

Mortality and Quality Service

WHAT IT DOES

The mortality and quality consultancy service provides assurance at board level and enables healthcare organisations to make evidence-based decisions on service transformation and improve patient outcomes.

In a financially challenging environment with ever-increasing demands and a multitude of different data to investigate, accountable officers need to understand where their patient safety issues are and what they need to do to improve.



THE SERVICE

- Regularly compares and tracks trends and themes for key patient safety metrics
- Benchmarks performance against a national and/or defined peer group to easily identify areas of variation
- Includes root cause analysis of specific areas of concern on quality
- Supports the learning from deaths process and local patient safety programmes

As the architects of the first nationally adopted mortality ratios, Dr Foster are the proven experts in quality improvement.

WHAT IT DELIVERS

The service provides a comprehensive series of reports, recommendations and action plans to improve quality.

Features of the service include:

- Bespoke consultancy with detailed benchmarking and interpretation of metrics across multiple models (HSMR, SHMI, crude rates, CUSUM, patient safety indicators)
- Insight into key cohorts and themes for further investigation, analysis and interpretation
- Support and training to upskill teams on coding quality and the impact on metrics and indicators
- Presentation at an appropriate trust-level forum; a monthly, quarterly or bi-annual report; additional analysis and interpretation tailored to your requirements



How United Lincolnshire Hospitals NHS Trust partnered with Dr Foster to reduce its mortality

United Lincolnshire Hospitals NHS Trust was showing a consistently higher than expected hospital standardised mortality ratio (HSMR), and the Keogh review in 2013 prompted a radical change in how the organisation approached its mortality metrics and coding quality. Several initiatives and a close partnership with Dr Foster have seen a successful reduction in mortality and vast improvement in coding practices across all clinical specialties.

An in-depth review by Dr Foster revealed significant disparities in coding across different sites and specialties, particularly in diagnosis groups and the language used to record notes. The trust, with the support of Dr Foster, set up clinical coding masterclasses to educate staff around correct coding and the impact it has on mortality ratios, income, and contracting.

“We’re in such a better position now, because we’re able to get down into the details and see what needs changing. It was really important to identify what we should be doing differently. We are now in the process of developing divisional reports so that we can understand the data in even more detail.”

Bernadine Gallen, Quality and Compliance Lead, United Lincolnshire Hospitals NHS Trust

BENEFITS

- ✔ Shines a light on and provides an earlier warning of patient safety issues
- ✔ Actionable insight delivered by the only recognised specialists in the field of mortality with support through the improvement journey
- ✔ Advice and guidance on responding to regulatory concerns and keeping up to date with policy developments in patient safety
- ✔ Best practice shared through the breadth and depth of our relationships across the NHS