

Board Assurance Framework – outcome measure definitions

Strategic Objective	Measures	Definition	Data source
Putting people at the heart of everything we do	Overall patient experience score	The overall patient experience score is calculated from the Friends and Family survey asking “How likely are you to recommend our services to your friends or family should they need similar care or treatment”. Positive responses of “Very Likely” and “Likely” are used to calculate the score.	Friends and Family Text service and Hywel Dda patient experience survey
	Overall staff engagement score	The staff engagement score ranges from 1 to 5, with 5 being the highest level of engagement. The scores are calculated using staff members responses of ‘strongly agree’ or ‘agree’ for questions relating to engagement, involvement and advocacy. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB
	Percentage who feel able to influence decisions affecting their local area	The results are obtained from the number of people who strongly agree or tend to agree with the statement 'I can influence decisions affecting my local area'. Data is reported bi-annually.	Wellbeing of Wales: national indicators GOV.WALES
Working together to be the best we can be	Staff response to: Team members trust the contributions of colleagues	The results are obtained from the number of staff who strongly agree or agree with the statement 'Team members trust each other's contribution' in a monthly staff survey sample of 1,000 members of staff taken from ESR. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB
	Number of service areas with PROM collection and % of PROMS returned against total cohort	Patient Reported Outcome Measures (PROMs) are reported across clinical pathways whereby patients receive an invitation to complete a form via SMS or email about the patient's symptoms of their condition and patient experience questions. This measure provides the number of service areas with PROM collection and the percentage of PROMS returned against the total cohort.	Value Based Health Care (VBHC) team and DrDoctor
	Staff response to: I have had a PADR in last 12 months that has supported my development and provided me with clear objectives aligned to team and organisation goals	The results are obtained from the number of staff who strongly agree or agree with the statement 'I have had a PADR in the last 12 months that has supported my development and provided me with clear objectives aligned to team and organisation goals' in a monthly staff survey sample of 1,000 members of staff taken from ESR. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB
	Staff response to: I am proud to tell people I work for Hywel Dda	The results are obtained from the number of staff who strongly agree or agree with the statement 'I am proud to tell people I work for Hywel Dda' in a monthly staff survey sample of 1,000 members of staff taken from ESR. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB
Striving to deliver and develop excellent services	New R&D studies commenced in a year (hosted and sponsored)	For each financial year, the number of new research and development studies hosted by Hywel Dda UHB and the number of sponsored research and development studies undertaken in Hywel Dda UHB.	Research & Development Team, Hywel Dda UHB
	Staff response to: I am able to make improvements in my area at work	The results are obtained from the number of staff who strongly agree or agree with the statement 'I am able to make improvements in my area at work' in a monthly staff survey sample of 1,000 members of staff taken from ESR. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB
	Staff response to: We feel empowered and supported to enact change and continuously learn and improve	The results are obtained from the number of staff who strongly agree or agree with the statement 'We feel empowered and supported to enact change and continuously learn and improve' in a monthly staff survey sample of 1,000 members of staff taken from ESR. Data is reported monthly.	Monthly survey of staff at Hywel Dda UHB

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The best health and wellbeing for our communities	Mean mental well-being score	For people aged 16 or over, the mean mental well-being score according the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) is used. Scores range from 14 - 70, with higher scores indicating better well-being. For children (aged 10-15), the mean score uses the Strengths and Difficulties Questionnaire (information from the Understanding Society survey). The SDQ 'total difficulties' score is a score of between 0 and 40, with higher scores indicating higher potential difficulties.	Wellbeing of Wales: national indicators GOV.WALES
	Percentage of adults and children who have fewer than two healthy lifestyle behaviours	Percentage of people aged 16 or over and under who have 2 or more healthy lifestyle behaviours. The healthy lifestyle behaviours include: not smoking, not drinking above weekly guidelines, eating 5 or more portions of fruit and vegetables the previous day, being physically active for at least 150 minutes in the previous weeks, maintaining a healthy weight / body mass index.	Wellbeing of Wales: national indicators GOV.WALES
	Healthy Life Expectancy at birth including the gap between the least and most deprived	Healthy life expectancy at birth, plus the gap between the most and least deprived areas. The gap is measured using the slope index of inequality (SII). Life expectancy is a widely used statistical measure of the average expected years of life for a new-born based on recently observed mortality rates. Healthy life expectancy represents the number of years a person might expect to live in good health. Estimates can vary deepening on the methods and sources used.	Wellbeing of Wales: national indicators GOV.WALES
Safe, sustainable, accessible and kind care	Incidents flagged as moderate, severe or catastrophic harm after investigation	This measure is determined by the number of incidents flagged as resulting in moderate, severe or catastrophic harm to patients after the incident was investigated. Data is reported monthly.	All Wales Datix system
	Nursing and midwifery staff in post	The full-time equivalent totals of all staff in employment in Hywel Dda whose staff group is 'nursing and midwifery'.	The SIP (staff in post) report in ESR BI (Business Intelligence) reporting
	Number of patients waiting 26 weeks or more from referral totreatment	Patients receiving timely access to high quality elective treatment and care should experience improved outcomes. Reducing the time that a patient waits for treatment reduces the risk of the condition deteriorating and alleviates the patient's symptoms, pain and discomfort. Data includes the number of patients on an open pathway waiting over 104 weeks from referral to treatment.	WPAS and uses the monthly signed off position reported to Welsh Government
	Patients' response to: I am treated with dignity, respect and kindness	Patients are asked if they are treated with dignity, respect and kindness through the FTT survey. Positive responses of "Very Likely" and "Likely" are used to calculate the score.	Friends and Family Text service and Hywel Dda patient experience survey
Sustainable use of resources	% of third party spend with Hywel Dda and Welsh suppliers	This is determined by purchases made through the Oracle procurement system. Where a valid supplier postcode has been provided for a purchase, the total percentage of spend by suppliers in the Hywel Dda area and Wales is provided. Purchases whereby a valid supplier postcode has not been provided are not included in the calculation. Data is reported monthly.	Oracle iProcurement
	Total carbon emissions reported	Emissions reported in line with the Welsh Public Sector Net Zero Carbon Reporting approach, detailed in the Reporting Guide . Figures for 2018/19 were calculated using an alternative methodology by the Carbon Trust .	Hywel Dda UHB, Oracle iProcurement, Carbon Trust
	Compliance on break-even duty	Determines if the cumulative deficit for the year to date is inline with the agreed end of year deficit. Data is reported monthly.	Finance, Hywel Dda UHB