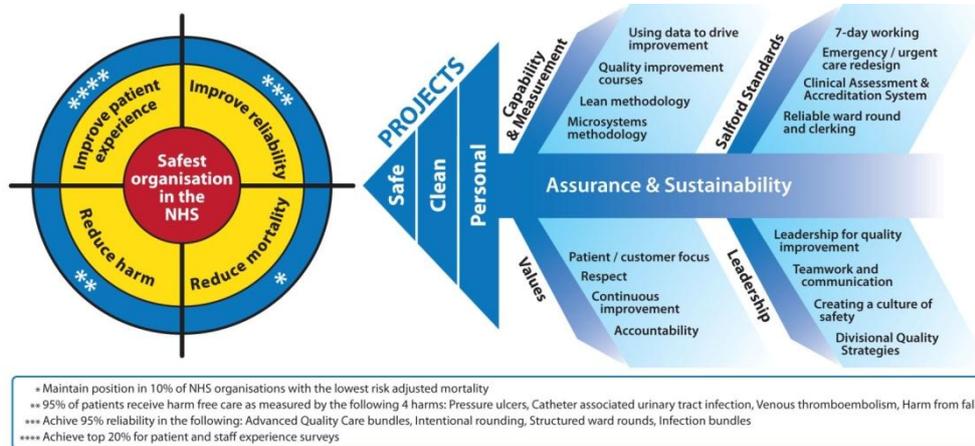


Our Quality Achievements

Salford Royal places huge importance in improving all aspects of quality and has, since 2008 had successive strategies that have helped us to define our focus.

The diagram below summarises the Quality Improvement Strategy for 2011-2014.



Our Aims

The first of our Quality Improvement Strategies had very specific aims for reducing harm and mortality. The next Strategy expanded the scope of Quality Improvement aims to include Harm, Mortality, Patient Experience and the delivery of Reliable Care. This section of our Quality Account looks briefly at some of the achievements that we have made so far.

Reducing Mortality – Achieved position of top 10% and 22% reduction in weekend mortality

We use two measures of mortality both of which adjust our outcomes for the risk in our patient group. They compare the number of patients that we would expect to die, given the severity of their conditions, when compared to national models against the number of patients who actually die. These measures are HSMR and SHMI, they are both measures of mortality but have slightly different calculation methods. Our aim is to be in the top 10% of organisations for mortality and we are for both HSMR and SHMI.

In addition, we have put in place a set of targeted measures to reduce the disparity between care received at the weekend and care received during the week. Through these measures, we have achieved a 22% reduction in weekend mortality.

Reducing Harm - 97.7% of our patients receiving harm free care (measured by the safety thermometer)

Harm is suboptimal care which reaches the patient either because of something we shouldn't have done or something we didn't do that we should have done. Hospital acquired infections, medication errors, surgical infections, pressure sores and other complications are examples of harm which can occur within a healthcare setting.

At Salford Royal we aim to reduce harm. We measure the outcomes of many individual harms to identify the impact of any improvement work we undertake. We are proud of the achievements which we have highlighted here however whilst harm is taking place in the organisation we still have work to do.

We have undertaken targeted work to reduce harm to our patients:

- **Over seven years we have achieved:**
 - **96% reduction in MRSA blood stream infection**
 - **90% reduction in C-Difficile infections**
 - **59% reduction in cardiac arrests**
- **In 2012/13 we have achieved:**
 - **46% reduction in Grade 2 pressure ulcers**
 - **88% reduction in Grade 3 and 4 pressure ulcers**
 - **38% reduction in all grades of pressure ulcers in community bedded units**
 - **44% reduction in catheter associated urinary tract infections!**
 - **68% increase in recognition of sepsis**
 - **16% Decrease in orthopaedic surgical site infections**
 - **Introduction of the Department of Health Safety Thermometer has shown that 97.7% of our patients receiving harm free care**

Improving Patient Experience

Improving experience for our patients, their families and their carers is one of the key areas of the 2011-2014 Quality Improvement Strategy, in the past year we have launched a detailed Patient, Family and Carer Experience Strategy and alongside it a Quality Improvement Collaborative aimed at improving all aspects of patient, family and carer experience. As part of the Patient Family and Carer Experience project involved more than 25 teams and departments from across the organisation in developing tests of change that will help to improve experience at Salford Royal Foundation Trust. The key areas of focus for teams involved in the Patient Family and Carer Experience project are:

- Explanation of medication side effects to patients
- Ensuring that patients know who to talk to about their worries and fears
- Ensuring that patients are involved as much as they want to be in decisions about their care
- Ensuring that when patients have important questions that they get answers that they understand
- Ensuring that patients have confidence in the staff treating them

In addition we continue to develop a pool of patient stories, told to us by our patients and their relatives to be delivered to colleagues at the Trust. This enables us to put the patient at the centre of

everything that we do, whether that is when we are discussing the hospital finances or the care that we give to patients.

Improving Reliability

It is widely acknowledged that aspects of health care do not perform as well as they should. Studies have shown that there is inconsistency in the delivery of high quality care and that patients often only receive a fraction of the care that is recommended. Reliability science can help health care providers redesign systems to make sure more patients receive all the elements of care they need.

We are using the principles of reliability science to maintain high performance, improve care where needed and improve processes in the following areas:

- Community acquired pneumonia
- Heart failure care bundle
- Hip and knee care bundle
- Myocardial infarction, stroke
- Intentional rounding