

Section 1 - Infection Prevention and Control							
Ref	Indicator	Target/Ceiling 11/12	Target YTD	Actual Mth	Actual YTD	Move	Current Status
1.1	MRSA Bacteraemia - Hospital Apportioned	2	1	1	1	↓	Yellow
1.2	<i>C difficile</i> - Hospital Apportioned	35	6	1	1	↑	Green
1.3	MRSA Screening - elective (Feb data) %	100	100	99.8	99.8	↓	Yellow
	MRSA Screening - emergency (Feb data) %	100	100	98.04	98.04	↓	Yellow
1.4	Hand Hygiene Observed Compliance %	100	100	95	95	↑	Yellow
1.5	Isolation within 2 hours %	100	100	60	60	↑	Red
1.6	High Impact Interventions (documentation)						
	HII1 - Insertion of CVC %	100	100	88	88	↓	Red
	HII1 - Ongoing Care of CVC %	100	100	93	93	↓	Red
	HII2 - Insertion of Peripheral Cannula %	100	100	68	68	↓	Red
	HII2 - Ongoing Care of Peripheral Cannula %	100	100	64	64	↓	Red
	HII6 - Insertion of Catheter %	100	100	75	75	↓	Red
	HII6 - Ongoing Care of Catheter %	100	100	84	84	↑	Red

Key :		
Improvement in Performance	↑	Green
Month in Line with previous performance	↔	Yellow
Deterioration on last month's Performance	↓	Red

	2010/11 Monthly Average	Actual Month: April	status
Complaints	21.5	18	↑
PALs	47.08	47	↔

4.0	Patients' Feedback
	Patient Satisfaction Survey – March / April 2011 <i>The reporting month is now aligned with activity. This month, the last 2 months are reported for completeness</i>

Care and Treatment	2010/11 monthly average	Actual Month (March)	Actual month (April)	Status
Q1. Were you involved as much as you wanted to be in decisions about your care and treatment?	93.52%	94.7%	100%	↑
Q2. Were you given enough privacy when discussing your condition/treatment?	95.86%	93.6%	95.66%	↔
Q11. Did you find someone on the hospital staff to talk to about any worries and fears?	86.37%	80.39%	92.31%	↑
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	67.06%	61.5%	78.57%	↑
Q17. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	82.19%	86%	83.87%	↓
Would the patient recommend Bedford Hospital to a friend or relative?	Target >= 97%	92.31%	97.5%	↑
Overall how would you rate the quality of your care? - rated Excellent or Very Good	Target: 90-100%	83.33%	92.5%	↑
Response Rate No of returned responses to Patient satisfaction surveys	114	96	46	
Support Services Surveys				
Catering				
Were you offered a choice of food?	63%	70.5%	n/a	↑
Overall satisfaction with meals	95.41%	98%	n/a	↑
Domestic Services				
What is your overall impression of the cleanliness of the hospital? (% indicating 'good')	98.83%	99%	n/a	↑
Overall satisfaction with the service	99.25%	99%	n/a	↑

Patient Safety

Ref.	Indicator	Target 11/12	Target YTD	Apr-11	Actual YTD	Move	Status
1	Mortality						
	RAMI (2010 Model)	<100	<100		69 (10/11)	↑	G
	HSMR	<100	<100		87 (10/11)	↑	G
2.1	Serious Incidents by Incident Date	N/A	N/A	1	1	↓	A
2.2	Never Events	0	0	0	0	→	G
2.3	Patient Falls	TBA	TBA	31	31	↑	A
2.4	Safer Medication						
	Administration errors	0	0	8	8	↑	A
	Prescription errors (not Pharmacy Interventions)	0	0	1	1	↑	A
	Insulin Incidents	0	0	1	1	↑	A
	Anticoagulant Incidents	0	0	4	4	↓	R
	Opiate Incidents	0	0	2	2	↓	A
	Injectable Sedatives	0	0	0	0	→	G
3	Cardiac Arrests						
	Including A&E	N/A	N/A	9	9	↑	A
	Excluding A&E	N/A	N/A	6	6	↑	A
5	Pressure Ulcers	TBA	TBA				
	Hospital Acquired			7	7	↑	
	Grade 2			3	3	↑	A
	Grade 3			3	3	↓	R
	Grade 4			1	1	→	A
7	VTE Risk Assessment Compliance	>90%	>90%	83.03	83.03	↓	R