

Implementing our safety & quality priorities for 2013/14

DELIVER EXCELLENCE IN SAFETY, QUALITY AND COMPLIANCE

PROVIDE EXCELLENT PATIENT-CENTERED SERVICES

OUR PEOPLE ARE KEY TO OUR SUCCESS

SAFER CARE

- Zero tolerance on hospital-associated infections**
- Have a zero-tolerance approach to all avoidable Clostridium difficile, MRSA, surgical site and other healthcare associated infections
- Harm free care**
- Assess 95% of patients admitted for risk of venous thromboembolism
 - Take a zero-tolerance approach towards hospital acquired pressure sores
 - Reduce falls that result in fracture neck of femur
 - Embed dementia assessments on admission for patients at risk
- Patient safety**
- Introduce patient safety days across the hospitals to ensure everyone understands the part they can play in delivering the quality agenda
 - Review the systems we have in place for reviewing incidents and complaints and ensure all Clinical Business Units develop clinical governance
- Hospital@night**
- Better care by a stable medical workforce front of house and back of house that put the hospitals safely to bed each night

MORE EFFECTIVE CARE

- Reduce our mortality rate to the norm and our harm rate by 50% by 2014**
- Consistent recording and escalation of the Early Warning System for poorly patients
 - Transfer high-risk medical and surgical patients to the Cumberland Infirmary from June eg trauma and orthopaedics
 - Implement the Sepsis Care Bundle in all wards and provide refresher training for clinical leaders
 - Implement the Pneumonia Care Bundle to ensure optimum care for patients with pneumonia
 - Provide more senior clinical time from 8am to 10pm seven days a week on both the Cumberland Infirmary and West Cumberland Hospital sites
 - Pilot and assess the benefits of introducing a dedicated Medical Emergency Team to support the escalation of acutely-ill patients
- Deliver national emergency standards**
- Ensure timely handover of patients arriving by ambulance within 15 minutes
 - All patients to flow from A&E to the wards within 4 hours by care delivered at the right time and in the right place by all clinical teams
- Deliver best practice**
- Ensure national quality markers are fully met - fracture neck of femur, stroke care, NHS Litigation standards
- Elderly care**
- Implement comprehensive geriatric assessment

INNOVATION

- Redevelop a healthcare facility in West Cumbria that is fit for the 21st century**
- Open the new West Cumberland Hospital by 2015 that operates safely from day one
 - Plan the use of more community hospital beds for the transfer of up to 45 patients
- Cardiovascular service**
- All specialist inpatient care will take place in a new centre from May which will be safer and improve clinical outcomes for patients
 - Primary PCPI will be available 24/7 from May
- Trauma Unit Development**
- Trauma Unit Status to be operational from May 2013
- Improve clinical information**
- Develop a strategic plan for clinical records and improved case note availability, tracking and better structured content
 - Develop a shared document for the care of the dying with primary and secondary care so that patients have greater choice over where they receive their care
- High impact innovation**
- We commit to support teams to deliver a range of innovative care

EXCELLENT PATIENT EXPERIENCE

- Compassionate care**
- Embedding the vision of the 6 C's – care, compassion, courage, communication, competence and commitment
- Listening and acting upon patient views**
- Realtime patient feedback to clinical teams and empower staff to act on feedback and deliver an excellent experience
- Zero mixed sex accommodation**
- All patients to move from ITU to wards at the right time
- Ensure patients have better access to care**
- Patients should wait no more than 18 weeks for treatment
 - Ensure zero tolerance against cancellations by the hospital
 - Specialist services offering more choice eg Ophthalmology, Renal, Plastic Surgery
- Better communication**
- Ensure discharges are planned on the right day and at the right time with better documentation by clinical staff
 - All patients should receive better explanation of their medicines and how to manage them when they leave the hospital
 - Patients and GPs have an appropriate electronic discharge communication for safe handover of care
 - There needs to be better engagement and feedback from children, young people and their parents about the care they have received

EXCELLENT STAFF EXPERIENCE

- Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs**
- Foster a culture that values quality, delivery, accountability and team relationships
 - All staff are encouraged to report incidents and see that they have been acted upon
 - Half the number of locums in the hospitals by the appointment of permanent consultants
- Pledge 2: To provide all staff with personal development, access to appropriate training**
- All staff are appraised and have the training they need
 - Senior nurses and ward managers are provided with a development programme and feel supported
 - Nurse Practitioners are recruited and supported in their development
 - All consultants have a job plan
 - Enhanced medical education and training infrastructure to meet higher standards
- Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety**
- Ensure staff are aware of our health and well-being support packages
 - Engender a culture of respect for each and everyone
 - Hand-washing facilities to improve
- Pledge 4: To engage staff in decisions that affect them and the services they provide**
- Create trust and confidence in senior leadership through open and honest communication
 - Involve staff in decision making through the new Clinical Business Units so that they feel more involved
 - More support from managers and leaders to help staff improve
 - Engage with, listen to and respect staff