

Hospital KPI Report & National Standards Report

Key benefits

- ❑ Use a *Balanced Scorecard approach to review overall performance*
- ❑ Identify improving and declining areas using simple "traffic lights"
- ❑ Compare notes with members who are performing better on key indicators

What you need to do

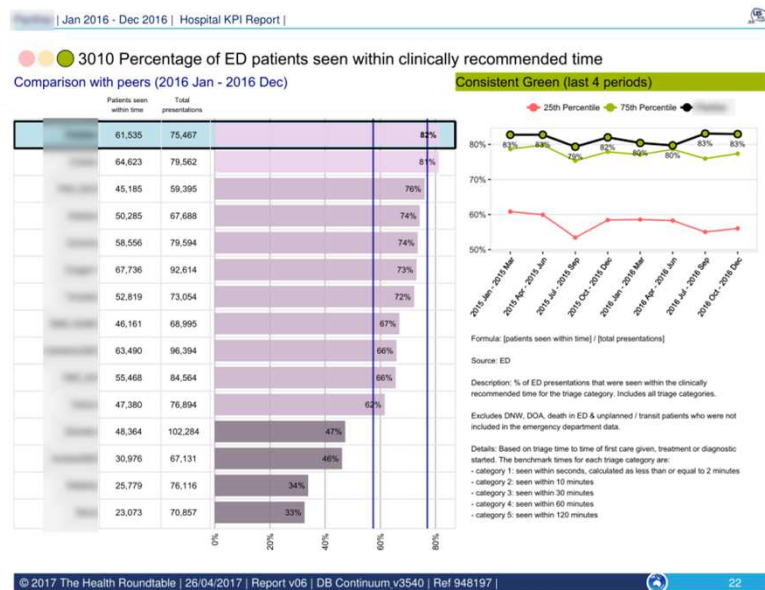
- ❑ Designate a KPI liaison person to act as a contact for questions and follow-up
- ❑ Enter indicator data for manually collected measures of interest to your health service on a sample basis once each six months
- ❑ Review the reports to investigate "Red Traffic Light" items
- ❑ Re-submit data if errors are discovered

Hospital KPI (Key Performance Indicator) Reports bring together information derived from inpatient and emergency data, together with selected clinical and workforce measures that are manually entered by your staff. This provides senior executives an overall Balanced Scorecard that:

- » provides trend information of performance over time, and
- » benchmarks performance indicators with peer hospitals:

2 Emergency

- 3010 Percentage of ED patients seen within clinically recommended time
- 3020 Percentage of ED waiting times within 4 hours
- 3020.1 Percentage of ED waiting times within 4 hours (admitted patients only)
- 3030 Percentage of ED waiting times within 6 hours
- 3030.1 Percentage of ED waiting times within 6 hours (admitted patients only)
- 3040 Percentage of inpatients presenting to ED within 14 days of discharge
- 3050 Percentage of non-admitted ED patients returning to ED within 24 hours



Australian National Standards Indicator Reports bring together information derived from inpatient and emergency data that help members in accessing their progress against the National Standards and to identify exemplar services. The report provides senior executives an overall view that:

- » provides trend information of performance over time, and
- » benchmarks performance indicators with peer hospitals

ENQUIRIES

General Manager

Australia +61 2 8041 1421

New Zealand +64 9 889 2551

General.Manager@healthroundtable.org

4 - Medication safety	4.1 - Skin adverse effects per 10,000 bed days	1.9	2.1	Green	2.2	11
	4.2 - Coagulation defects due to drugs per 10,000 bed days	4.0	3.2	Red	5.8	12
6 - Clinical handover	6.1 - 28 day emergency readmission rate	5.5%	7.1%	Green	5.7%	13
	6.2 - 28 day emergency readmission rate (excluding short stay)	4.9%	7.1%	Green	5.1%	14
	6.3 - Mental health 28 day readmission rate	17.0%	10.6%	Red	14.2%	15
7 - Blood Management	7.1 - Transfusions in planned major gastrointestinal surgeries	12.2%	6.6%	Red	9.7%	16
	7.2 - Transfusions in planned hip and knee replacements	10.2%	4.4%	Red	2.9%	17