



Secondary Healthcare Contract Key Performance Indicators (KPI) Measures: 2019 Summary.

Further detail on each of these KPIs can be found
in the “Supporting Information” document.



**KPI measures are reported
across six themes:**

01 Professional Compliance

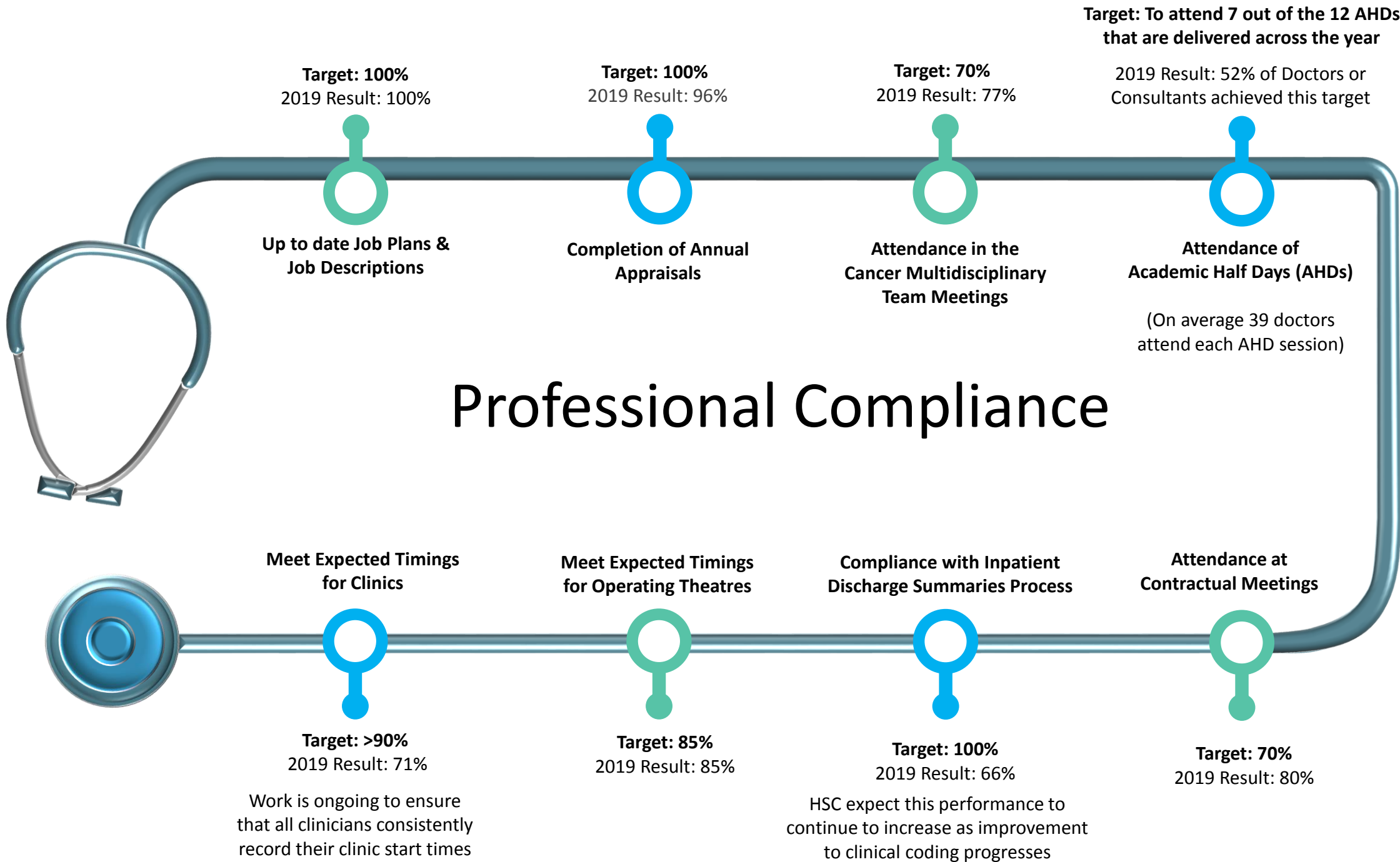
02 Patient Safety & Experience

03 Waiting Times

04 Outpatient Measures

05 Inpatient Measures

06 Patient Focus Measures



Patient Safety & Experience



Venous Thromboembolism (VTE) Risk Assessment Rate

Target: 95%
Result: 83%

This measures the percentage of patients aged 18+ who receive a VTE assessment within 24 hours of their admission to hospital.



Never Events

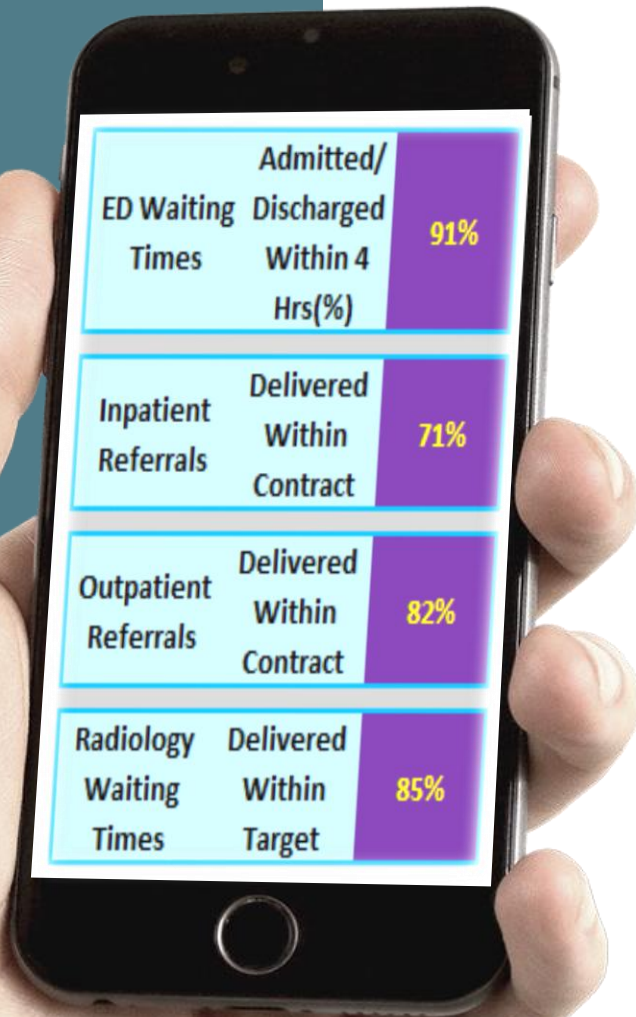
'Never Events' are reported every 3 years due to their infrequency in Guernsey and will next be reported in 2021 for the period 2018, 2019, 2020.



Hospital Acquired Infection Rate

In 2019, there were 17 incidences arising from 15,451 hospital admissions. Of these, 11 were classed as "unavoidable" in accordance with our Infection Control Policy.

Waiting Times: Target 95%



Emergency Department Waiting Times

Target: 4 hours

In 2019, 91% of service users were admitted and discharged within 4 hours of arrival. Total attendances increased by 8.4% from 2018 to 2019.



Inpatient Contract Waiting Times

Targets: 24 hours, 7 days, 2 or 8 weeks

Including orthopaedic patients, 71% of inpatients were seen within the contractual waiting time during 2019. A targeted waiting list initiative reduced the number of contract patients waiting for their orthopaedic treatment from 522 at the end of 2018 to 390 at the end of 2019. 100% of patients requiring treatment within 24 hours of referral were seen within that target time.



Outpatient Contract Waiting Times

Targets: 24 hours, 7 days, 2 or 8 weeks

Including orthopaedic patients, 82% of outpatients were seen within the contractual waiting time during 2019.

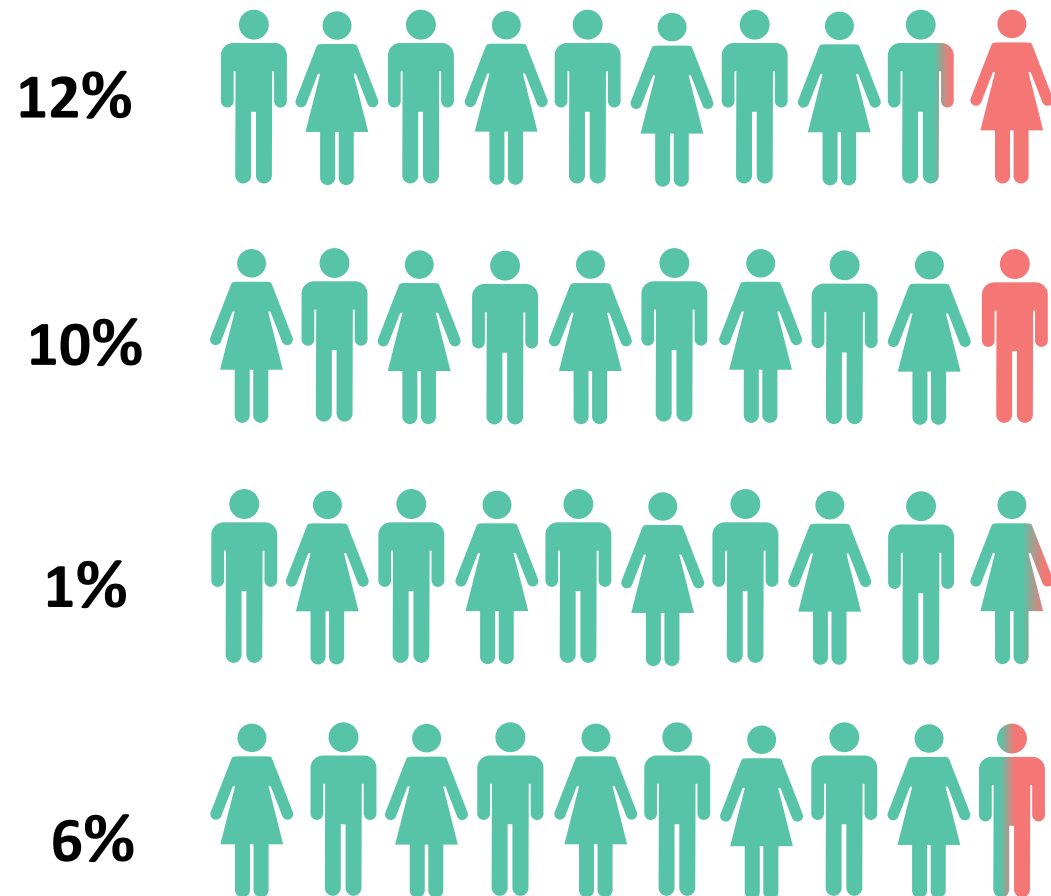


Radiology Waiting times

Targets: 24 hours, 2, 6 or 8 weeks

In 2019, 85% of patients were seen within the relevant waiting time. There was an increase in complex and time consuming exams performed in 2019, including a 600% increase in cardiac CT, virtual colons and similar complex scans.

Outpatient Measures



Organisation Cancelled Outpatient Appointment Rate

Target: Less than 10%

The average rate for 2019 was 12%. It should be noted that a cancelled appointment can include changes made in the best interests of the patient, such as bringing an appointment forward to an earlier time / date than originally scheduled.

Failed to Attend and Short Notice Patient Cancellation Rate Paediatrics

Target: Less than 11%

The average failure to attend / patient cancellation rate for paediatrics in 2019 was 10%. In 2019, this meant that 620 of 6,756 booked appointments were not attended by the paediatric patient.

Organisation Initiated Radiology Cancellation Rates

Target: Less than 10%

In 2019, a median average of 1% of appointments were cancelled per month.

Failure to Attend and Short Notice Patient Cancellation Rate Adults

Target: Less than 6%

The average failure to attend / cancellation rate for adult outpatient appointments was 6% in 2019. Out of 74,885 appointments, this meant that 4,751 were not attended by the patient.

Inpatient Measures



Delayed Transfer of Care Days

Target: Less than 100 days/month

In 2019, a median average of 195 days per month of delayed transfer of care days were recorded.

Day Case Unit to Inpatient Conversion Rate

Target: Less than 5%

The median average for 2019 was 2% for cases that were booked as day cases but required hospitalisation overnight due to unforeseen circumstances.

Average Length of Stay (elective admissions only)

Target: Less than 6 Days

The median average across 2019 was 3 days per stay.

Inpatient Measures

Emergency Readmission Rate Within 28 Days of Discharge

Target: Less than 10%, 2019 Result: 6%.

This KPI measures the percentage of incidents where a person is readmitted to the PEH within 28 days of their last stay at the hospital as an emergency admission.

Failure to Attend and Short Notice Cancellation Inpatient Rate

Target: Less than 2%, 2019 Result: 1%.

In 2019, 250 out of 18,456 scheduled appointments were not attended. This KPI measures the number of patients who cancel their appointment with less than 24 hours notice.

Organisation Initiated Cancellation Rates

Target: Less than 10%, 2019 Result: 9%.

This data was reported for the first time in April 2018 and has consistently performed within target since, attaining a median average for 2019 of 9%.

Unplanned Return to Theatre within 28 days

Target: Less than 2.5%, 2019 Result: Less than 0.5%.

This KPI measures the percentage of unplanned returns to Theatre within 28 days of a procedure performed by a Doctor or Consultant.



Patient Focus Measures

Off-island Activity

Target: 0 per month, 2019 Result: 9 per month

This KPI measures the frequency of occasions when off-island referrals were made incorrectly either because the relevant referral policy was not followed or the procedure itself was available on island.

Family & Friends Test

Target: 85% of respondents select 'Extremely Likely' or 'Likely' Categories, 2019 Result: 89%

This is a recognised national measure which identifies the percentage of service users who respond "extremely likely" or "likely" to the following question:

"How likely are you to recommend this service to friends and family if they needed similar care or treatment?"

Complaints Procedure

83% of complaints received were successfully resolved within 20 days of their receipt, with the balance relating to complex complaints which take longer to investigate and resolve.

