Scottish Patient Safety Programme: lessons learnt in Scotland

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• 5 million people
• £12 billion
• 14 Health Boards
• 8 Support Boards
• Integrated delivery
• Moving towards social care integration
Public Finances

Fall in Government expenditure

£39 billion
Each stop on the Argyll line travelling East represents a drop of 1.7 years in male life expectancy

Males - 75.8y
Females - 83.1y

Life expectancy data refers to 2001-5 and was extracted from the GCPH community health and well-being profiles. Adapted from the SPT travel map by Gerry McCartney.
Scotland’s approach
Aims:
To deliver the highest quality healthcare services to the people of Scotland

For NHSScotland to be recognised as world-leading in the quality of healthcare it provides
2020 Vision/Quality Ambitions

“Safe, effective and person-centred care which supports people to live as long as possible at home or in a homely setting.”
We cannot solve our problems with the same thinking we used when we created them.

- Albert Einstein
Implementing at scale.... can it be done?
Our change theory

A clear and stretch goal
A method
Predictive, iterative testing
How Do We View Our Measures?

Improvement
Judgement
Research

Performance

Improvement
Judgement
Research
Aims

To Further Improve the Safety of People in Acute Adult Healthcare

1. Reduce Harm
95% of people in acute adult health care free from harms in the Scottish Patient Safety Index by 2015:
   - Cardiac Arrest
   - Catheter Acquired Urinary Tract Infections
   - Pressure Ulcers
   - Falls

2. Reduce Hospital Associated Mortality
Reduce HSMR by 20% by 2015.
How has the frontline done it?

- Get goals
- Get facts
- Get to the field
- Get together
- Get the model (and stick with it)
- Get the stories
- Get patients and families

Don Berwick
NHSScotland Surgical Safety Briefings

% Compliance

- 83.70% (Jul-09)
- 94.50% (Sep-09)
- 97.20% (Nov-09)

Image of medical staff
NHSScotland Surgical Mortality

P’ Chart for surgical mortality

Surgical in hospital mortality rate (%)


23%
Scottish ICUs Averaged Bundle Reliability and VAP Rate/1000 ventilator days
Scottish ICUs Average Central Line Insertion Bundle & Central Line Related Blood Stream Infection rate /1000 days

- Average Central Line Insertion Bundle Reliability
- Average Central line Blood Stream Infection/1000 line days
- Median in 2008

Better
Hospital Standardised Mortality Ratio
Scotland: 2006 to Sep 2013

12.5% reduction
Kendra
Kendra
What Matters To Me

My Name is Kendra
I am 7
I don't like medicine

I can dress myself with some help

I can do his

I love noise

Toys

24.10.2013
Do one brave thing today... then run like hell!