



Indicators are reported across six themes:

1. Professional Compliance
2. Patient Safety and Experience
3. Waiting Times
4. Outpatient Measures
5. Inpatient Measures
6. Patient Focus

SECONDARY HEALTHCARE CONTRACT

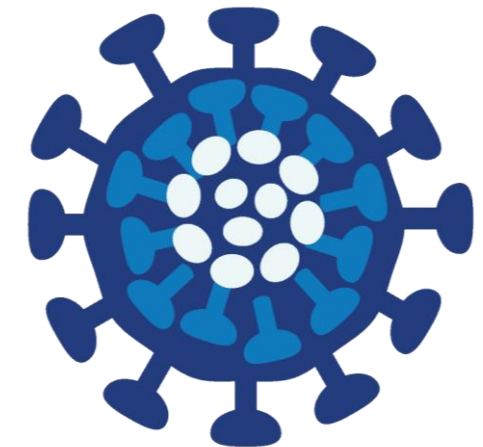
Key Performance Indicators (KPIs):
2021 Summary

(for more detailed information see the supporting document)

IMPACT OF COVID-19: 2021 KPIs



- The year 2021 started with a second lockdown in response to the COVID-19 pandemic which had a profound impact on the delivery of health and social care services, with all aspects of services impacted to a greater or lesser extent. As in the previous year, the need to prioritise staff and resources to protect patients, manage the spread of the virus and support those who became infected was rightly at the forefront of the successful response strategy.
- Whilst surgery provision was disrupted, MSG & HSC prioritised the most urgent cases as required. This work involved the most critical and urgent casework, including cancer responses and trauma treatments. Additionally, MSG worked hard to provide their routine outpatient services during lockdown, often over the telephone, via technology or using PPE if the appointments had to be conducted in person.
- The support of the public has again been exceptional and has made a real difference to all that has been achieved during this unprecedented time and we are grateful for their continued support.
- We recently found ourselves in the midst of the Omicron wave which again forced HSC and MSG to postpone some elective activity.



HEALTH TRANSFORMATION IMPACT ON KPIs

- The Hospital Modernisation Programme will provide HSC with the capacity to meet the current and predicted future patient demand. When that capacity is available, improvements to KPIs, in particular to those relating to Waiting Times are expected.
- A more modern Electronic Patient Record system will assist with the improved recording and reporting of information.
- The introduction of an Electronic Patient Record System will be important to automate some of the processes. Until such system is in place, it is unlikely that the following KPI targets will be met although efforts are ongoing to streamline processes within existing systems as much as possible:
 - Compliance with Inpatient Discharge Summaries
 - Compliance with Discharge Planning process



1. PROFESSIONAL COMPLIANCE MEASURES

Target: 100%



Up to Date Job Plans & Job Descriptions

2021 Result: 100%

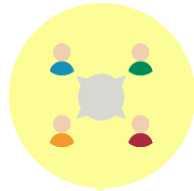
2021 Result: 98%

Completion of Annual Appraisals



Target: 100%

Target: 70%



Attendance in the Cancer Multidisciplinary Team Meetings

2021 Result: 95%

2021 Result: 67%

Attendance of Academic Half Days (AHDs)



Target:
100% to attend 7
out of 12 AHDs

Target: 70%



Attendance at Contractual Meetings

2021 Result: 92%

2021 Result: 62%

Compliance with Inpatient Discharge Summaries Process



Target: 100%

Target: 85%



Meet Expected Timings for Operating Theatres

Result 2021: 84%

2. PATIENT SAFETY AND EXPERIENCE MEASURES



Hospital Acquired Infection Rates (Number of incidences of MRSA, C.diff or MRSA Colonisations acquired after admission hospital)

In 2021, there were five (5) incidences arising from 14,463 hospital admissions, all of which were unavoidable.



3. WAITING TIME MEASURES



Emergency Department Waiting Times

Target: 95%

2021 Result: 89%



Inpatient Contract Waiting Times

Target: 95%

2021 Result: 61%



Outpatient Contract Waiting Times

Target: 95%

2021 Result: 71%



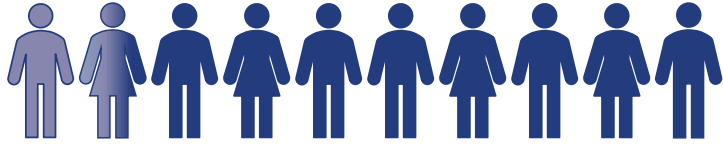
Radiology Waiting Times

Target: 95%

2021 Result: 65%



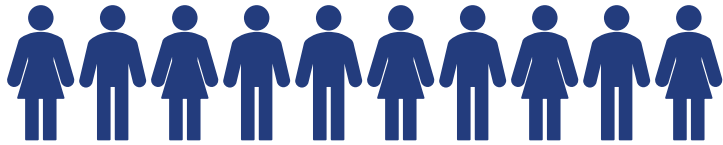
4. OUTPATIENT MEASURES



Organisation Cancelled Outpatient Appointment Rate

Target: Less than 10%

2021 Result: 14%



Organisation Initiated Radiology Cancellation Rate

Target: Less than 10%

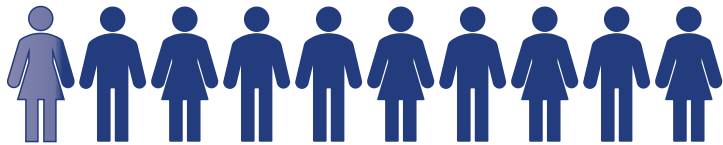
2021 Result: 0.5%



Failure to Attend and Short Notice Patient Cancellation Rate - Adults

Target: Less than 6%

2021 Result: 6%



Failure to Attend and Short Notice Patient Cancellation Rate - Children

Target: Less than 11%

2021 Result: 8%



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Meet Expected Timings for Clinic

Target: >90%

2021 Result: 78%

THE
MEDICAL
SPECIALIST
GROUP
LLP

5. INPATIENT MEASURES



Organisation Initiated Cancellation Rates

Target: Less than 10%
2021 Result: 8%

Failure to Attend and Short Notice Patient Cancellation Inpatient Rate

Target: Less than 2%
2021 Result: 1%

Average Length of Stay (Elective Admissions Only)

Target: Less than 6 days per stay
2021 Result: 3 days

Compliance With Discharge Planning Process

Target: More than 90%
2021 Result: 54%

Delayed Transfer of Care Days

Target: Less than 100 days per month
2021 Result: 387 days per month



5. INPATIENT MEASURES



Unplanned Return to Theatre within 30 Days

Target: Less than 2.5% in a month

2021 Result: Less than 0.5%



Day Case Unit to Inpatient Conversion Rate

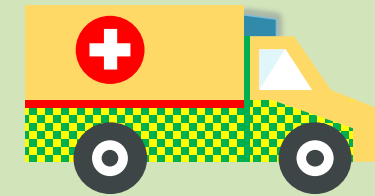
Target: Less than 5%

2021 Result: 2%

ED Conversion Rate

Target: Less than 16%

2021 Result: 11%



Emergency Readmission Rate Within 28 Days of Discharge

Target: Less than 10%

2021 Result: 7%



6. PATIENT FOCUS MEASURES

Off-Island Activity

Target: 0 per month

2021 Result: 4 per month

Complaints Procedure

Target: 75%

2021 Result: 96%

