

Measuring whole system performance

Trust Board	Item: 12
Date: 11th July 2018	Enclosure: H
Purpose of the Report: To propose to the Board that a set of whole system metrics is developed.	
For: Information <input type="checkbox"/> Assurance <input checked="" type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input checked="" type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	
Legal / Regulatory / Reputation Implications:	
Link to Relevant CQC Domain: Safe <input type="checkbox"/> Effective <input type="checkbox"/> Caring <input type="checkbox"/> Responsive <input type="checkbox"/> Well Led <input checked="" type="checkbox"/>	
Link to Relevant Corporate Objective:	
Document Previously Considered By:	EMC 4 th July 2018
Recommendations: The Board is asked to consider if the proposal would result in a useful addition to routine reporting and assist in reflecting upon and achieving improvements across the system	

Measuring whole system performance

1. Context

The Board has considered on a number of occasions the importance and complications of whole system working at a borough, Local Transformation Board and SW London level. There is some evidence that systems that have been most successful in delivering integrated services have been supported by a common set of whole system KPIs.

2. Proposal

It is proposed that a suite of whole systems KPIs is developed which the Board should monitor and encourage individual partners to consider as well. In the first instance it is proposed to work these up with partners in Kingston and then evaluate and discuss with other boroughs. Initially the focus is likely to be on indicators for which data is readily available.

3. Principles for whole system reporting:

1. It would not be conflated with individual or trust reporting
2. The data should be accurate and with a clear time sequence especially if it runs later than the routine organisation reporting
3. Reports should be constructed around the issues where the principals can identify and plan action.
4. Identifies that it has a legitimate whole system responsibility
5. The patients for whom the Board feels responsibility will benefit from the whole system effort
6. The Board can identify the activities/actions which will contribute to the whole system improvement

4. Possible areas for KPI

- a. Maintenance of cancer standards
Examples could include % of inappropriate referrals as outcomes through triage of 2 week wait by CCG (to release capacity for appropriate referrals)
- b. Reduction in 18 week waits
Initially examples could include the number of agreed redesigned pathways to reduce follow ups by CCG. Pathway specific measures could then be added following redesign e.g. % of patients on anti-coagulation managed at home.
- c. Improvement in emergency flow and achievement of four hour wait target
Examples could include % of stranded and super stranded patients in acute and community beds and % of patients discharged from acute beds to their own home

6. Recommendation

The Board is asked to consider if the proposal would result in a useful addition to routine reporting and assist in reflecting upon and achieving improvements across the system