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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	22 August 2019	Agenda Item	4.4
Report Title	Ward Dashboard incorporating Ward To Board		
Report Author	Lee Morgan, Head of Information Services		
Report Sponsor	Gareth Howells, Director of Nursing and Patient Experience and Cathy Dowling, Deputy Director of Nursing and Patient Experience		
Presented by	Lee Morgan, Head of Information Services		
Freedom of Information	Open		
Purpose of the Report	The Purpose of this report is to update the Quality and Safety Committee on the Ward Dashboard development and deployment across Swansea Bay UHB.		
Key Issues	<ul style="list-style-type: none"> • The Kings Fund – From Ward to Board report (2009) identified that Clinical dashboards or scorecards, which capture data in a colour-coded table format, are a better source of clinical information to support robust quality and safety assurance. • Internal and external reports have identified the need for the Health Board to develop a robust ward to board data matrix • Progress on development of the dashboard has previously been reported to quality and safety committee. • Good progress has continued to develop further sections of the ward to board area of the ward dashboard and a core set of and safety matrix indicators The Ward Dashboard has been deployed with training across all Swansea Bay Hospitals and received positively • Each ward sister/charge nurse now have accurate proactive data on “how they are doing” against a number of key standard quality and safety indicators. • The dashboard is also ready to be used as part of the ward to board assurance programmes to support robust data intelligence for review teams assurance visits • The dashboard contains key quality and safety matrix devised from validated data sources. This has improved the reliability and consistency of reporting from ward to board – the golden thread. 		

	<ul style="list-style-type: none"> • The dashboard is key to monitoring health board wide quality and safety outcomes and identification of proactive hotspot areas that require support or intervention. • The quality and safety section of the dashboard will be used as part of the Service Delivery Units quality and safety committees and reports to quality and safety forum. • The dashboard will continue to be developed and enhanced with additional quality and safety metrics • The dashboard is a key enabler to the effective monitoring of the Health Board quality assurance framework. 			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the progress of the development of the quality and safety section of the ward to board dashboard. • Note the positive improvement in how the dashboard will be used to enhance board wide quality assurance. 			

Ward Dashboard

1. INTRODUCTION

The Purpose of this report is to update the Quality and Safety Committee on the progress of the quality and safety section of the Ward Dashboard since it's pilot launch in Neath Port Talbot Service Delivery Unit (NPT SDU).

2. BACKGROUND

The Ward Dashboard was initially piloted on five wards during June 2018 in NPT SDU. An update of the pilot was presented to the Quality & Safety Committee and Nursing & Midwifery Board in August 2018. Following on from the success of the initial pilot, a full rollout programme across the Health Board was established along with a range of further indicators added to the Ward To Board agreed and taken forward by the Ward To Board Task and Finish Group.

Development of Additional Indicators

During the initial pilot a number of key quality and safety indicators had been developed and published in the Ward to Board section and were available for use in NPT SDU.

- Older Persons Standards (including Patient / Carer Involvement, Continence and End of Life Indicators)
- Inpatient Falls
- Hospital & Community Acquired Pressure Ulcers.

Over the forthcoming months further key quality and safety indicators relating to Medicines, Safer Staffing, Infections, Safeguarding and Patient Experiences have also been developed, the detail of which is identified below:

- Medicines – Medicine Incident Data retrieved from the DATIX incident managements system (DATIX) relating to Tier 1 Medication/Biologics/Fluids
- Safer Staffing – Data relating to Swansea Bay Staffing Act incidents and also WG Staffing Act Incidents, retrieved from DATIX.
- Infection Control Incidents that are Tier 1 related, sourced from DATIX
- Safeguarding indicators relating to children, Incidents of Children on Adult Wards, DOLS Breaches and POVA complaints
- Patient Experience, which include Surveys (from Family and Friends Test), Never Events, Serious Incidents, Risks, Complaints and Nursing Indicators (Dignity, Pain and Nutrition).

Whilst many of the indicators currently reported are acquired from DATIX, there will be further enhancements in these areas when routine data is available in a systematic and automated way into the Health Boards Data Warehouse to enhance where appropriate (for example ICNet for Infection Control Data).

Ward Dashboard Rollout Programme

A series of workshops and engagement sessions were held with the relevant Service Delivery Units which included senior matrons, nurses and also senior management colleagues. The purpose of these session was to highlight the expected benefits available once adopted. These include:

- Senior managers and Matrons will have up to date ward information in a timely manner.
- User friendly interactive toolkit allowing staff to view indicators that include
 - Key quality and safety indicators relevant to their wards
 - Patients admitted
 - Available beds
 - Occupancy rates
 - Planned admissions
 - Patients with and estimated date of discharge recorded
 - Discharge Summary completeness
 - Average length of stay
- The usage of the dashboard is monitored by the informatics team and regular reports fed back to the senior triumvirate.

Ward to Board Assurance – The Golden Thread

The Kings Fund – From Ward to Board (2009) identified that Clinical dashboards or scorecards, which capture data in a colour-coded table format, are a better source of clinical information. Used properly, scorecards enable boards to see at a glance those clinical indicators where performance is below target and thus warrants attention

Each ward sister/Charge nurse now has robust, validated data on a number of key standardised quality and safety indicators. This enables them to monitor how they are doing and act proactively if they identify any areas of deterioration.

Across the Health Board, the dashboard is viewed by matrons through to the Service delivery Unit triumvirates. This has improved visibility of quality and safety indicators and identification of board wide areas of good practice and hotspot areas.

3. GOVERNANCE AND RISK ISSUES

The Ward Dashboard supports the governance framework by providing a secondary reporting system to support timely access to data for decision making. The associated risk is the non-use of the dashboard.

4. FINANCIAL IMPLICATIONS

None

5. RECOMMENDATION

It is recommended that the Quality and Safety Committee:

- Note the progress of the Ward Dashboard development and deployment discussed in this report.

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
The Ward Dashboard provides information to enhance quality, safety and patient experience.		
Financial Implications		
None		
Legal Implications (including equality and diversity assessment)		
None		
Staffing Implications		
None		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The Ward Dashboard promotes the following elements of the Well-being for Future Generations (Wales) Act 2015:		
<ul style="list-style-type: none"> Working together better 		
Report History		
Appendices		