

Southampton University Hospitals NHS Trust

**Patient Improvement Framework
Trusted on Quality**

Patient Safety

Patient Experience

Patient Clinical Outcomes

National Performance Targets

Patient Safety Top 5

- VTE
- Pressure ulcer
- Medication errors
- Falls
- Deteriorating Patients

Patient Experience Top 5

- Nutrition
- Communication/customer care
- Admission/discharge
- End of life care
- Safeguarding adults/children

Clinical Improvement Top 5

- Mortality rates
- PROMS
- Local outcomes – to be developed by each Division linked to CQUIN and other national/local priorities

Patient Access Targets Top 5

- E.D. 4-hour wait
- 18 week wait
- Same sex accommodation
- Patient flows
- Cancer waits

WHO Theatre Safety Check List

Patient Feedback

Establishing Clinical Outcome measures

Monitoring Performance

Infection and Prevention Control

Staff Feedback

Clinically effective up to date policy and guidance

Efficient patient flows along clinical pathways

R E G U L A T I O N

Under Pinning/Interrelated Strategies

- Leadership – Pride in what we do
- Education and Training (competent staff)
- Culture of organisation (“can do attitude”)
- Performance Monitoring (delivering best practice)
- Collaborative Relationship with External Partners (hospital without walls)
- Research and Development (leading edge innovation)