Appendix A

2017/18 Key Performance Indicator Report

University Hospitals Birmingham **NHS**
NHS Foundation Trust

Where data is not currently available or performance is being benchmarked indicator names are in italics. These have been assigned 'amber' unless considered high risk where they have been assigned 'red'.

National Performance

Single Oversight Framework Operational Performance Metrics

Pie chart segments: 6 Week Diagnostics, Cancer 62 Day Screening, Cancer 62 Day GP, A&E 4 Hour Waits, 18 Weeks RTT Unfinished

Other National Targets

Pie chart segments: Urgent Cancelled Ops x2, MRSA, C. difficile - avoidable cases, Cancer 31 day first, Cancer 31 days sub chemo, Cancer 31 day sub surgery, Cancer 31 day sub radioth'py, Cancer 2 week, Breast 2 week, Cancer 62 day upgrade, Cancelled Ops Rearranged 28 days

Other National Targets

Pie chart segments: Learning Disabilities, Mixed sex breaches, Safer Staffing, 52 week RTT, 30 min ambulance handover, Patient Experience, 60 min ambulance handover, Duty of candour, 12 hour A&E trolley wait, Never events, PROMS total health gain, Formulary publication

Trust Priorities

Clinical Quality & Outcomes

Pie chart segments: 28 day emergency readmissions, Stroke - Composite, Falls Risk Assessments, GUM - offered within 48 hrs, Tissue Viability Assessments, SMR, Nutrition Risk Assessments, SHMI, A&E - Timeliness, Patient Observations, A&E - Patient Impact

Patient Experience

Pie chart segments: Complaint Resolution, Patient Experience, Complaint Response, Cancelled ops

Workforce Education

Pie chart segments: Provision of High Quality Placements, Appraisal, Use of Education Resources, Mandatory Training Completion, Revalidation, Adult safeguarding, Clinical Competencies, Children's safeguarding, PREVENT, Mental Capacity/DoLS

Research & Innovation

Pie chart segments: Good Clinical Practice Training, Time to completion of NHS permissions process, Accruals to CLRN studies, Time from approval to recruitment (70 day target), Protocol Development Service Application Success Rate

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Local Indicators

Workforce Resource

Pie chart segments: Turnover, Sickness - short term, Vacancy rate, Sickness - long term, External Agency rate, Bank

Efficiency

Pie chart segments: Energy reduction, OP letters - dictation to post, Outpatient utilisation, Delayed Transfers of Care, Theatre utilisation, Bed occupancy, Outpatient waits, Pre-assessment, Inpatient waits

Safety

Pie chart segments: Hospital Aquired Pressure Ulcers - Device, WHO checklist, Hospital Aquired Pressure Ulcers - Non-Device, Incidents, Safety alert resolution, Severe harm medication incidents, Omitted drugs - non-antibiotics, Omitted drugs - antibiotics