



Quality improvement software for health and social care



1

**Enabling effective
improvement at any scale**

2

**Scale and speed
of adoption**

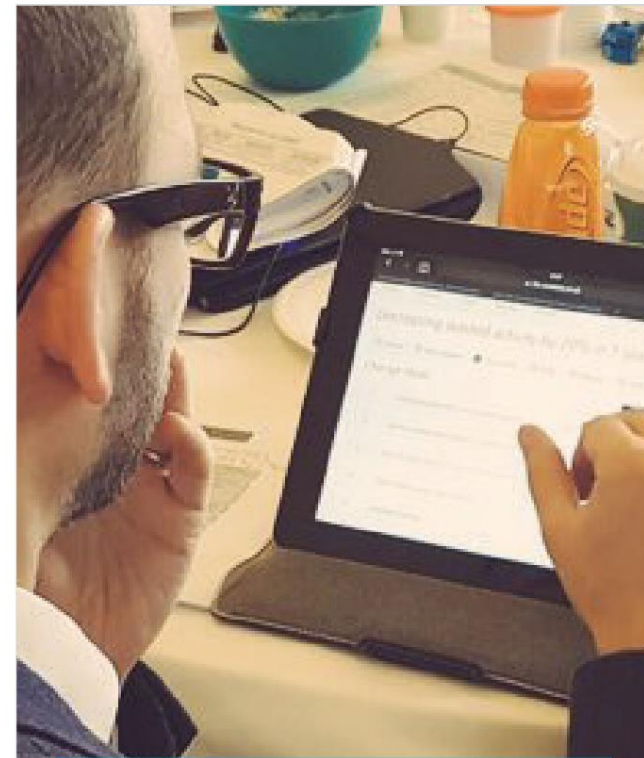
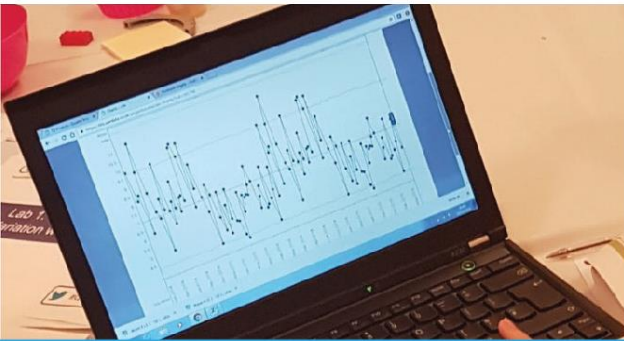
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**Integrated global
knowledge base**

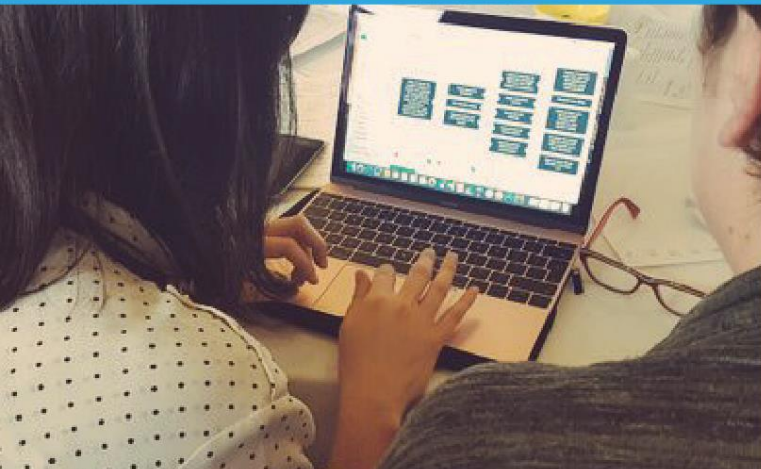


**Enabling effective
improvement at any scale**

① Enabling effective improvement at any scale



- ✓ Primary Care Practices
- ✓ Acute Trusts
- ✓ Mental Health Trusts
- ✓ Ambulance Trusts
- ✓ AHSNs
- ✓ CCGs
- ✓ Care Homes
- ✓ Councils



2,000+
active projects
in the UK

Everything you need!

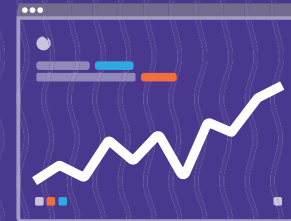
Life QI is the collaboration platform for people working to improve health and social care.



**Driver
Diagrams**



PDSA Cycles



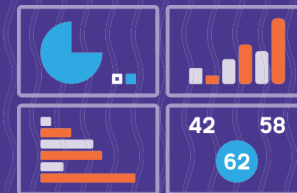
**SPC
Charts**



Programmes



**Share &
Collaborate**



Reporting

Enabling effective improvement at any scale

Hospital Board Scorecard

KEY MONITOR, NATIONAL, PARTNER AND LOCAL TARGETS	2009/10 Target	2008/09 Actual	2009/10 Q3	2009/10 Q4	Trend Q3-Q4	Comment
Monitor Targets						
Annual number of MRSA bloodstream infections reported	0	0	0	0	⇒	
Reduction in C. Diff	0	0	0	0	⇒	
CPA inpatient discharges followed up within 7 days (face to face and telephone)	95.0%	99.5%	99.0%	99.1%	⇒	
Patients occupying beds with delayed transfer of care	7.5%	3.5%	1.8%	1.8%	⇒	CQC Indicator definition covers only April-Aug 2009
Admissions made via Crisis Resolution Teams (end of period)	90.0%	98.3%	99.0%	96.7%	↓	
Number of Crisis Resolution Teams	7.1	7.3	7.3	7.3	⇒	
Other National/CQC Targets						
Completeness of Ethnicity Coding – PART ONE. Inpatient in MHMDS (Year to date)	85%	98.1%	97.3%	97.3%	⇒	Local target 95%.
Completeness of Mental Health Minimum data set – PART ONE (As per 2008/9)	99%	97.6% Underachieved	99.4%	99.4%	⇒	Target assumed 96% as per CQC threshold 2008/9. MONITOR have confirmed 99% threshold for 2010/11 for this indicator.
Completeness of Mental Health Minimum data set – PART TWO (New – confirmed 22/12/2009)	TBA	Not Used	45.0%	45.0%	⇒	No threshold set by CQC or MONITOR for 2009/10 therefore cannot assess compliance.
Patterns of Care – assignment of Care Co-ordinator within Mental Health Minimum data set	80%	99.6%	93.2%	93.2%	⇒	
CAMHS - National Priorities - Six targets graded 1 (lowest) to 4 (best)	24	22	22	24	↑	Maximum Score 24
Annual Staff Survey (Job Satisfaction)	Benchmarked	Satisfactory	N/A	TBC		Survey based - Annual, threshold not available yet
Patient Survey	Benchmarked	Below Average	N/A	TBC		As above
Drug Misusers in effective Treatment	90.0%	95.5%	92.9%	92.9%	⇒	
Access to healthcare for people with a learning disability – report compliance to CQC	Yes	Not Used	N/A	Yes		
Best practice in mental health services for people with a learning disability – Green Light Toolkit Score	48	40/48 Underachieved	42	46	↑	Max Score 48
Maximum waiting time of four hours in A&E from arrival to admission, transfer or discharge	98.0%	97.5%	98.3%	98.3%	⇒	Partner target for acute trusts. This will be excluded from future reports.
PCT Contract and Mandatory Targets						
Number of Early Intervention Services Teams	3	3	3	3	⇒	
Early Intervention Services Caseload	511	569	534	544	↑	
Newly diagnosed cases of first episode psychosis receiving Early intervention Services	176	243	199	248	↑	
Number of patients receiving Adult Crisis Resolution Services (Episodes for Year to date)	2280	2,348	1874	2552	↑	
Specialist Additions – % of discharges retained 12 weeks or more	85.0%	96.1%	92.9%	92.9%	⇒	
Specialist Additions - Number of drug misusers in treatment (snapshot at period end)	678	710	780	776	↓	
CAMHS Service protocols	12	12	12	12	⇒	Maximum Score 12
Mixed Sex accommodation breaches	0	0	0	1	↑	Reported as required to PCTs, no penalties or compliance issues.
Patient Experience - Community						
Assessment within 28 days of referral	95%	Not Used	88.2%	92.6%	↑	Local target of 95%
CPA patients - care plans in date	95%	93.1%	93.3%	94.2%	⇒	
Patient Experience - Inpatients						
Adult Acute Inpatient Bed Occupancy Year to Date (excluding home leave)	95%	95.3%	96.3%	97.3%	↓	See graphs overleaf for more detail.
Information Governance/Assurance						
Information Governance Toolkit score	90.0%	87.0%	87.0%	90.9%	↑	Next assessment expected October 2010

Enabling effective improvement at any scale

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Three patients die on psychiatric ward

Three patients have died within 12 months on the same ward following warnings from unions about budget cuts

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This article is 6 years old

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Mark Gould

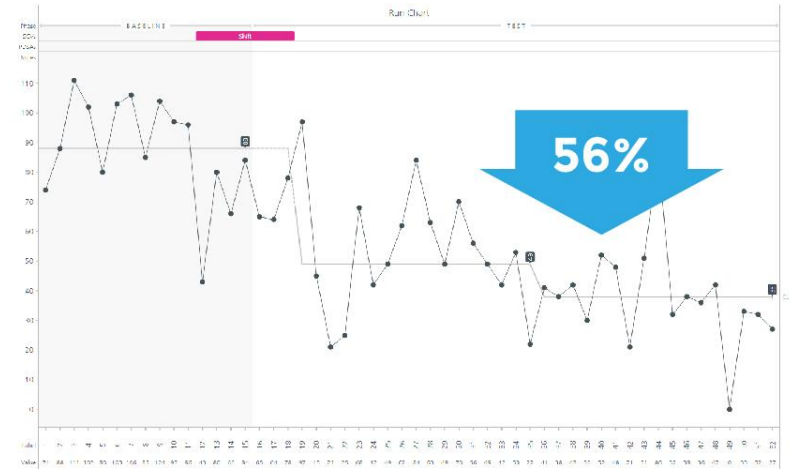
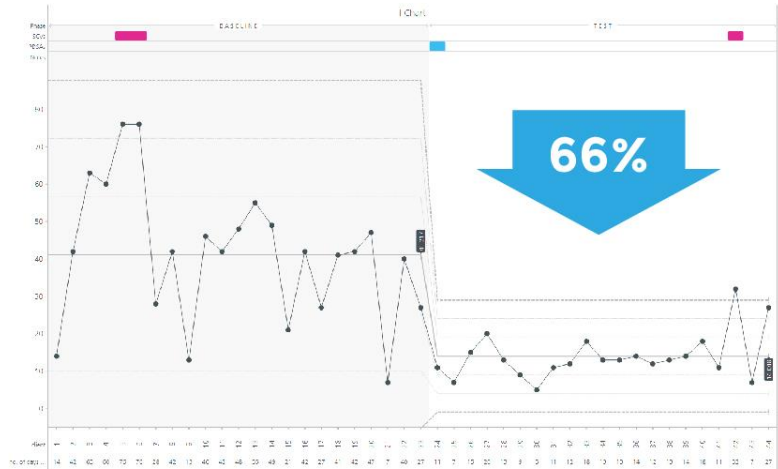
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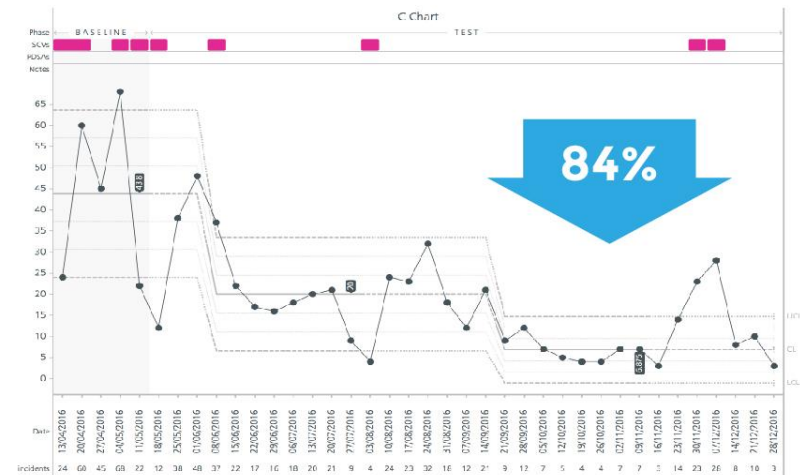


Enabling effective improvement at any scale

Time to complete Neuropsychological assessments



Incidents of physical violence





**Scale and speed
of adoption**

2 Scale and speed of adoption



Used in 24 countries

500+
Organisations

5,000+
Users

2,000+
Projects



**Integrated global
knowledge base**

3 Integrated global knowledge base

The AHSN Network

 Institute for
Healthcare
Improvement

 South of England Collaborative
**mental health quality and
patient safety improvement**





The Vision

NHS adoption

- ✓ Nationwide uptake
- ✓ 4000+ users
- ✓ Cross-organisation collaboratives

International spread

Multi-continent adoption
50,000+ users
Large-scale programmes

Global community

International collaboration
1,000,000+ users
A connected community

