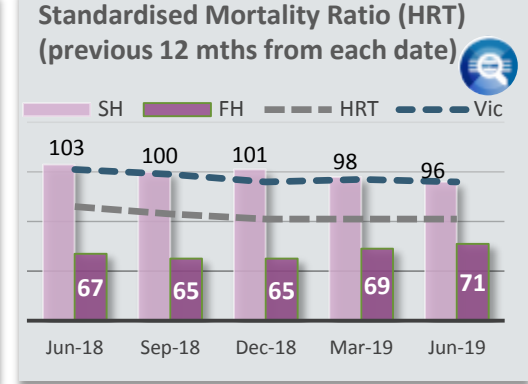
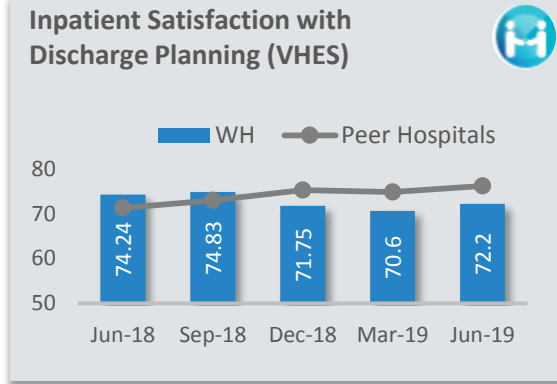
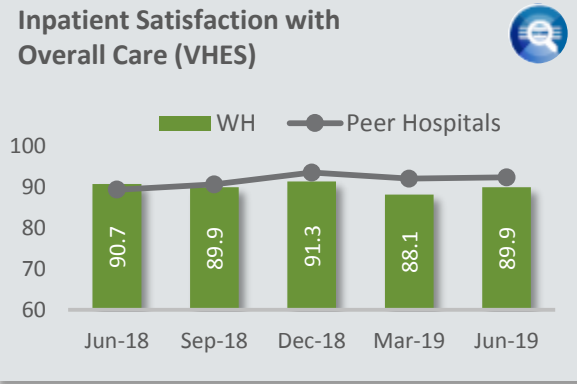
## Commentary

The October 2019 Best Care Dashboard (Executive Summary) highlights continued improvement 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 has increased by 23% when compared with June 2019.

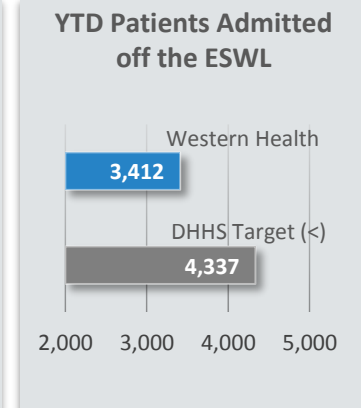
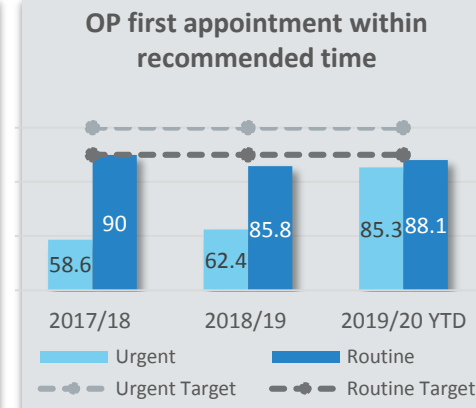
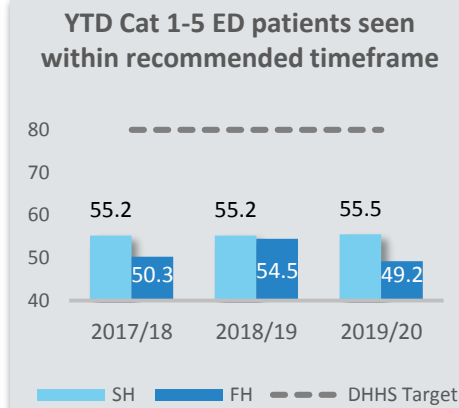
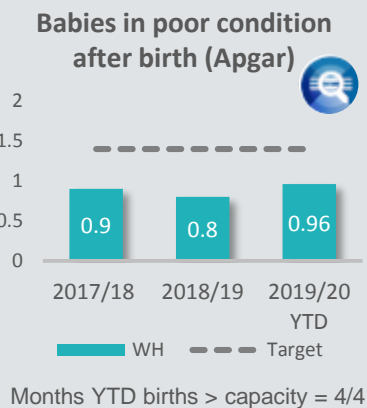
While birthing activity continues to be above predicted, Western Health consistently performs better than the state-wide target and peer hospitals for the maternity metrics of Apgar rating and Fetal Growth Restriction.

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

Western Health faces ongoing challenges with providing timely access to care at both Sunshine and Footscray EDs. Comparisons with data from the August 2019 Best Care Report reveals an increase (10%) in the percentage of Cat 1-5 ED patients seen within the recommended time at Sunshine Hospital and a decrease (15%) at Footscray Hospital.



Sentinel events YTD = 4



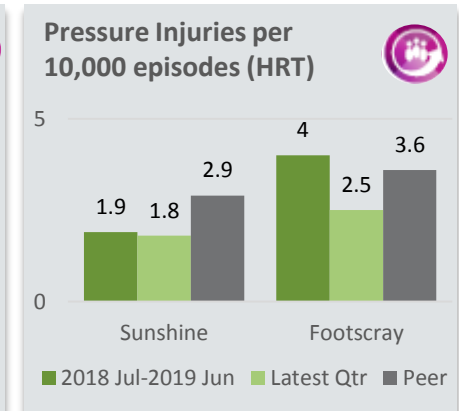
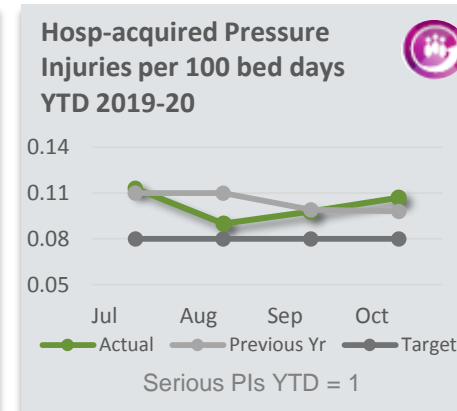
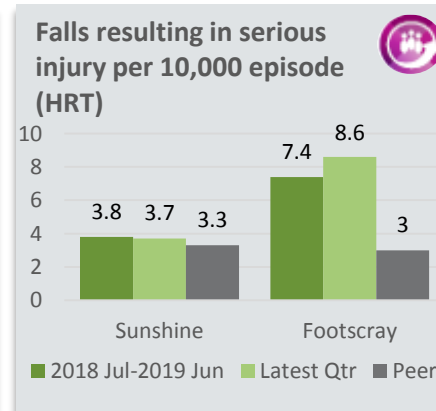
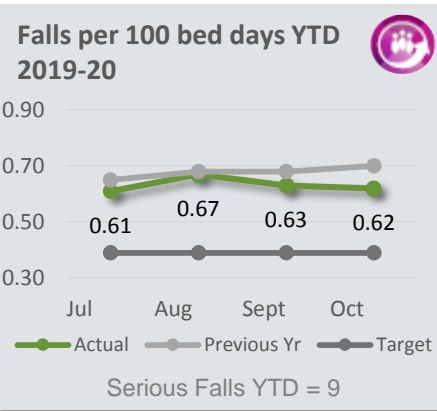
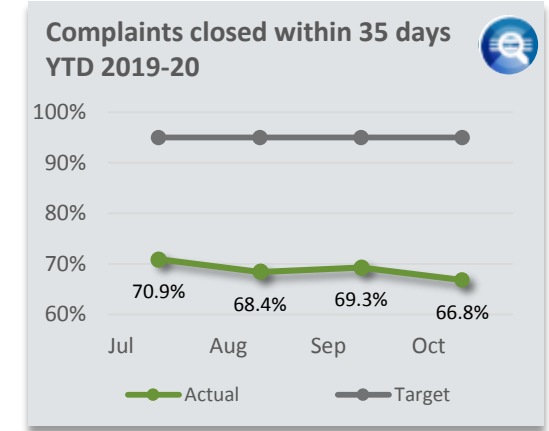
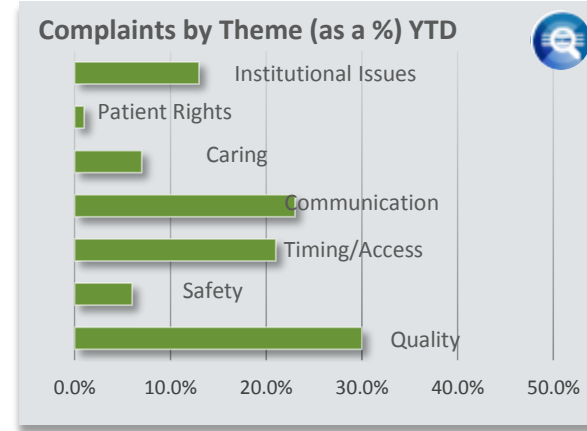
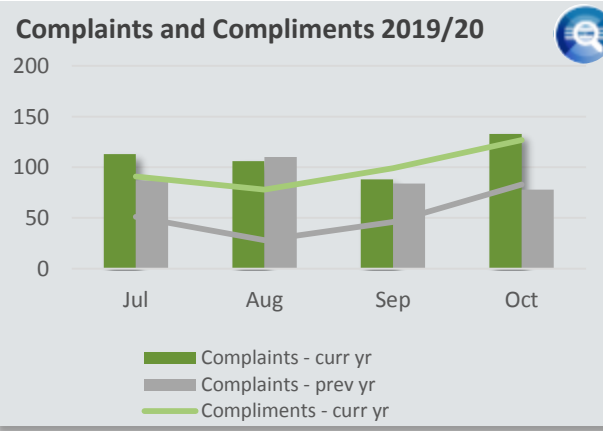
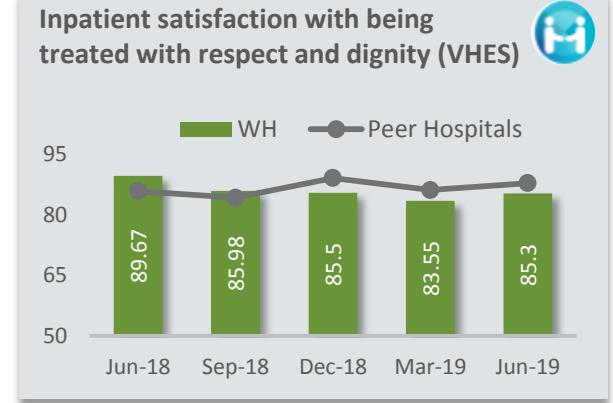
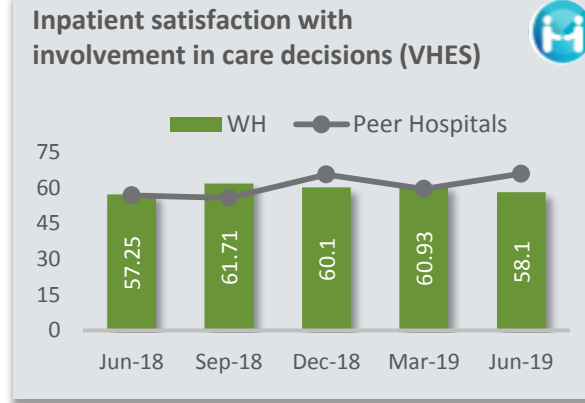
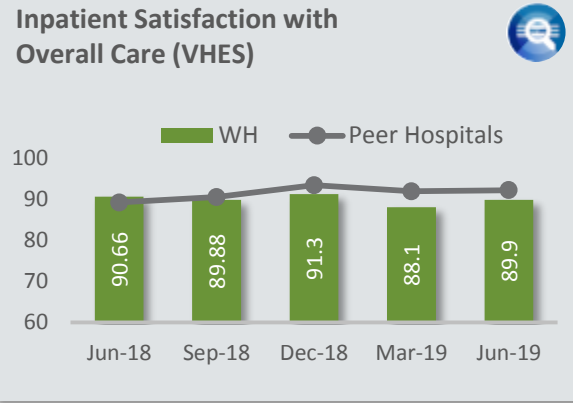
# PERSON-CENTRED CARE DASHBOARD OCTOBER 2019

## Commentary

Feedback in the form of complaints and compliments have notably increased in October 2019. All feedback is an opportunity to improve clinical practice and our ability to provide Best Care for our patients, families and carers. This increase also reflects open avenues of communication between Western Health, our patients and their families/carers. However, the increased number of complaints have presented a challenge for achieving the target of 95% of complaints closed within 35 days. Complaint closure within 35 days of receiving reflects a pattern of decline YTD. 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), however, reflects of pattern of reduction during September and October 2019. 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. Removal of Stage 1 pressure injuries from data, aligning with data practices at other organisations, has been approved and will facilitate more equitable comparisons in future.



# CO-ORDINATED CARE DASHBOARD OCTOBER 2019

## Commentary

The number of patients on the Western Health Elective Surgery Waiting List is well below the DHHS target. Consistent with this, the number of patients admitted off the Elective Surgery Waiting List is above the DHHS target.

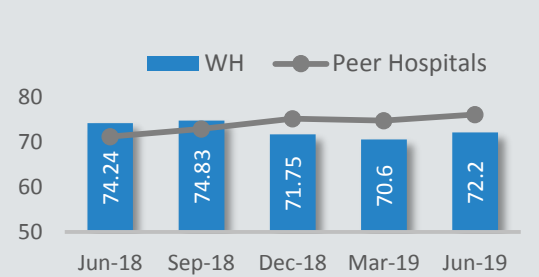
The percentage of category 1-3 patients admitted from the Elective Surgery Waiting List within the recommended timeframe, while remaining consistently above target over the past year, suffered a reduction to be below the 94% target in August 2019. Pleasingly this rate reflects a pattern of improvement during October 2019 and approaches target.

Western Health faces ongoing challenges with providing timely access to care. Patients stays >24 hours at Sunshine ED totalled 31 for the 2018/19 financial year. Reviewing the first four months of the 2019/20 financial year reveals a total of 80 patients stays >24 hrs, 96% of these being at Sunshine ED.

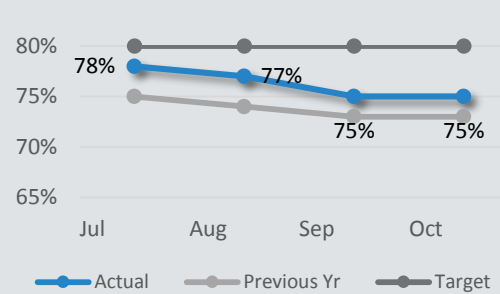
Further reflecting the access challenges at Sunshine ED, the percentage of patients transferred to ED from the ambulance within 40 minutes remains lower at Sunshine Hospital when compared with Footscray Hospital.

On a positive note, the proportion of urgent patients receiving an initial outpatient appointment within 30 days has improved by 23% when compared with June 2019 and is approaching the 90% target.

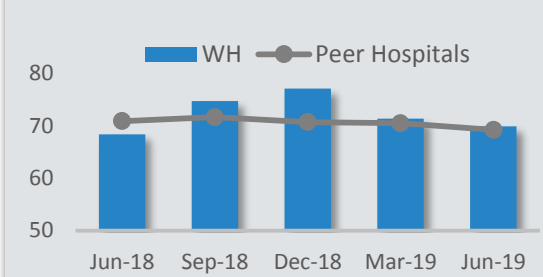
## Inpatient Satisfaction with Discharge Planning (VHES)



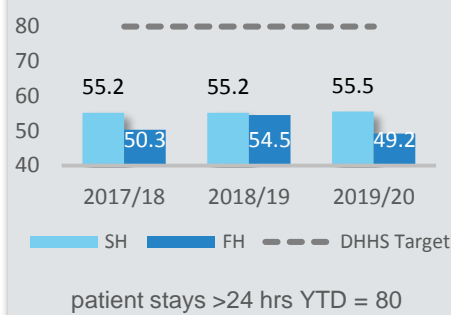
## Discharge Summaries completed within 48 hours of discharge YTD



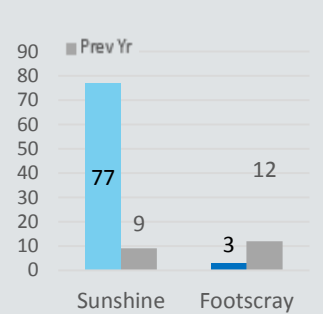
## Emergency Patient Satisfaction with Discharge Planning (VHES)



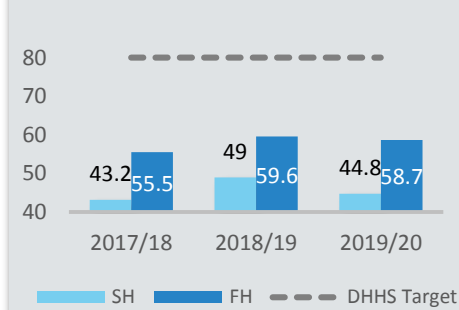
## ED Presentations with a LOS <4 hrs (%) YTD



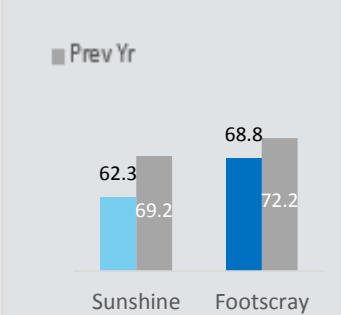
## YTD Patient stays >24 hrs



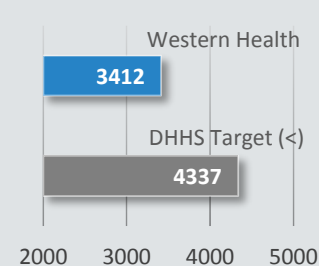
## YTD Cat 1-5 ED patients seen within recommended timeframe



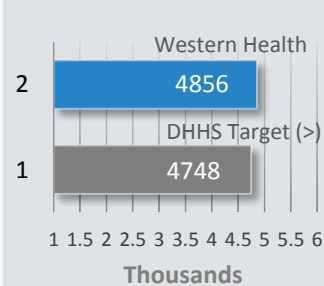
## YTD Ambulance Transfers within 40 minutes 2019-20



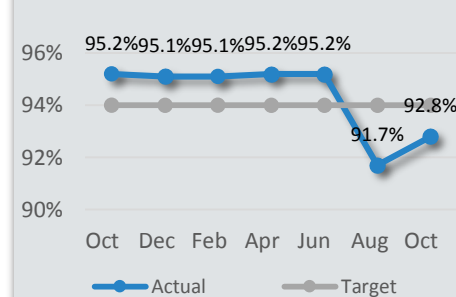
## Elective Surgery Wait List Number



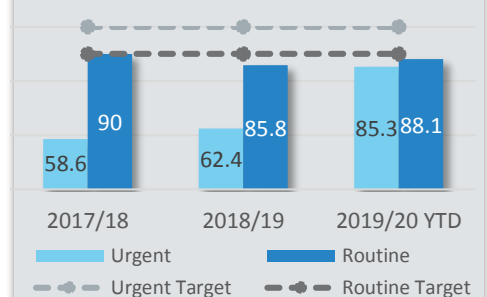
## YTD Patients Admitted off the ESWL



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



## OP first appointment within recommended time



# RIGHT CARE DASHBOARD OCTOBER 2019

## Commentary

Generally compliance with mandatory training and life support training are improving. Blood Transfusion Practice (nursing and midwifery) exceeding the 90% target in October 2019 and a number of areas are approaching target.

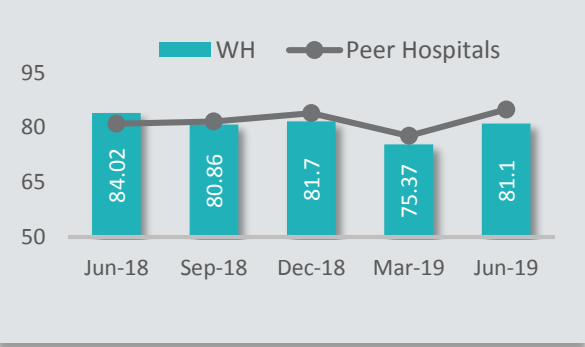
The percentage of patients over 75 years with an Advance Care Directive remains low, however, reflects a pattern of improvement since October 2018.

As the indicator of demand, the monthly birth rate has continued to be higher than predicted for the initial four months of 2019/20.

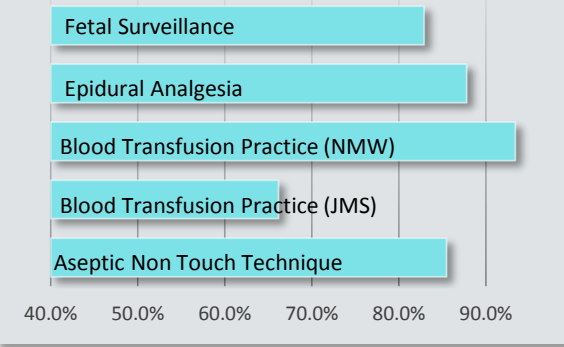
Western Health normally performs above or at an equivalent level to state-wide peer health services for average gain in Functional Independence Measure (FIM). For the most recent period of state-wide reporting (April-June 2019), Western Health performed second highest in the state for this measure and is well above target.

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.

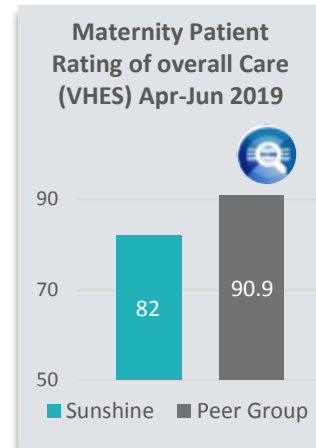
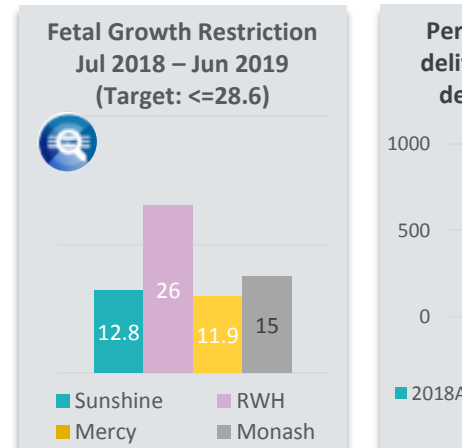
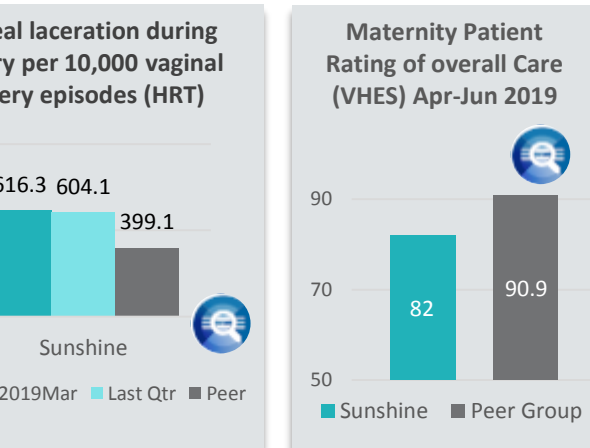
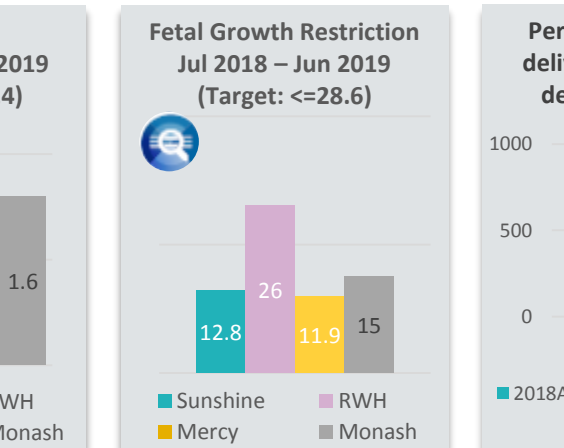
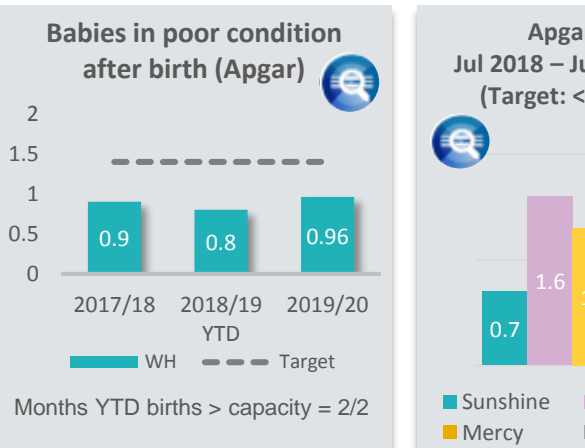
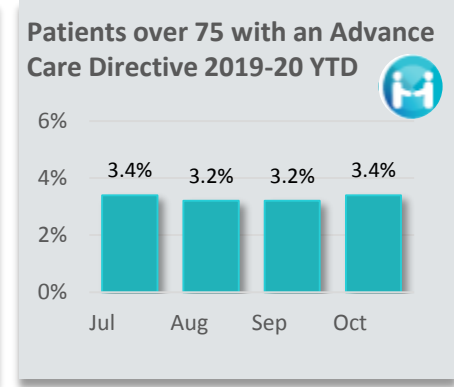
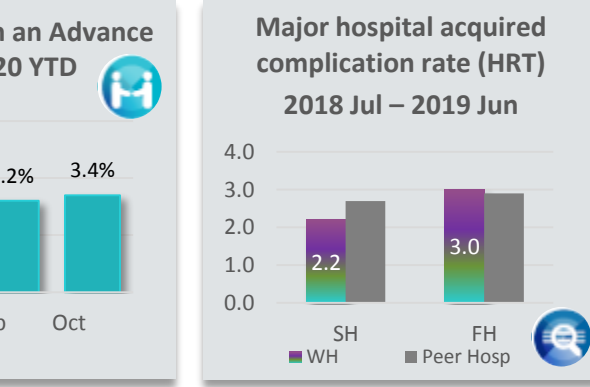
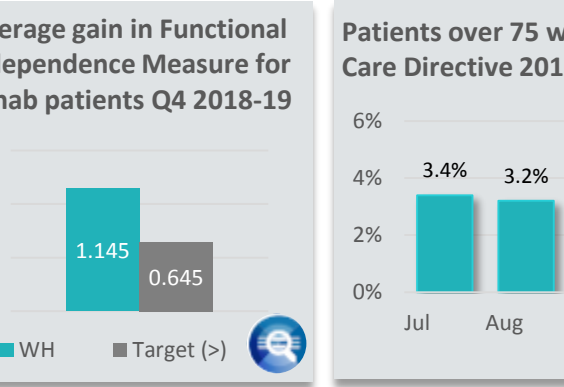
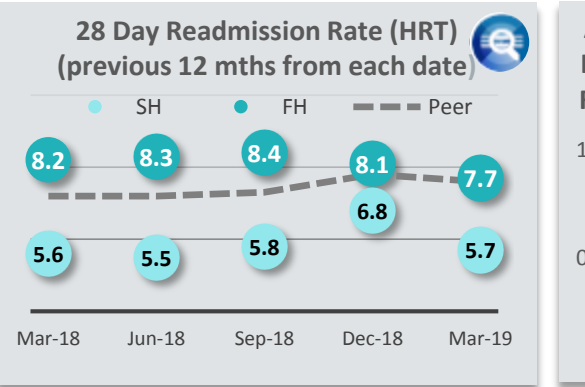
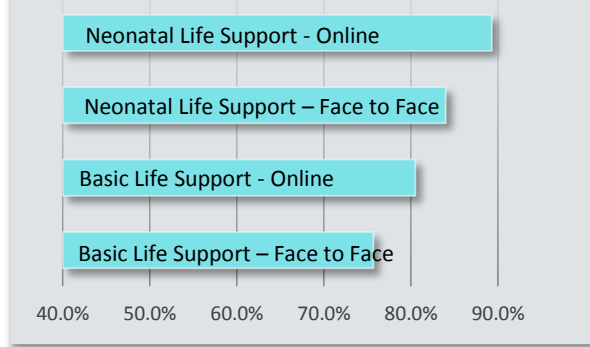
## Inpatient Rating re Doctors & Nurses working together (VHES)



## Mandatory Training Compliance (as at end of Oct 2019)



## Life Support Training Compliance (as at end of Oct 2019)



# SAFE CARE DASHBOARD OCTOBER 2019

## Commentary

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

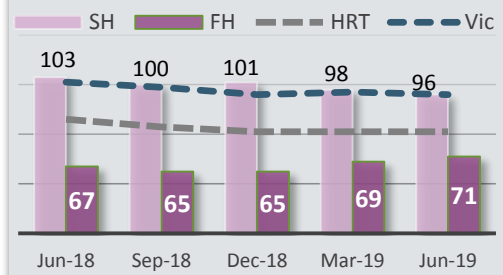
Standardised Mortality Ratio (SMR) at Footscray Hospital continues to be well below the Victorian and HRT medians. Sunshine Hospital's SMR continues to be higher than the HRT median, however, pleasingly reflects a pattern of reduction.

Medication complications per 10,000 episodes at Footscray Hospital demonstrated a pattern of increase throughout the 2018/19 financial year and remain above the HRT median. Sunshine Hospital compares favourably to the HRT median for medication complications per 10,000 episodes.

The rate of hospital acquired infection at both Sunshine and Footscray Hospitals compares favourably against the HRT median.

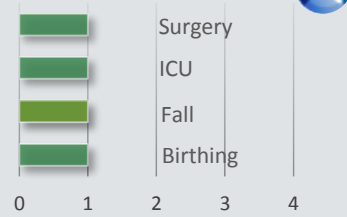
Staphylococcus Auerus Bacteraemia (SAB) rates at Western Health continue to be below target and Western Health has not recorded any CLABSIs this financial year.

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



## ISR1 Incidents

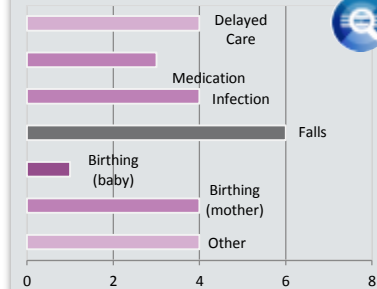
ISR1 Incidents YTD = 4



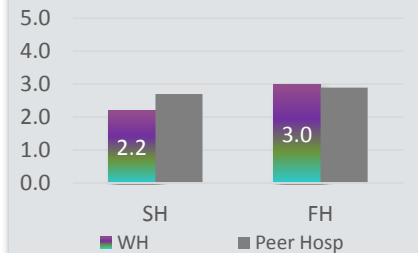
Sentinel events YTD = 4

## Adverse Patient Events ISR2

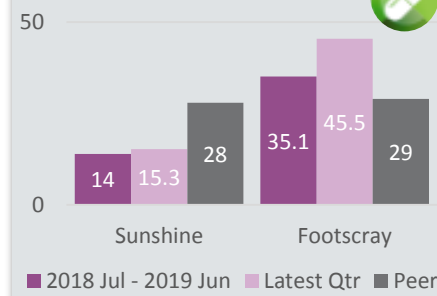
ISR2 Incidents YTD = 27



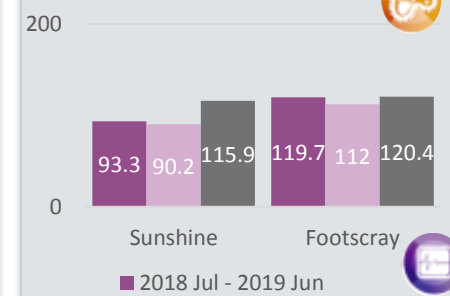
## Major hospital acquired complication rate (HRT) 2018 Jul – 2019 Jun



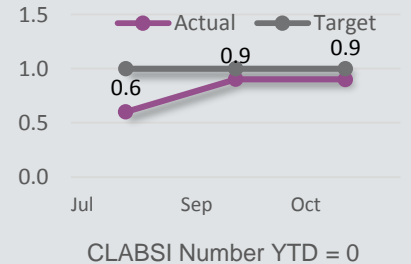
## Medication Complications per 10,000 episodes (HRT)



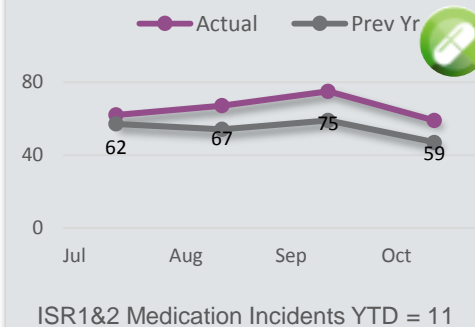
## Hospital acquired Infection per 10,000 episodes (HRT)



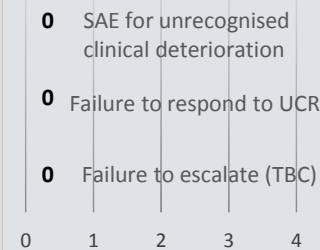
## Infection Prevention - SAB Rate YTD 2019/20



## High Risk Medication Errors



## Deteriorating Patient Incidents YTD



## 2019 People Matter Survey – Patient Safety Culture

Question	Actual	Target
I am encouraged by my colleagues to report any patient safety concerns	95%	80%
Patient care errors are handled appropriately	94%	80%
My suggestions about patient safety would be acted upon	90%	80%
The culture in my work area makes it easy to learn from errors	89%	80%
Management is driving us to be a safety centred organisation	91%	80%
This health service does a good job of training new and existing staff	85%	80%
Trainees in my discipline are adequately supervised	85%	80%
I would recommend a friend or relative to be treated as a patient here	89%	80%
Safety culture among healthcare workers	90%	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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