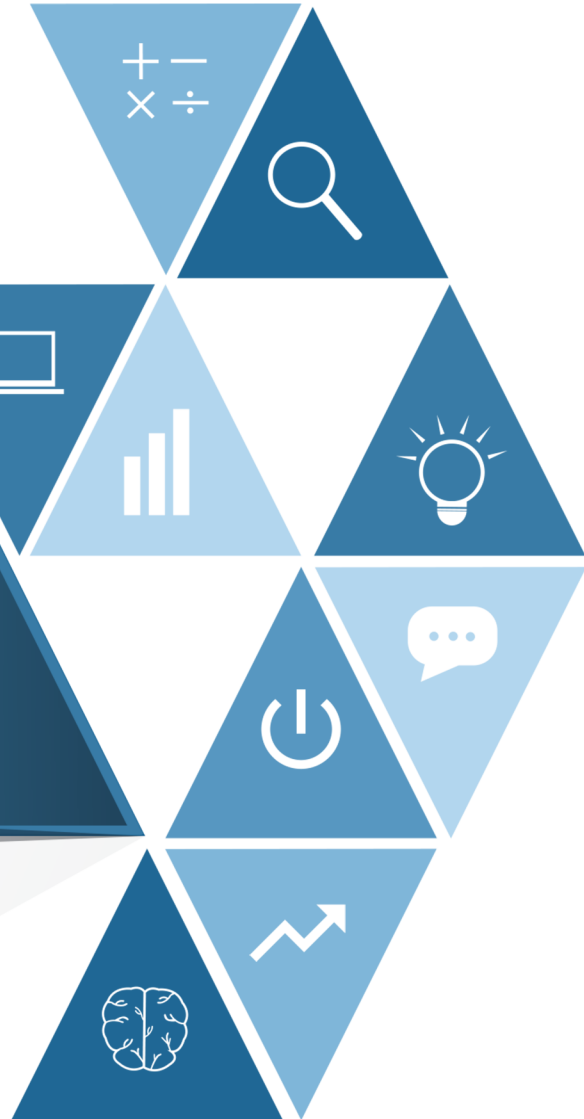


QPS Benchmarking Report Day Hospital

Quarter 1 Jul-Sep 2019

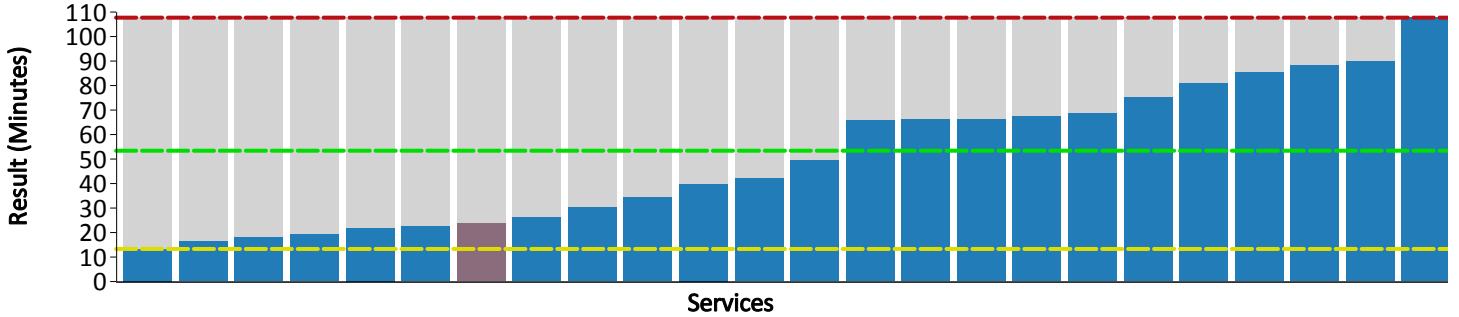
Eastern Endoscopy Centre



1.1.2.1b Patient Waiting Time - Gastroenterology

Patient Waiting Time - Gastroenterology is defined as the average preoperative or pre-procedure waiting time (in minutes) for gastroenterology patients. Waiting time is measured from booked appointment time to anesthesia or first point of treatment.

Benchmark

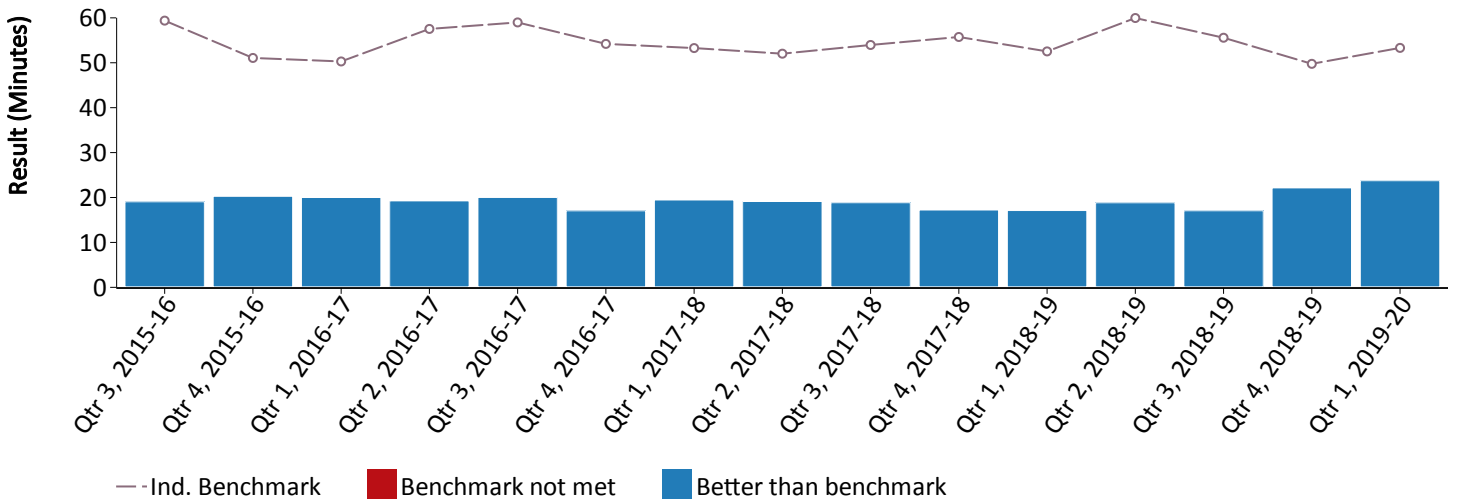


Total number of services: 24

- Peers' Results
- EEC's result: 23.63
- - Minimum: 13.10
- - Mean: 53.20
- - Maximum: 107.51

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	13.10	53.20	107.51	23.63

Trend

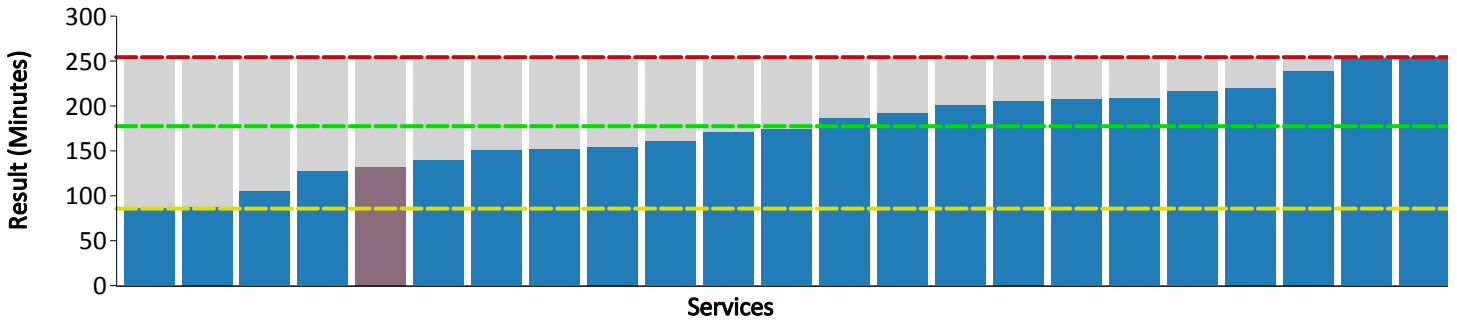


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	59.27	50.96	50.18	57.42	58.87	54.09	53.16	51.91
Result	18.94	20.15	19.89	19.14	19.90	16.93	19.34	19.00
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	53.85	55.63	52.42	59.85	55.46	49.65	53.20	
Result	18.73	17.11	16.99	18.72	16.94	22.03	23.63	

1.1.4.3b Length of Stay - Gastroenterology

Length of Stay - Gastroenterology is defined as the average length of stay (in minutes) for gastroenterology patients. Waiting time is measured from patient's appointment time to discharge.

Benchmark

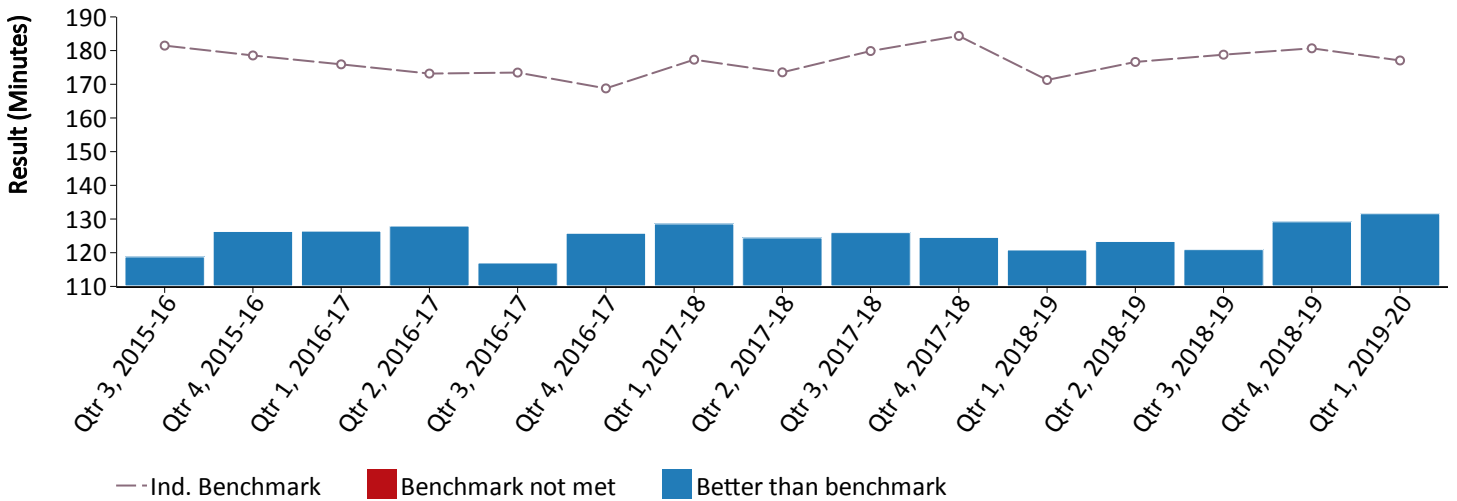


Total number of services: 23

- Peers' Results
- EEC's result: 131.43
- Minimum: 85.19
- Mean: 176.92
- Maximum: 253.72

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	85.19	176.92	253.72	131.43

Trend

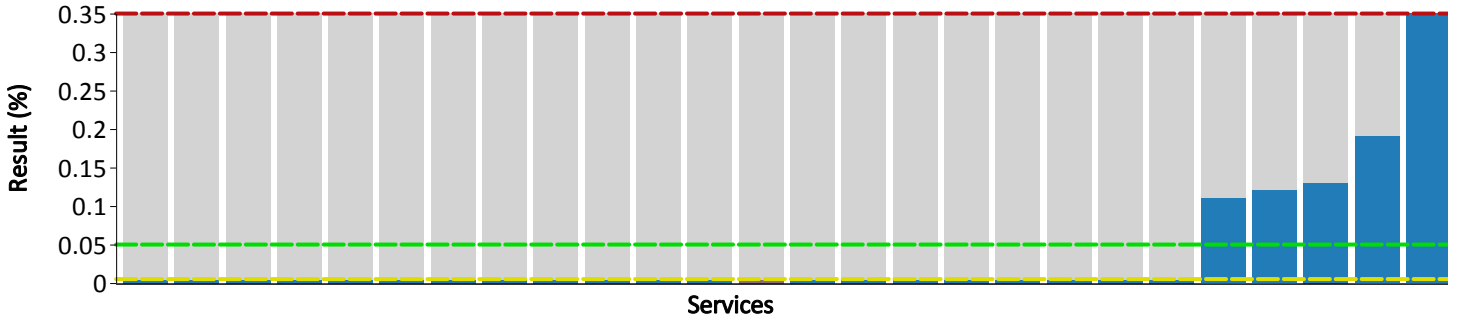


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	181.33	178.41	175.77	173.03	173.33	168.63	177.16	173.40
Result	118.62	126.16	126.26	127.77	116.81	125.62	128.41	124.26
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	179.72	184.21	171.13	176.48	178.64	180.53	176.92	
Result	125.82	124.39	120.67	123.19	120.77	129.03	131.43	

1.1.4.5b Post-Op Nausea & Vomiting - Gastroenterology

Post-Op Nausea & Vomiting - Gastroenterology is defined as the total number of gastroenterology patients undergoing a procedure who receives an intervention by an anesthetist for post-operative nausea and vomiting, not responding to PACU protocol, in the recovery period, expressed as a percentage of the total number of gastroenterology patients admitted.

Benchmark

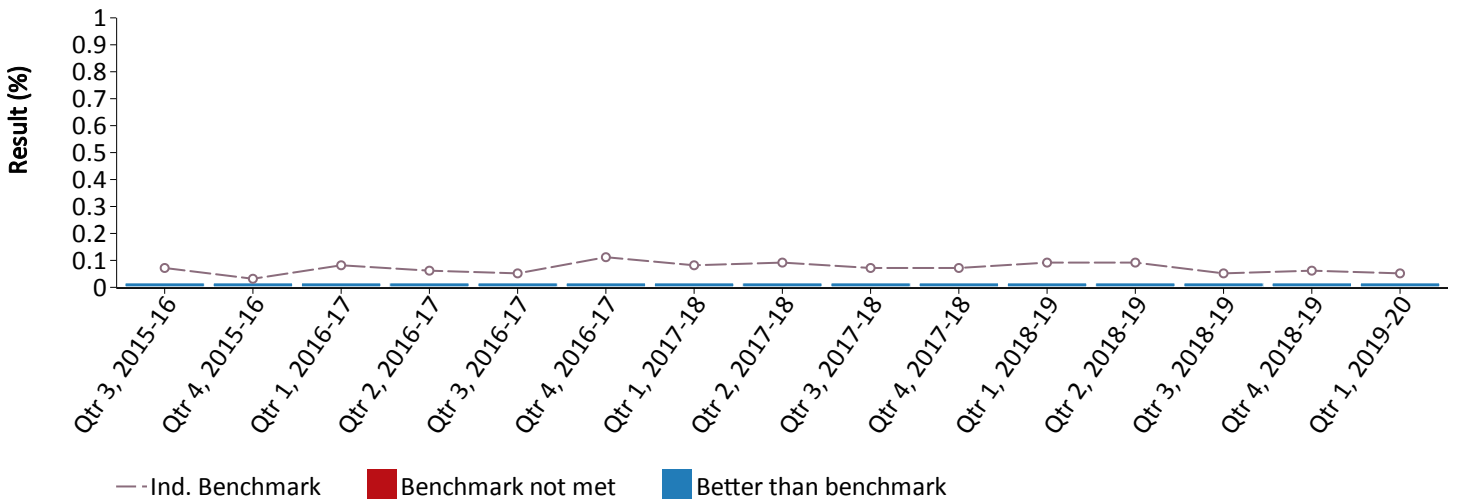


Total number of services: 26

- Peers' Results
- EEC's result: 0.00
- Minimum: 0.00
- Mean: 0.05
- Maximum: 0.35

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.05	0.35	0.00

Trend

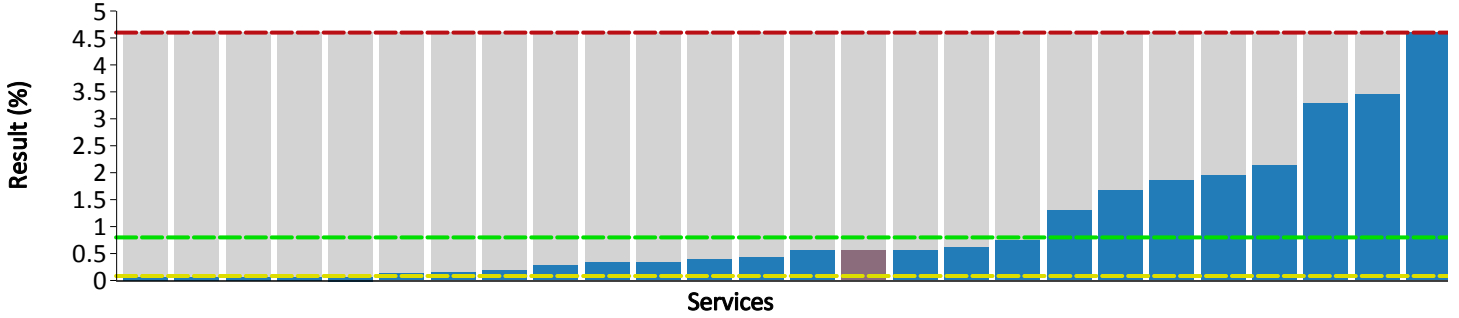


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	0.07	0.03	0.08	0.06	0.05	0.11	0.08	0.09
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.07	0.07	0.09	0.09	0.05	0.06	0.05	
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

1.1.4.10 Bowel Preparation Inadequacy

Bowel Preparation Inadequacy is defined as the total number of patients undergoing gastroenterological procedures with inadequate bowel preparation causing difficulty in fully viewing the bowel during full colonoscopy to effectively perform the gastroenterological procedure, expressed as a percentage of the total number of patients undergoing planned full colonoscopy.

Benchmark

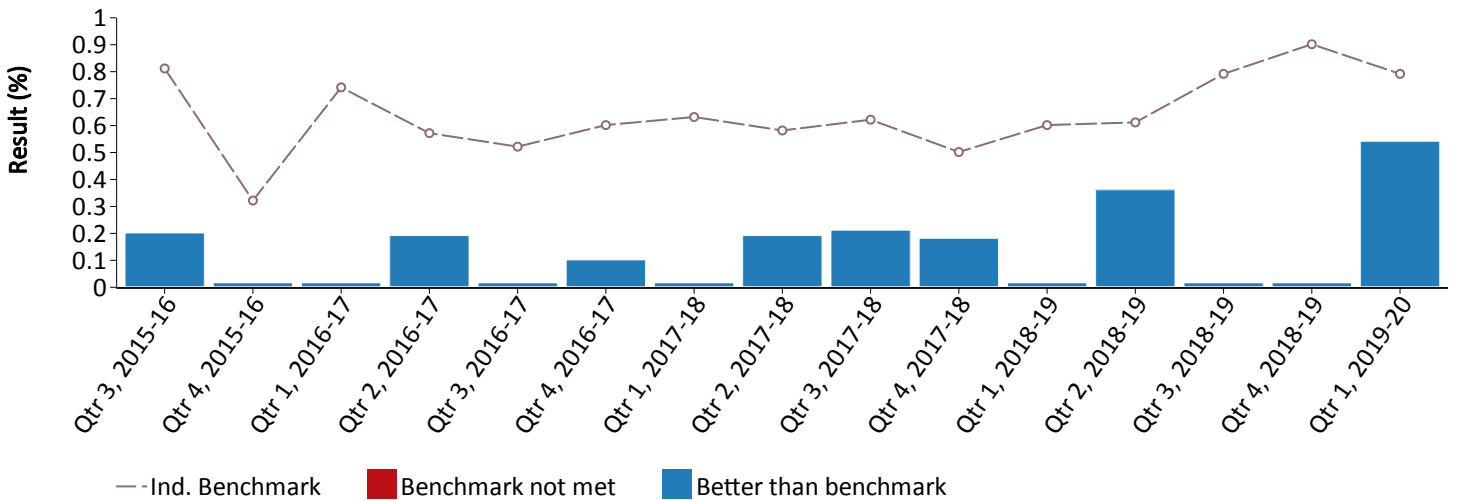


Total number of services: 26

- Peers' Results
- EEC's result: 0.54
- - Minimum: 0.00
- - Mean: 0.79
- - Maximum: 4.59

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.79	4.59	0.54

Trend

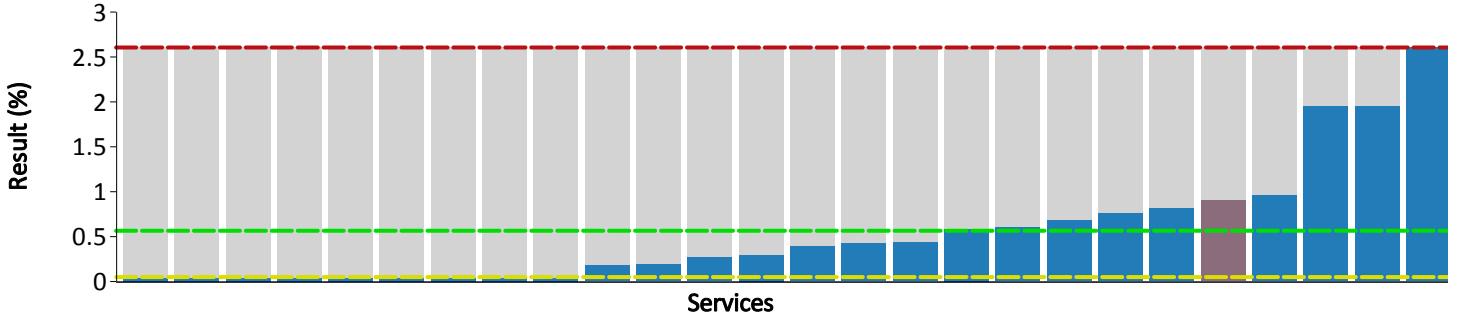


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	0.81	0.32	0.74	0.57	0.52	0.60	0.63	0.58
Result	0.20	0.00	0.00	0.19	0.00	0.10	0.00	0.19
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.62	0.50	0.60	0.61	0.79	0.90	0.79	
Result	0.21	0.18	0.00	0.36	0.00	0.00	0.54	

1.1.4.11 Failure to Reach the Caecum

Failure to Reach the Caecum is defined as the total number of patients where the caecum was not viewed due to failure in reaching this part of the colon whilst undergoing planned full colonoscopy, expressed as a percentage of the total number of patients undergoing planned full colonoscopic procedures.

Benchmark

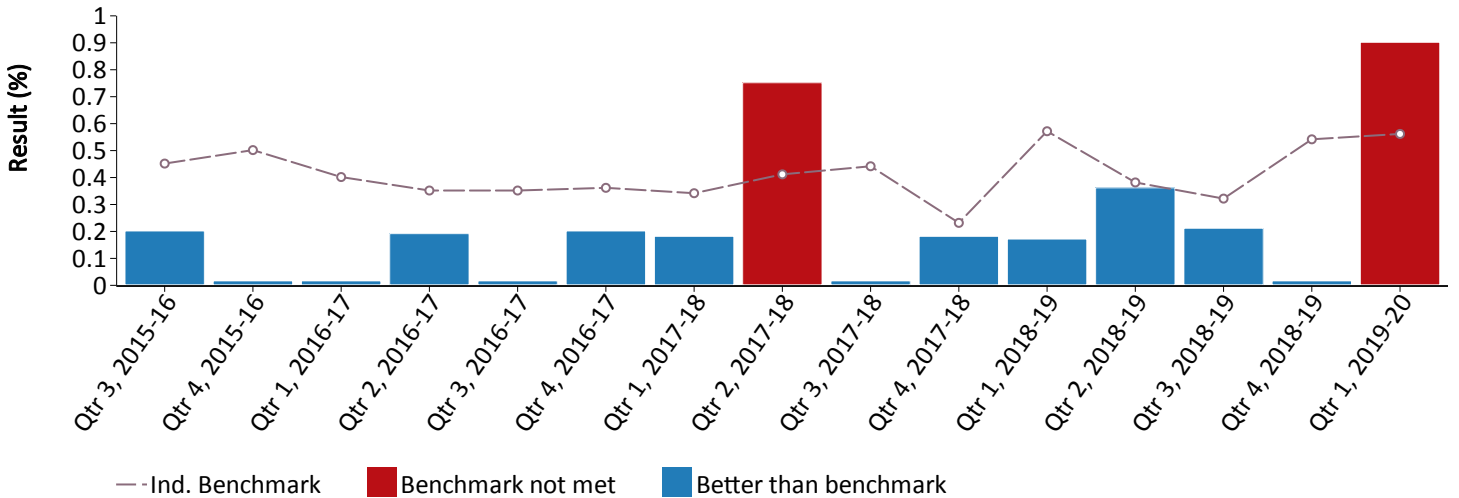


Total number of services: 26

- Peers' Results
- EEC's result: 0.90
- - Minimum: 0.00
- - Mean: 0.56
- - Maximum: 2.60

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.56	2.60	0.90

Trend

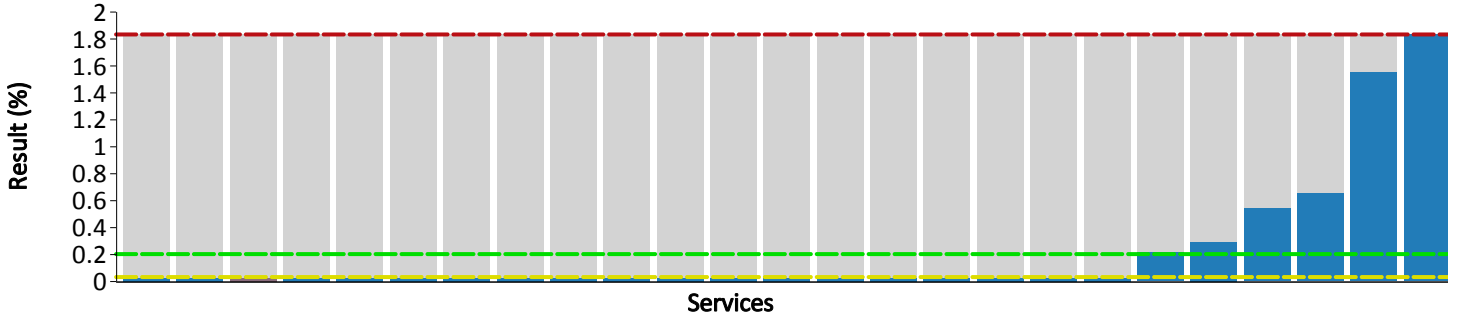


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	0.45	0.50	0.40	0.35	0.35	0.36	0.34	0.41
Result	0.20	0.00	0.00	0.19	0.00	0.20	0.18	0.75
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.44	0.23	0.57	0.38	0.32	0.54	0.56	
Result	0.00	0.18	0.17	0.36	0.21	0.00	0.90	

1.1.4.12 Post Polypectomy Bleed

Post Polypectomy Bleed is defined as the total number of patients suffering a post-polypectomy bleed noted during the procedure or recovery time, expressed as a percentage of the total number of patients undergoing colonoscopic procedures with polypectomy.

Benchmark

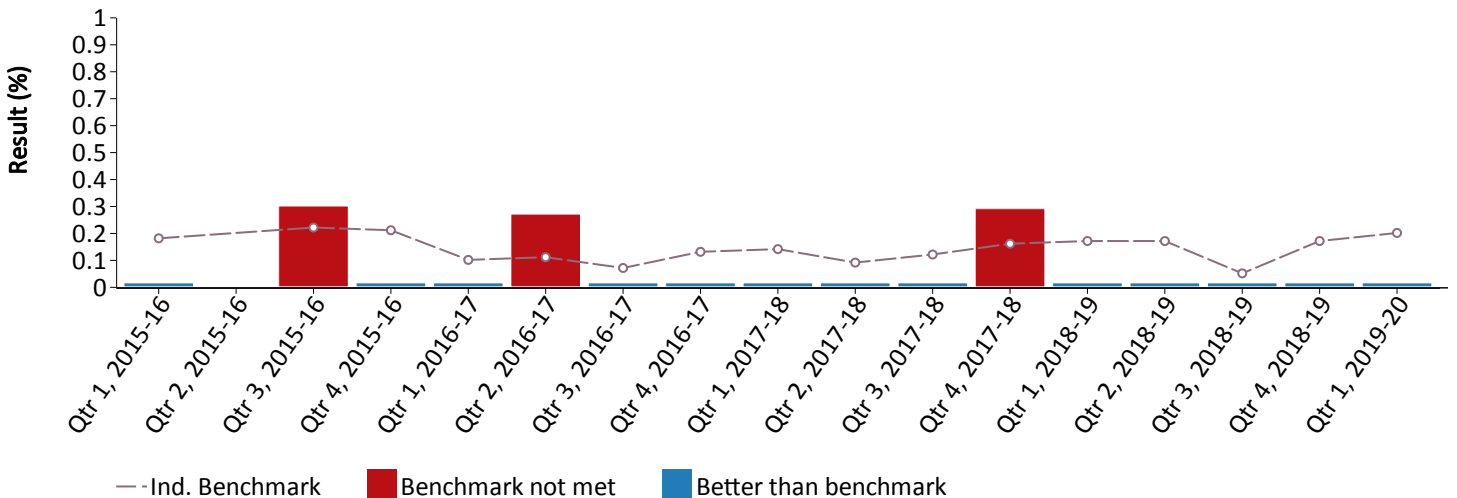


Total number of services: 25

- Peers' Results
- EEC's result: 0.00
- Minimum: 0.00
- Mean: 0.20
- Maximum: 1.83

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.20	1.83	0.00

Trend

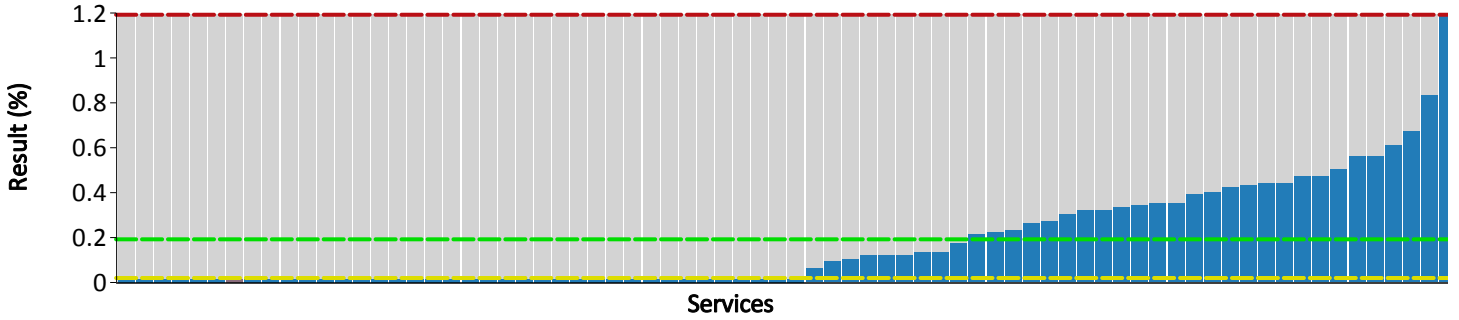


	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18
Ind. BM	0.18	N/A	0.22	0.21	0.10	0.11	0.07	0.13	0.14
Result	0.00	N/A	0.30	0.00	0.00	0.27	0.00	0.00	0.00
	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.09	0.12	0.16	0.17	0.17	0.05	0.17	0.20	
Result	0.00	0.00	0.29	0.00	0.00	0.00	0.00	0.00	

1.5.01 Patient Incidents & Near Misses

Patient Incidents & Near Misses are defined as the total number of patient incidents and near misses, i.e. those that do not result in unintended harm e.g. medication error resulting in no harm, slip or falls resulting in no injury, potential accident, lack of consent, blood product near miss resulting in no harm or injury, expressed as a percentage of the total number of patients admitted.

Benchmark

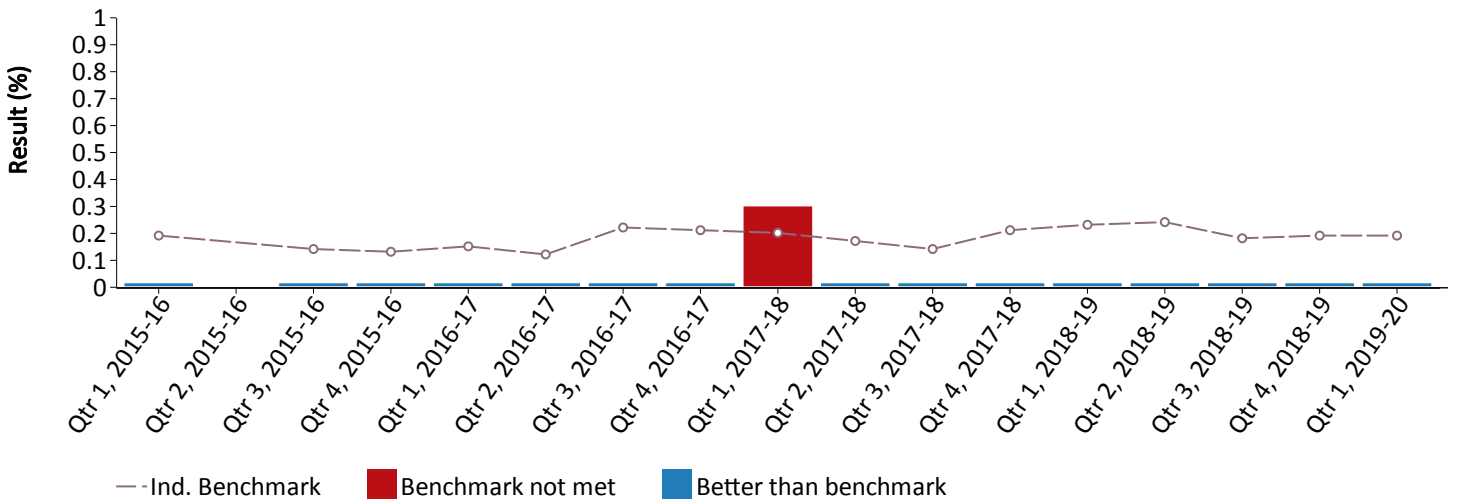


Total number of services: 74

- Peers' Results
- EEC's result: 0.00
- - Minimum: 0.00
- - Mean: 0.19
- - Maximum: 1.19

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.19	1.19	0.00

Trend

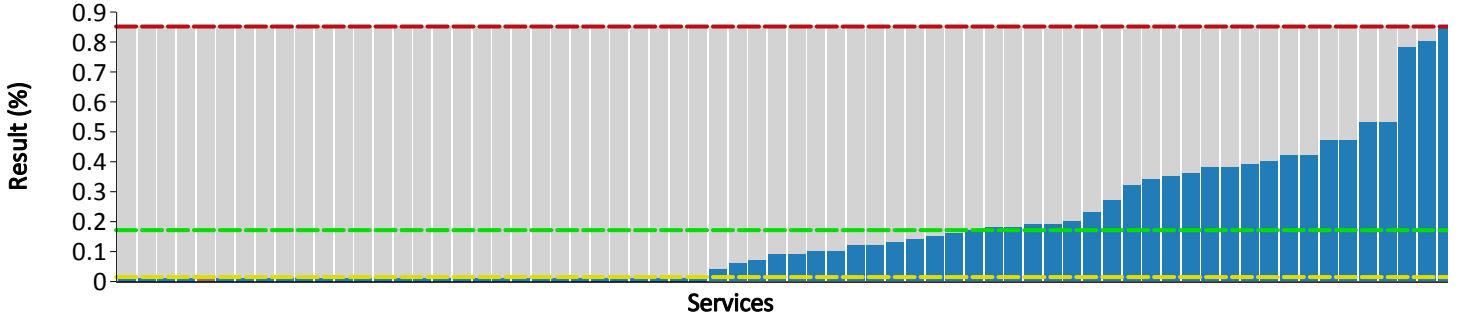


	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18
Ind. BM	0.19	N/A	0.14	0.13	0.15	0.12	0.22	0.21	0.20
Result	0.00	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.30
	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.17	0.14	0.21	0.23	0.24	0.18	0.19	0.19	
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

1.5.0.2 Patient Adverse Events

Patient Adverse Events are defined as the total number of patient adverse events occurring, expressed as a percentage of the total number of patients admitted. An adverse event is an incident in which unintended harm resulted to a person receiving health care. E.g. skin tears, pressure injury, return to theatre, haemorrhage, aspiration, other complications.

Benchmark

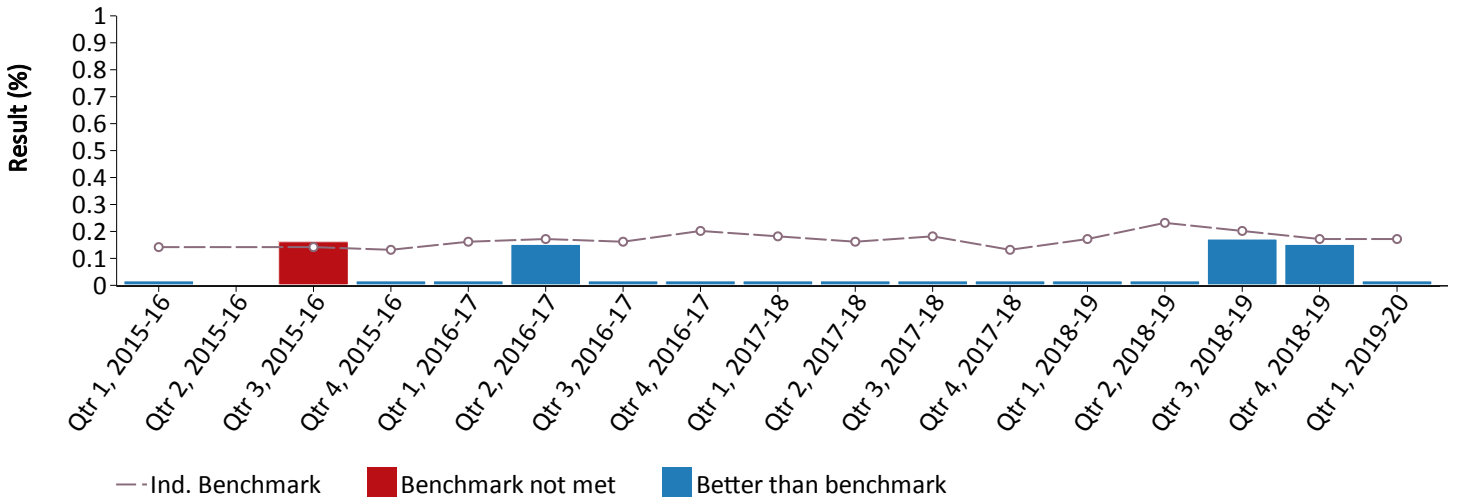


Total number of services: 68

- Peers' Results
- EEC's result: 0.00
- Minimum: 0.00
- Mean: 0.17
- Maximum: 0.85

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.17	0.85	0.00

Trend

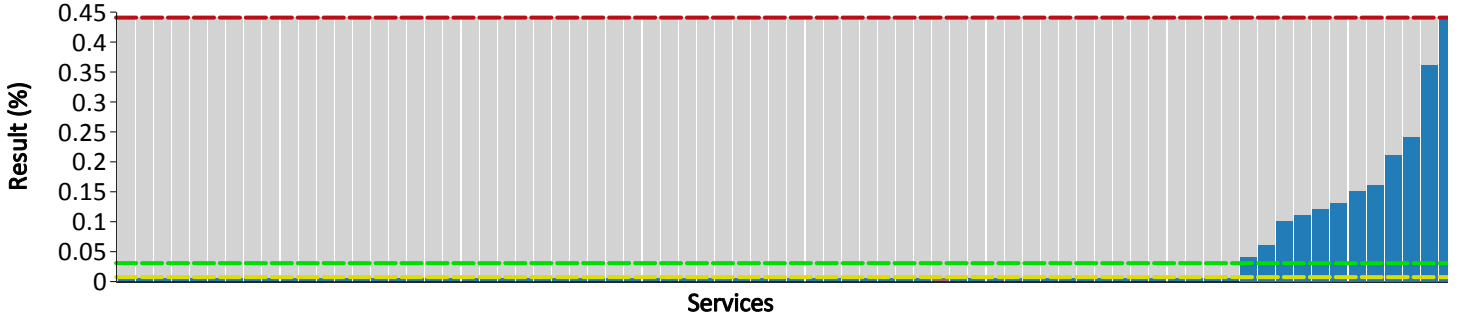


	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18
Ind. BM	0.14	N/A	0.14	0.13	0.16	0.17	0.16	0.20	0.18
Result	0.00	N/A	0.16	0.00	0.00	0.15	0.00	0.00	0.00
	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.16	0.18	0.13	0.17	0.23	0.20	0.17	0.17	
Result	0.00	0.00	0.00	0.00	0.00	0.17	0.15	0.00	

1.5.1.2 Medication Errors

Medication Errors are defined as the total number of medication errors, expressed as a percentage of the total number of patients admitted. A Medication error is described as errors in prescribing, dispensing, or administering medication.

Benchmark

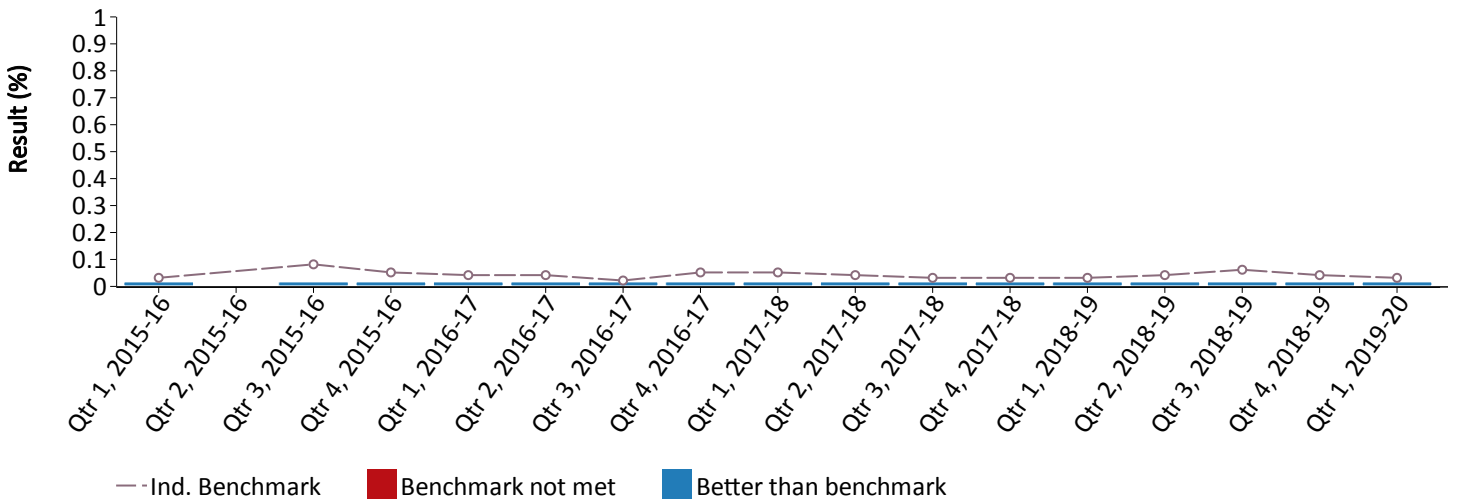


Total number of services: 74

- Peers' Results
- EEC's result: 0.00
- Minimum: 0.00
- Mean: 0.03
- Maximum: 0.44

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.03	0.44	0.00

Trend

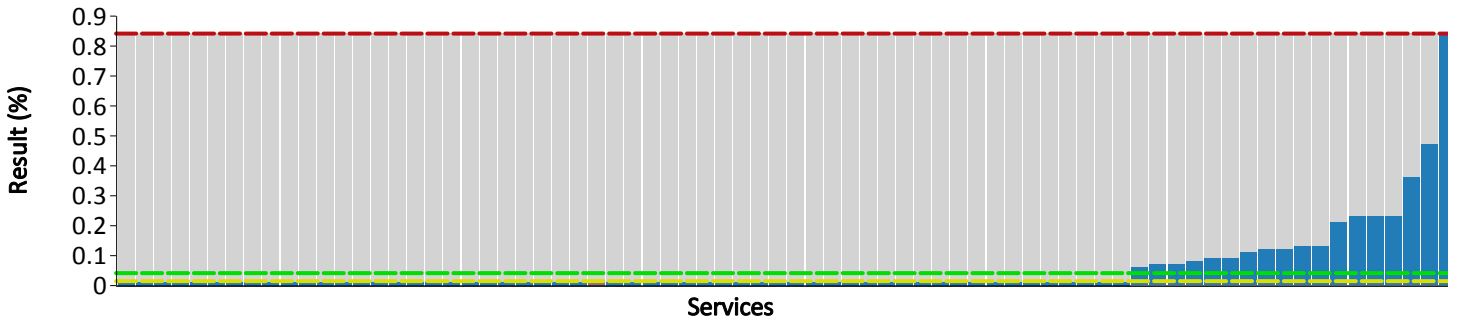


	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18
Ind. BM	0.03	N/A	0.08	0.05	0.04	0.04	0.02	0.05	0.05
Result	0.00	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Q2 17-18	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.04	0.03	0.03	0.03	0.04	0.06	0.04	0.03	
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

2.1.3.2 Written Complaints

Written Complaints are defined as the total number of written complaints received from patients and relatives, expressed as a percentage of the total number of patients admitted.

Benchmark

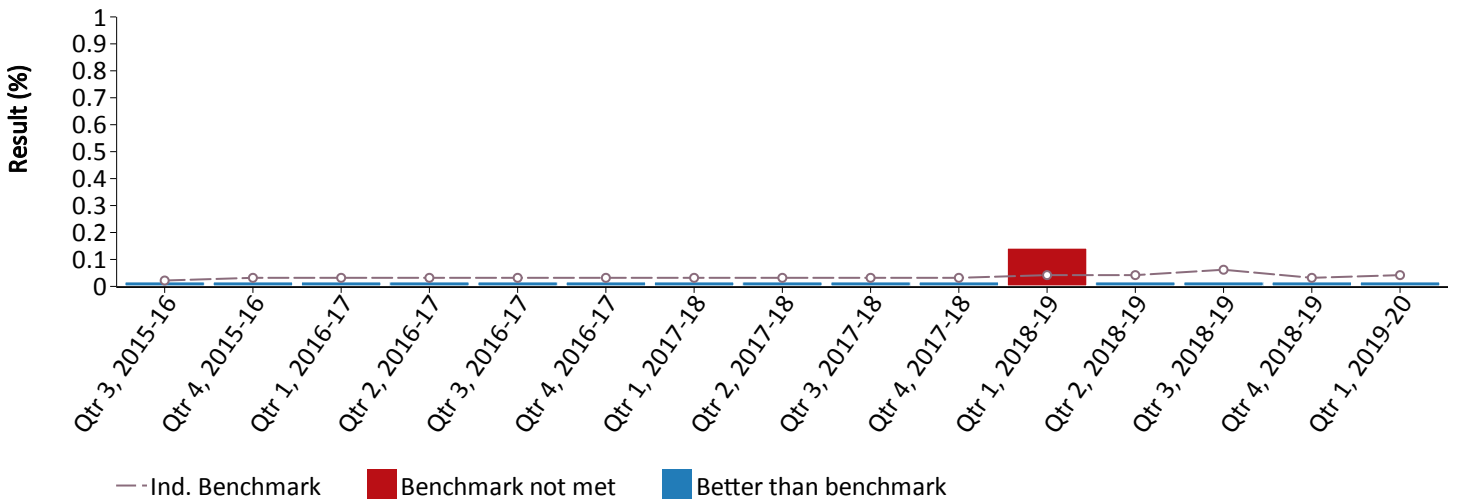


Total number of services: 74

- Peers' Results
- EEC's result: 0.00
- Minimum: 0.00
- Mean: 0.04
- - Maximum: 0.84

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.04	0.84	0.00

Trend

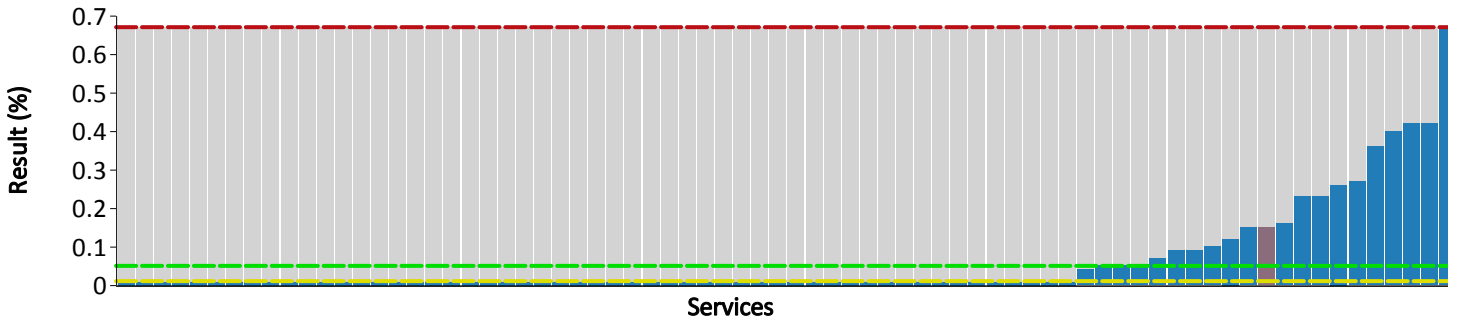


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.03	0.03	0.04	0.04	0.06	0.03	0.04	
Result	0.00	0.00	0.14	0.00	0.00	0.00	0.00	

2.1.3.7 Verbal Complaints

Verbal Complaints are defined as the total number of verbal complaints received from patients and relatives, expressed as a percentage of the total number of patients admitted.

Benchmark

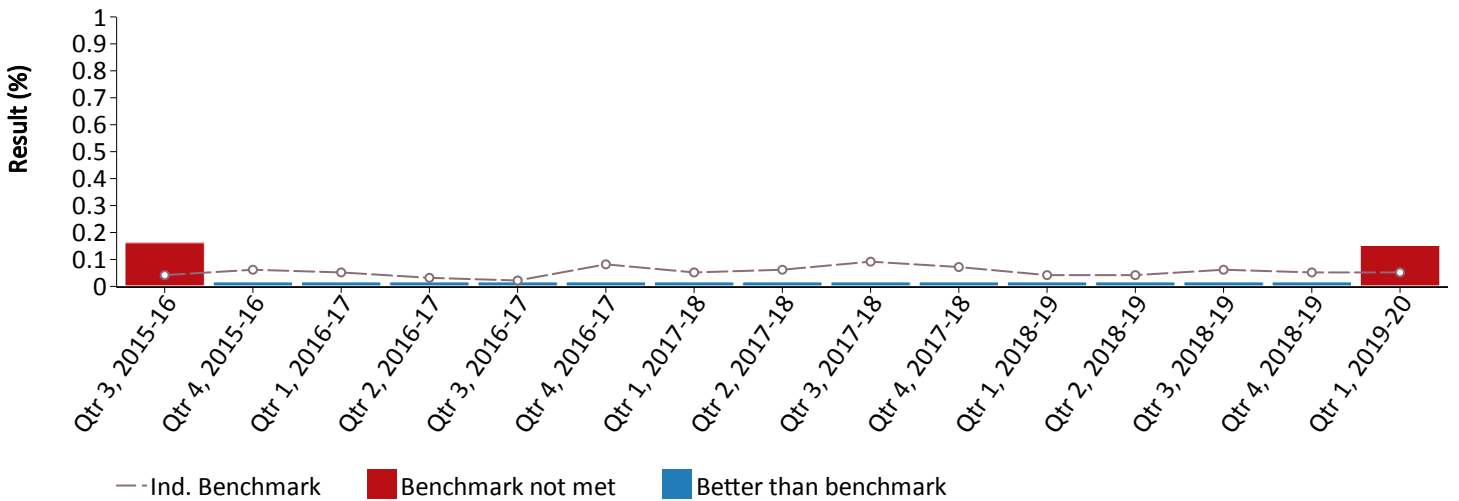


Total number of services: 74

- Peers' Results
- EEC's result: 0.15
- Minimum: 0.00
- Mean: 0.05
- - Maximum: 0.67

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	0.00	0.05	0.67	0.15

Trend

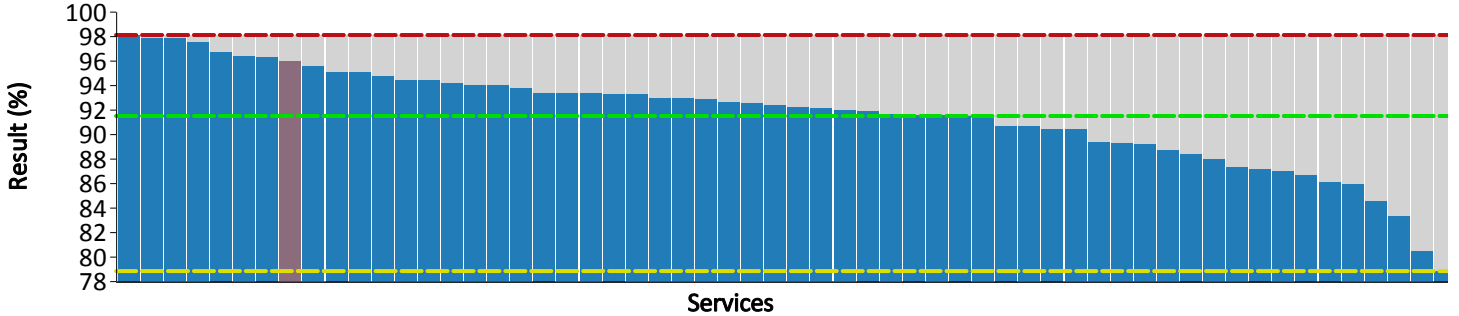


	Q3 15-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Q1 17-18	Q2 17-18
Ind. BM	0.04	0.06	0.05	0.03	0.02	0.08	0.05	0.06
Result	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Q3 17-18	Q4 17-18	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	Q1 19-20	
Ind. BM	0.09	0.07	0.04	0.04	0.06	0.05	0.05	
Result	0.00	0.00	0.00	0.00	0.00	0.00	0.15	

2.2.0.2 Clinician Satisfaction Index

The Clinician Satisfaction Index is defined as the average percentage score, rating the level of satisfaction with the care and services provided by the day hospital determined by the clinicians.

Benchmark

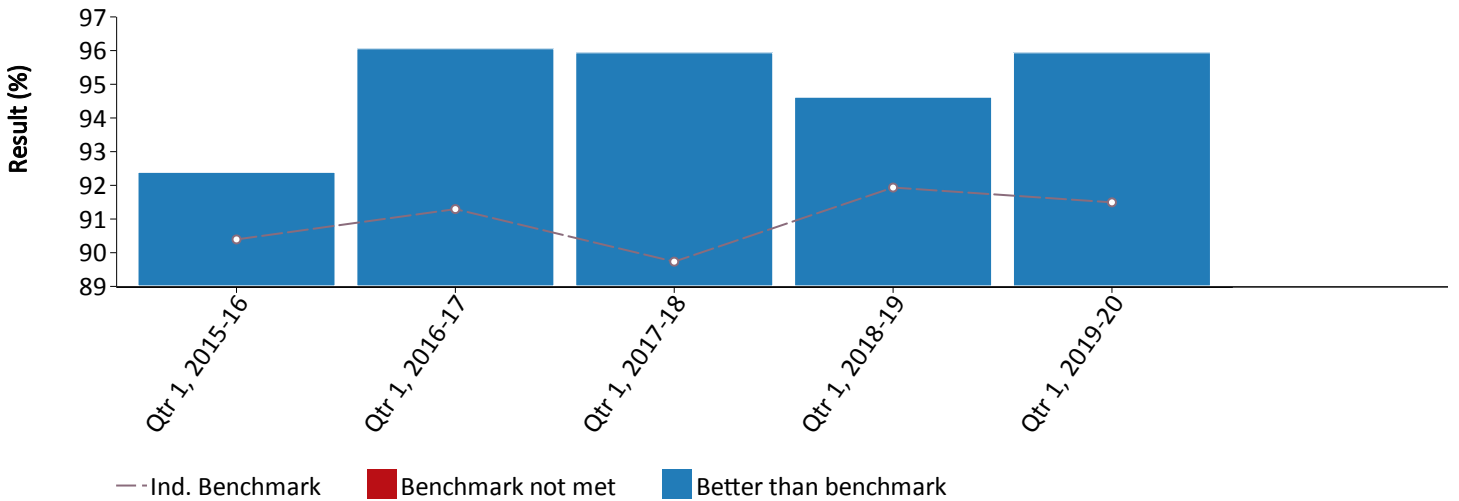


Total number of services: 58

- Peers' Results
- EEC's result: 95.92
- - Minimum: 78.82
- - Mean: 91.48
- - Maximum: 98.09

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	78.82	91.48	98.09	95.92

Trend

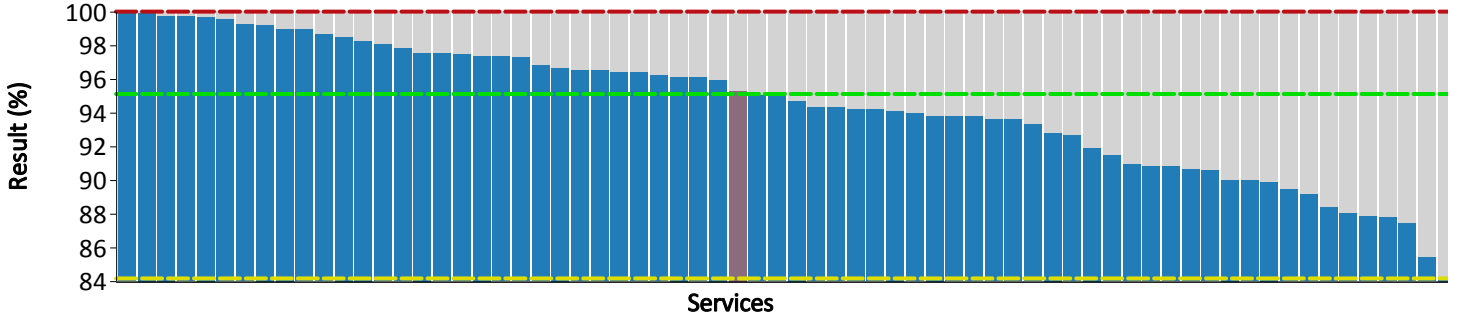


	Q1 15-16	Q1 16-17	Q1 17-18	Q1 18-19	Q1 19-20
Ind. BM	90.38	91.28	89.72	91.92	91.48
Result	92.37	96.04	95.92	94.60	95.92

3.2.4.1 Staff Competency - Fire & Emergency Skills

The Staff Competency - Fire & Emergency Skills result is the average aggregated percentage score for all staff knowledge competency assessments undertaken, and measures staff knowledge of fire and emergency procedures.

Benchmark

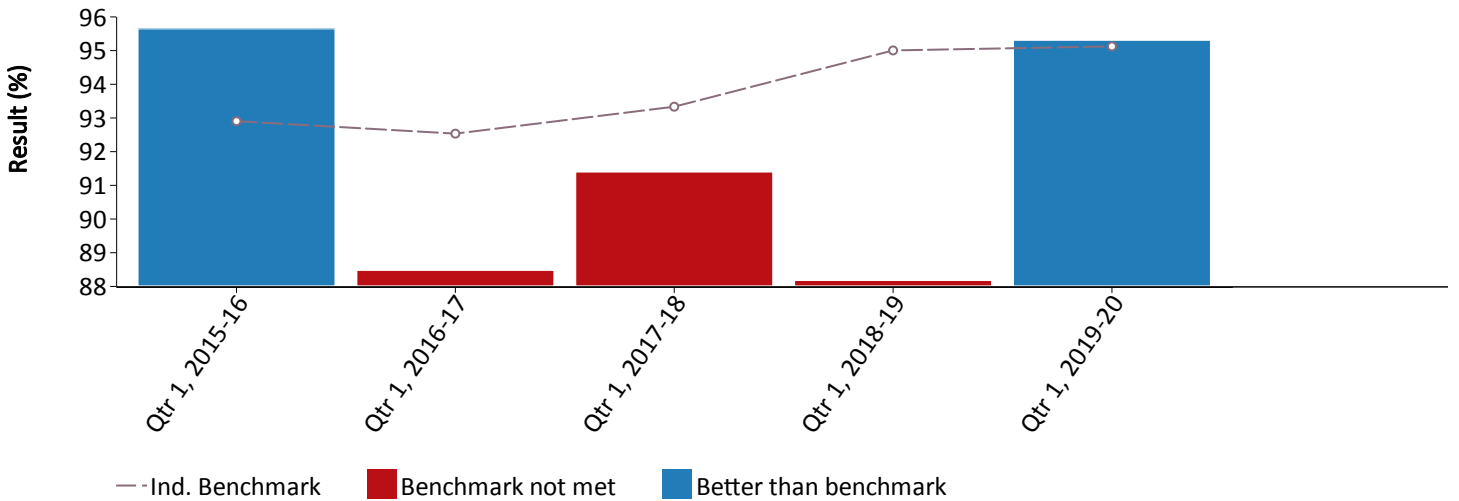


Total number of services: 68

- Peers' Results
- EEC's result: 95.29
- - Minimum: 84.16
- - Mean: 95.11
- - Maximum: 100.00

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	84.16	95.11	100.00	95.29

Trend



	Q1 15-16	Q1 16-17	Q1 17-18	Q1 18-19	Q1 19-20
Ind. BM	92.89	92.52	93.32	94.99	95.11
Result	95.63	88.46	91.38	88.16	95.29

