

The Impact of Discharging the Health Board's Financial Duties On Quality And Safety – Nursing Agency Controls

Quality, Safety & Experience Committee

7 December 2023

Situation

- The Committee is requested to consider this initial high level assessment of the impact of the Health Board's financial recovery measures on quality and safety of care provided
- To enable this assessment, the quality and safety data referenced in this assessment has been drawn from the Harms Dashboard for Facilities, Mental Health and Learning Disabilities, Oncology and Cancer Services, Pathology, Planned Care, Radiology, Unscheduled Care, Bronglais Hospital (BGH), Unscheduled Care Prince Philip Hospital (PPH), Unscheduled Care Glangwili Hospital (GGH), Unscheduled Care Withybush Hospital (WGH), Women and Children's Services.
- This review considers the impact on quality and safety of measures to return the health board to baseline agency levels using the All Wales on-framework
- Service specific financial recovery schemes are monitored and tracked via the Core Delivery Group. Each agreed scheme has been informed by an Equality Impact Assessment (EQIA). Due to the variable timelines for activation of these schemes, further scheme specific reviews will be required to assess the impact of individual schemes on quality and safety.

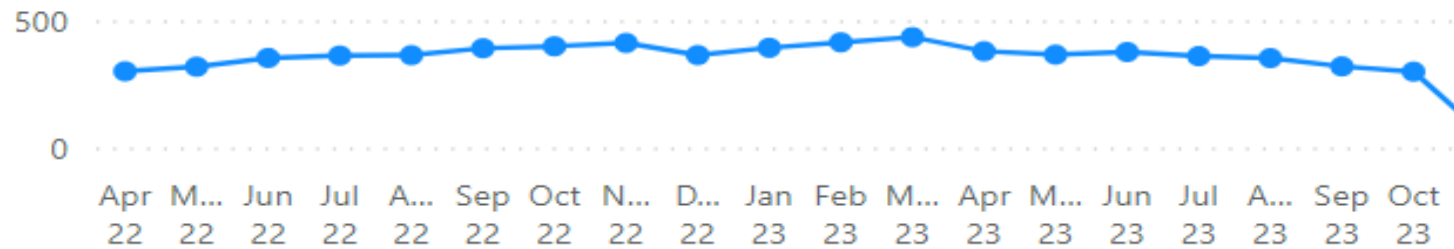
Financial Recovery Measures (Reduced Agency Usage)

- The aim is to return the health board to baseline agency costings using the All Wales on-framework contract allowing the health board to access cost effective and safe temporary staffing by the implementation of the following:
- **Travel and Accommodation payments:** From 6am Monday, 19 June 2023 no travel and accommodation to be paid to any new bookings for on and off framework agency worker. Existing bookings to be honoured but when ends renewal will be without travel & accommodation.
- **Specialist Rate payments:** No new arrangements will be put in place for non-specialist areas to pay specialist rates with the Intention to cease specialist payments in all areas from 1st September 2023 (applicable to CDU GGH, AMAU PPH and some wards in WGH)
- **Agency Healthcare Support Worker (HCSW) usage:** No HCSW agency usage for any new bookings anywhere within Health Board as of 19 June 2023 (with the exception of AVH who have 4 week to put measures into place to eradicate the use of HCSW agency workers).
- **Thornbury usage:** No bookings to be made with Thornbury more than 24 hours ahead of vacant shift (with exception of Paediatrics at present).

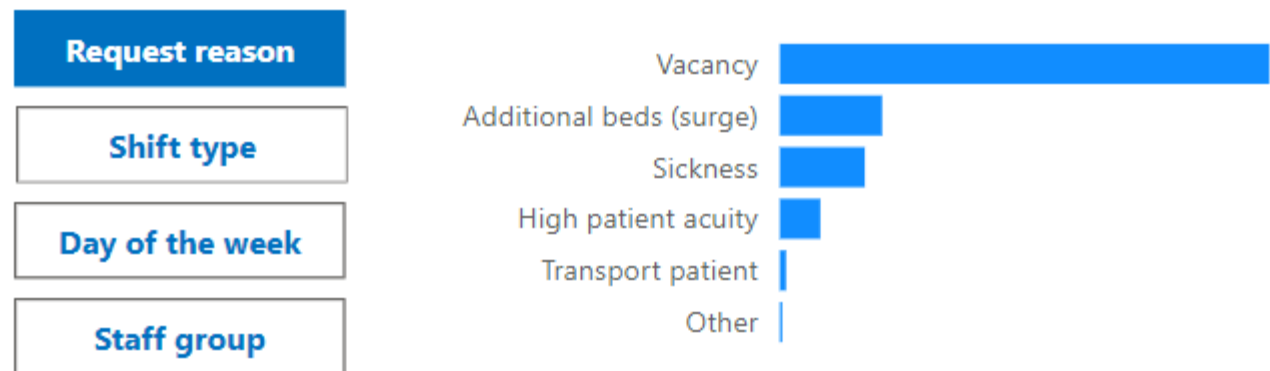
Current position

Action	Current position
Travel & Accommodation payments:	All travel and accommodation payments have now ceased: <ul style="list-style-type: none">• Carmarthen from 22 May 2023 (apart from Llandovery 1 July 2023)• Pembrokeshire and Ceredigion as of the 19 June 2023 for any new bookings and October 2023 for any existing bookings.
Specialist Rate payments:	Specialist rate payments have now ceased: CDU, GGH and AMAU PPH – 03/07/2023 and WGH 09/10/2023
Agency HCSW usage:	The use of agency HCSW has in the main ceased - the exception is the mental health inpatient wards who still use agency HCSW to support high patient acuity. There is an escalation process in place and work ongoing to reduce the wards reliance on agency HCSW
Thornbury usage:	The Health Board stopped using Thornbury agency workers as of the 19 June 2023.

Utilisation of Agency and bank usage – Whole Time Equivalent (WTE)

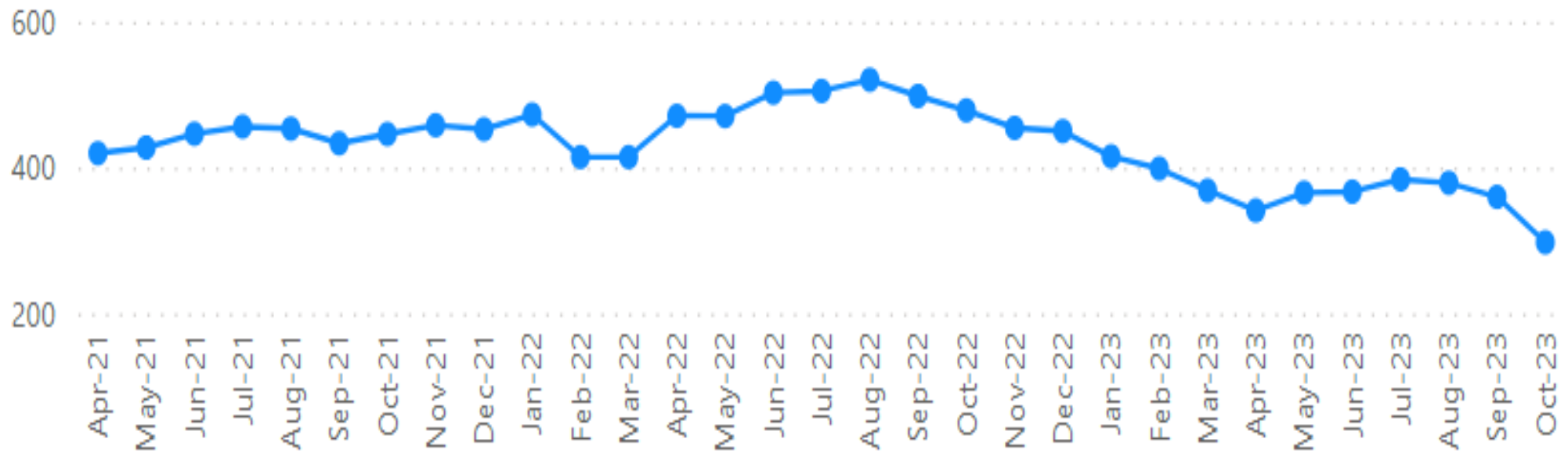


Agency/bank use (number of shifts covered) for the financial year to date



Registered Nurse (RN) Vacancies – nursing and midwifery

Vacancies

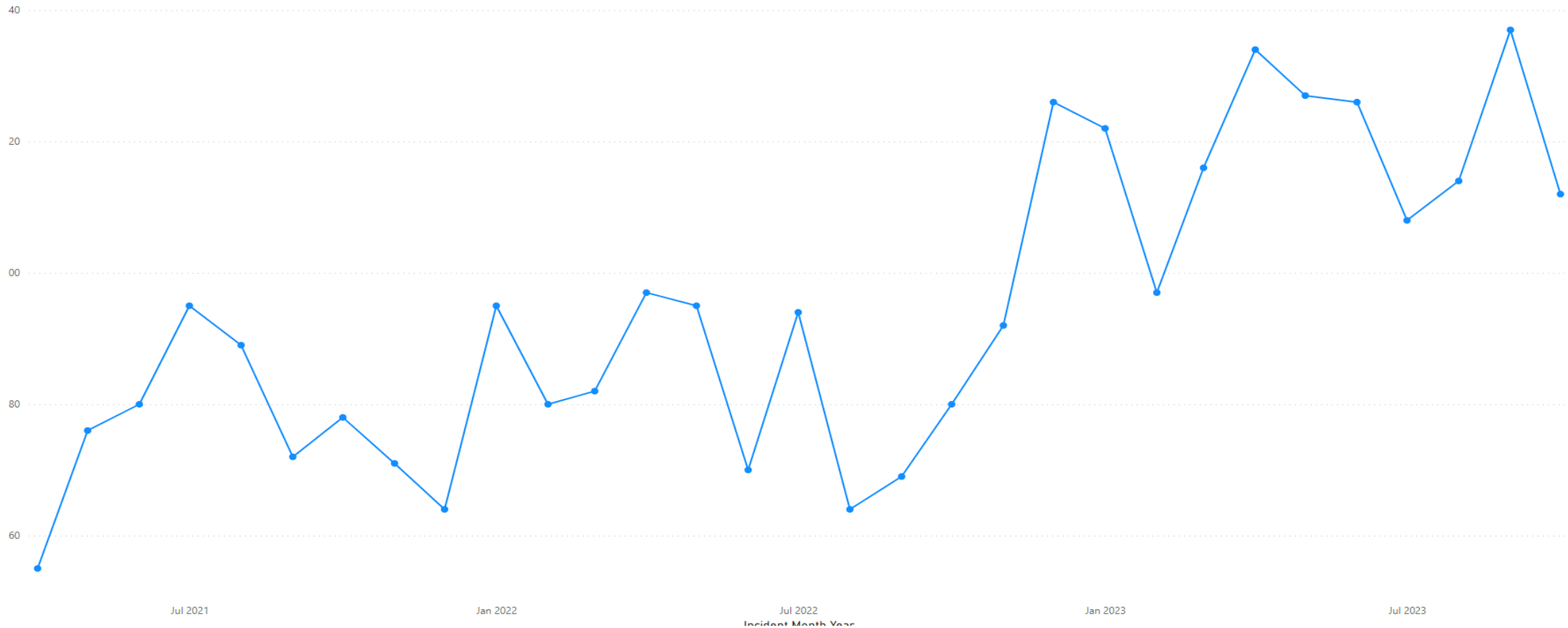


Quality and Safety Overview

Quality, safety and risk	Best	Worst	Latest	Trend	M
Reported incidents causing moderate harm or above	68	169	111		
Patient falls	128	239	179		
Medication errors	41	74	70		
Pressure damage developing or worsening during care	29	76	55		
New complaints by month received (ward level not available)	94	182	156		
Number of high and extreme risks (health board & directorate only)	249	321	321		
Infections: new cases	48	73	61		
Infections: C. difficile cases	7	17	13		

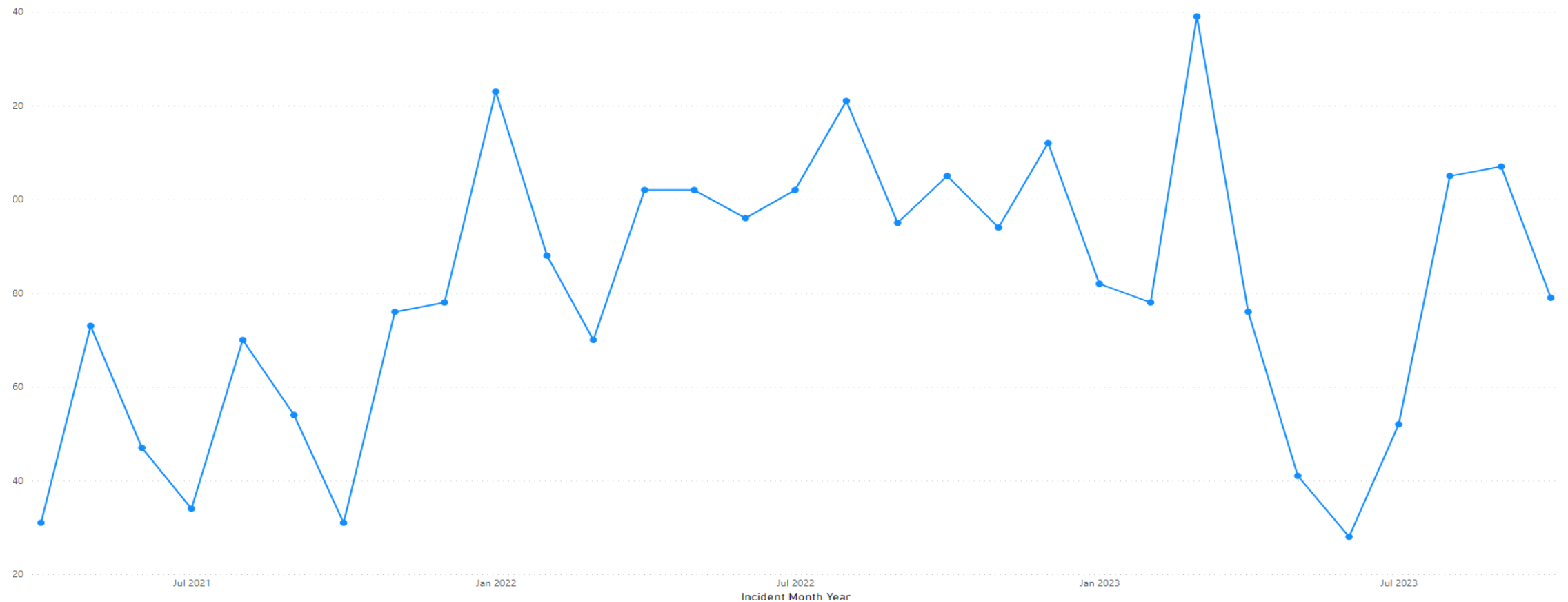
Patient/Service User- Pressure Damage (moisture damage excluded)

[< Back to report](#)



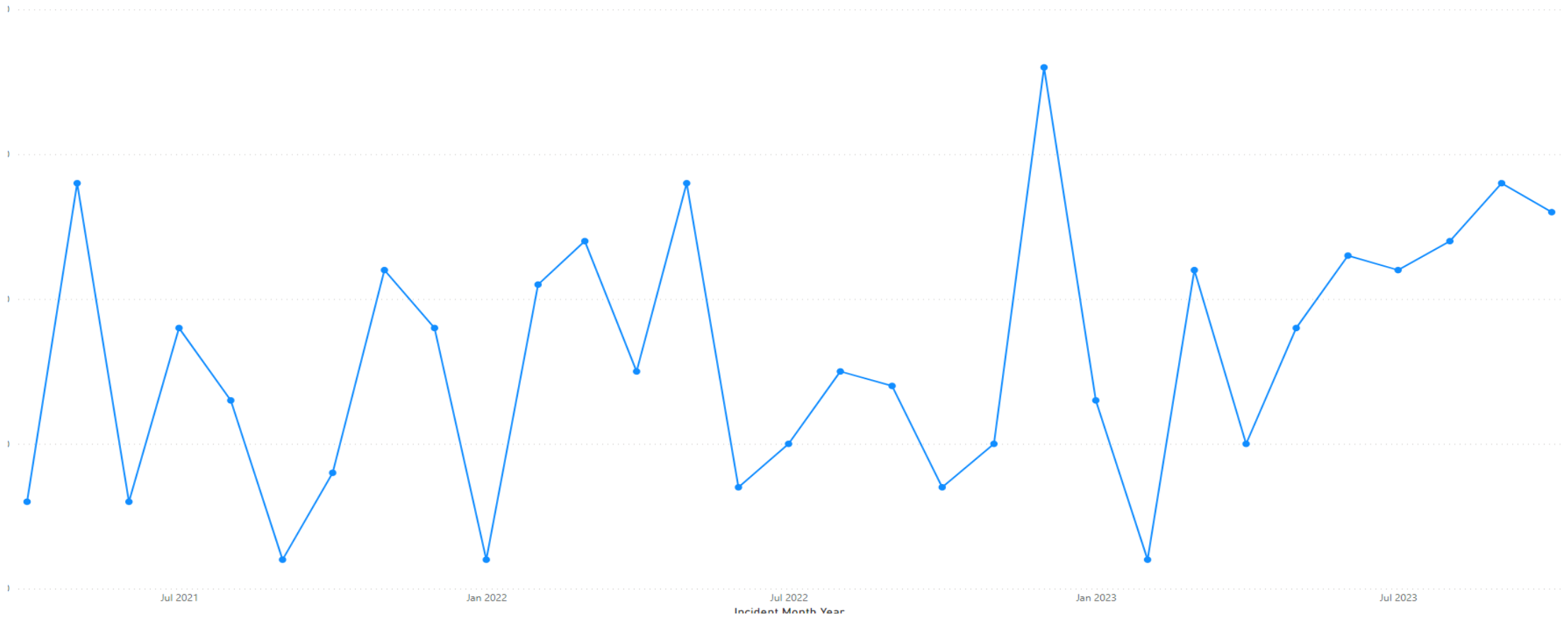
Patient/Service User - Slip/Trip/Falls

< Back to report

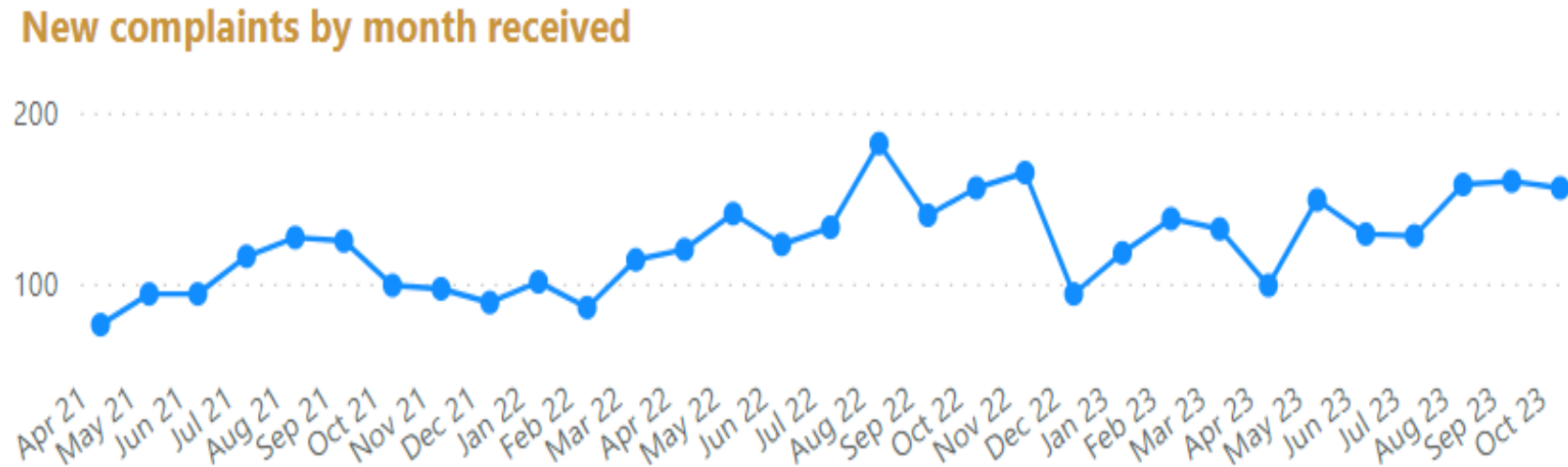


Medication Errors – all types

[Back to report](#)

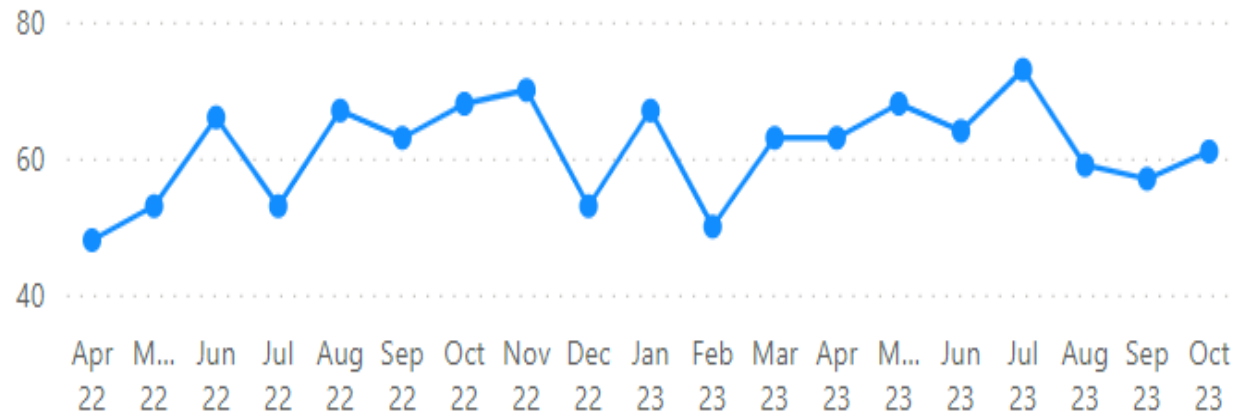


Complaints – new complaints by month received

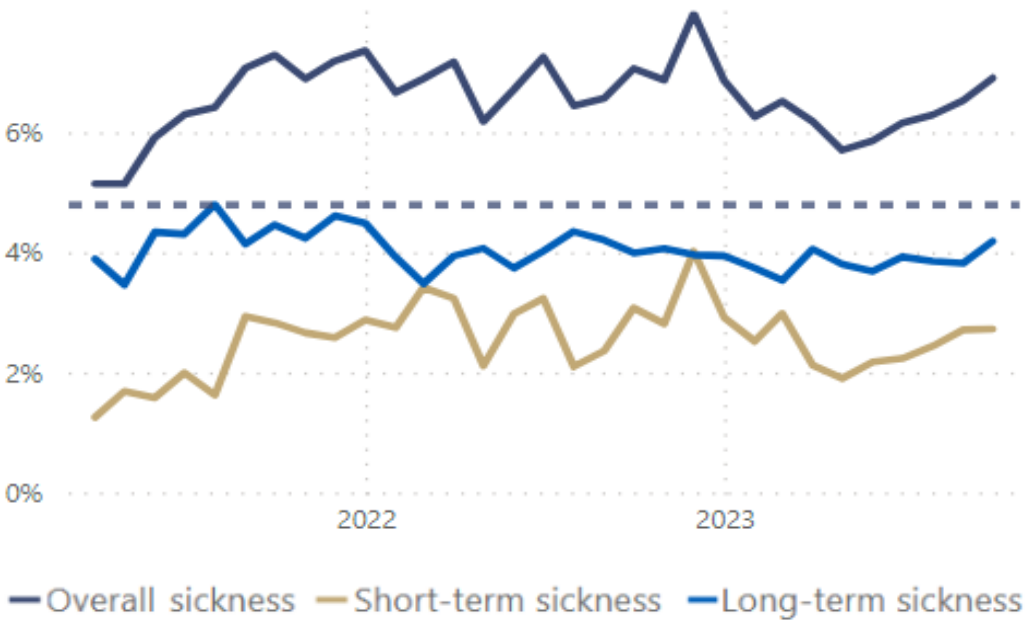


Healthcare acquired infections – all infections

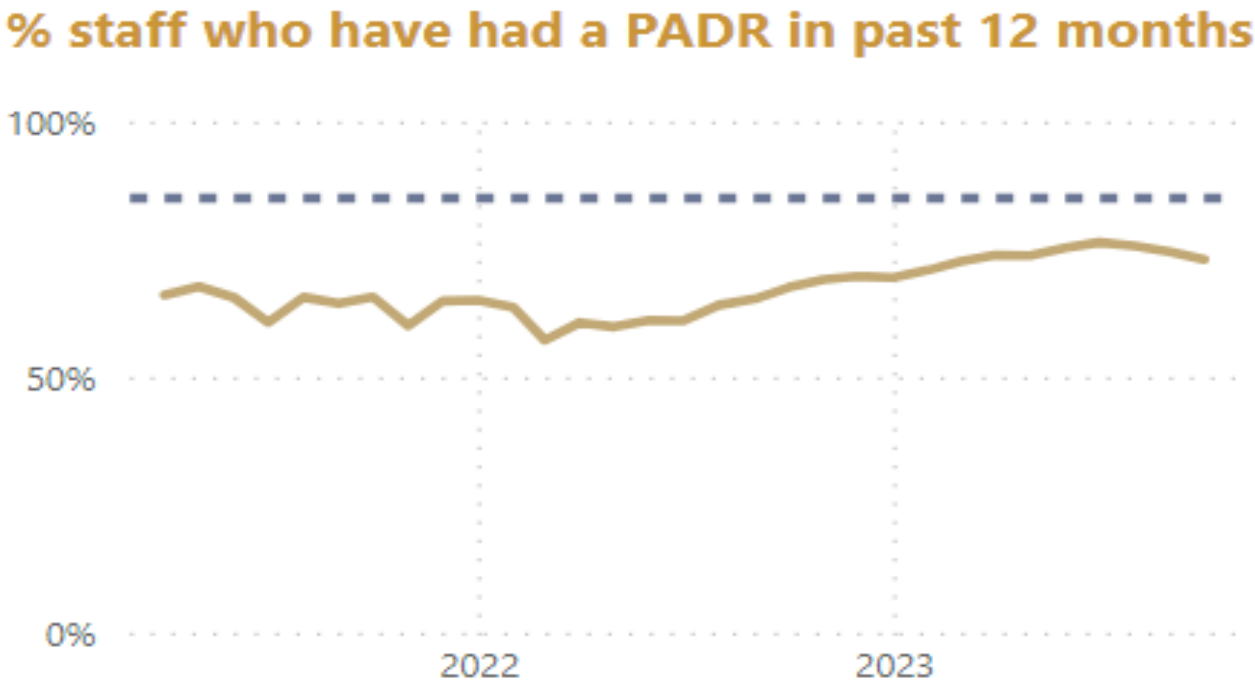
New cases by month



Staff Sickness – in month



Performance Appraisal and Development Review (PADR)



Summary Assessment

Quality Indicator	Overview
Usage	Over the period, RN agency usage has reduced in parallel with a significant reduction in RN vacancies
Incidents	Variable trend in reported incidents with reducing levels in recent months
Falls	Variable trend in reported incidents with initial increase in early summer period followed by reduced level in most recent reporting month
Medication Errors	Rising trend which pre-dates financial recovery measures
Pressure Damage	Variable / rising trend which pre-dates financial recovery measures
Complaints	Initial increase during summer period but stable trend during Autumn months
High / Extreme Risks	Rising trend which pre-dates financial recovery measures
Infections	Variable trend in reported infections with lower levels during Autumn months
Workforce	Rising short-term sickness levels. Reduction in PADR levels in recent months after sustained period of improvement

Recommendation

QSEC is requested to:

- take assurance from this initial high level assessment of quality indicator data presented that the financial recovery measures applied do not indicate a direct adverse correlation on available quality indicator data
- note that there continues to be ongoing work around the quality indicators referenced in this presentation (e.g. pressure damage to ensure accurate recognition, timely treatment and/or prevention measures) and those indicators where deteriorating trends pre-date the application of the financial recovery measures
- Agree to receive a further update in April 2024 to further assess the continuing impact of the financial recovery measures on quality and safety indicators