

TRUST BOARD

Date of Meeting: 11/09/2012	Agenda Item No: 8.5	Enclosure: 12
Intended Outcome:		
For noting ✓	For information	For decision
Title of Report: Northwest Transparency Project		
Aims: To provide information to the Board on the Northwest Transparency of Care Project and the requirements for the Trust.		
Executive Summary: <p>This report explains the Northwest Transparency of Care Project (TOC) and the requirements from North Cumbria University Hospitals NHS Trust.</p> <p>As part of the drive to “being open and transparent” the Transparency of Care (TOC) pilot was agreed as part of the Energise for Excellence (E4E) Call to Action and the North West became the first region to collaboratively talk to patients and staff about the nursing care that was provided at the times when pressure ulcers and falls happened.</p> <p>The phase one TOC pilot commenced in October 2011 - February 2012 and included eight Trusts across the North West. The Trusts carried out monthly review of falls and pressure ulcers that patients have suffered whilst in their care. In clinical areas where harm occurred, patients and staff answered survey questions regarding their experience. Each Trust published its results on the local hospital website supported by a narrative explaining the steps taken to improve care and experience.</p> <p>The phase two pilot has widened the parameters to capture all pressure ulcers including those caused by medical devices and expand the patient experience questions to include a ‘friend and family’ test. The participants have also been expanded to include mental health, learning disabilities, community services and the independent sector. As part of the readiness to participate in the TOC all trusts have to complete a readiness preparation form and have Board support (Appendix 2).</p>		
Requirements:		
Governance – The Trust invests time and staff to collate and submit the data monthly, providing clinical and analytical support to measure and demonstrate improvement:		
<ul style="list-style-type: none"> • Complete readiness preparation document which includes Board awareness and support (Appendix 2) • Collect and report the agreed transparency indicators. • Review incident reporting and verify level of harm categorisation and build on a reporting culture. • Record the incidence of all harm for falls resulting in moderate harm, severe injury or death and grade 2, 3 & 4 pressure ulcers from admission no matter the origin. • 10 patient experience survey’s from the units where the harm occurred. • 10 staff experience survey’s from staff delivering care on the units where the 		

harm has occurred.

- Undertake a case review (Root Cause Analysis – RCA) for each patient who has suffered harm from a fall or developed a pressure ulcer.
- The Quality Matrons, Sister/Charge Nurse and teams lead the review of the data, identify the problems to make improvements. The intention is to encourage nurses to provide best care, innovate and enable change.

Procedure –

- Harm reported;
- Level of harm verified;
- Risk management system updated;
- RCA undertaken;
- Patient experience survey(within one week of harm noted);
- Staff experience survey;
- Data input into transparency data collection template;
- Unit/ward area staff informed of finding – improvements/ideas captured;
- Board receive data and narrative, including improvements;
- Final data verification before submission to SHA;
- Internal communication team briefed on the Trusts current narrative for publication;
- SHA return final narrative;
- Trust publishes the data on the Trust web site ensuring it is clear and accessible.

To ensure that evidence-based practice is a success in nursing, detailed analysis of clinical outcomes has to go hand-in-hand with close attention to the day-to-day experiences of our patients and staff. The Transparency Project increases the level of assurance that these aspects of care are both being taken into account and acted upon.

Specific implications and links to the Trust’s Strategic Aims:

Ensure we provide high quality, safe and effective care for all our patients including meeting essential standards of safety and quality as set out by the CQC	✓
Develop a viable integrated clinical strategy for secondary care services which is sustainable and affordable	
Develop a new healthcare facility in West Cumbria that is fit for the 21st century	
Achieve sustainable financial balance through the delivery of the Trust's internal Cost Improvement Programme, securing a viable contract income from our GP commissioners and contributing to the system wide cost reductions	
To develop and implement a successful merger or acquisition plan that enables the Trust to become part of an existing NHS Foundation Trust	

Recommendations:

The Trust Board is asked to note the information and support the implementation of the Northwest Transparency of Care Project.

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