

Hywel Dda University Health Board

Our Safety Dashboard

Update Quality & Safety



Background

Our Safety (previously known as Harms) Dashboard is being developed to help identify potential patient safety issues. First phase of the dashboard has included, access to incidents, performance data and workforce. In order for the dashboard to be utilised to its full potential patient experience and complaints data need to be available in the data warehouse. This will be phase 2 of the dashboard.

- Soft launch of the dashboard in November 2022, following which staff were encouraged to access the dashboard. Formal launch planned for March 2023
- Rollout programme - members of the corporate performance and quality teams are attending operational teams quality and safety (Q&S) meetings.
- To date a presentation of the dashboard has been received by members of Operational Quality, Safety and Experience Sub Committee (OQSESC) in November 2022, Senior operational Business(SOB) meeting December 2022 and Ceredigion operational Q&S meeting early February.
- The newly established Directorate Improving Together sessions commenced in January 2023 and the dashboard was used to identify hot spot areas
- The dashboard is being used by Executive Director of Nursing to provide monthly updates to executive team on potential hot spots for harm.

Who can access the dashboard operationally and what is it used for?

The dashboard is high level and will be used by operational senior leaders and managers to:

- identify safety hot spots needing investigation / action
- triangulate data at an operational level
- facilitate further discussion or escalation
- support deep dives
- compare directorates, services and wards/teams and identify any concerning outliers
- inform reports and papers



Next steps

- Complete operational rollout programme.
- Embed the use of the dashboard to facilitate discussions and identify hot spot areas within operational services
- Harms dashboard phase 2 will include patient experience and concerns, thus supporting triangulation of data. This is essential if the dashboard is to be used by operational teams to inform their quality papers
- Quality metrics are emerging from the Transforming Urgent and Emergency Care (TUEC) work streams, and it is anticipated that these will be captured on the relevant system



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Recommendation

For QSEC to note the update provided and receive assurance that

- Corporate teams are working closely with the operational teams to raise awareness of dashboard and that the operational teams are confident with use of dashboard.
- Ensure the relevant data is made available to operational teams to highlight hot spot areas, inform papers for Improving Together sessions, Quality and Safety meetings and Executive team.



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