

# 2016/17 QUALITY COMMITMENT

AIM	<p>Clinical Effectiveness Improve Patient Outcomes</p>	<p>Patient Safety Reduce Harm</p>	<p>Patient Experience Care and Compassion</p>
<p>What are we trying to accomplish?</p>			
KPI	<p>To reduce avoidable deaths To reduce avoidable re-admissions</p>	<p>To reduce harm caused by unwarranted clinical variation</p>	<p>To use patient feedback to drive improvements to services and care</p>
<p>What will we do to achieve this?</p>			
2016 / 17 PRIORITIES	<p>Reduce avoidable mortality:</p> <ul style="list-style-type: none"> <li>• Screen all in-hospital deaths</li> <li>• Participate in national retrospective case record review</li> <li>• Improve compliance with Sepsis 6 interventions in all clinical areas</li> </ul> <p>Reduce avoidable readmissions:</p> <ul style="list-style-type: none"> <li>• Implement Readmission Risk tool</li> </ul>	<p>Reduce variation over the week:</p> <ul style="list-style-type: none"> <li>• Meet Core 7 day services standards</li> </ul> <p>Improve recognition and escalation of the deteriorating patient:</p> <ul style="list-style-type: none"> <li>• Implement UHL Early Warning Score and E-Obs:</li> </ul> <p>Reduce the number of insulin-related medication errors:</p> <ul style="list-style-type: none"> <li>• Implement 'Safe use of Insulin'</li> </ul>	<p>Ensure patients are informed and involved in their care</p> <ul style="list-style-type: none"> <li>• Keep patients informed and involved in decisions around their care and treatment</li> </ul> <p>Care of patients in the last days of life</p> <ul style="list-style-type: none"> <li>• Improve the use of end of life care plans</li> </ul> <p>Improve the experience of outpatients</p> <ul style="list-style-type: none"> <li>• Reduce 'in clinic' waiting times in Ophthalmology</li> <li>• Improve clinical correspondence times</li> </ul>
<p>How will we know if we have done it?</p>			
	<p>SHMI <math>\leq 99</math> Readmission Rate <math>&lt; 8.5\%</math></p>	<p>Reduce incidents that result in severe/moderate harm by further 5%</p>	<p>6% improvement - patient involvement scores 10% improvement - care plan use and outpatient experience scores Achieve 14 day correspondence standard</p>
<p>Underpinned by the UHL Way to improve change, culture and leadership and embed Quality Improvement</p>			