

**PRIVATE NURSING SERVICES QUALITY AND PATIENT SAFETY
MEASURES 2023-2024**

STANDARD	INDICATOR	DEFINITION
PERSON CENTERED CARE		
<u>Person Centered Care</u>	Dementia	Percentage of patient symptomatic with dementia (undiagnosed) referred to RAHA memory clinic by the end of November 2023.
		Percentage of Dementia patient with Behavior & Psychological Disorder referred to Mental Health
	Care Partner	Percentage of Care Partners enroll for BLS and first aid training by HITC
<u>Patient Family expectations and satisfactions</u>	Patient satisfaction	Percentage of survey respondent who were satisfied with PNS services provided
<u>IPSG-2 Improve effective communication</u>	Improve Proper handover using SBAR	Percentage of Compliance to proper handover using SBAR as per policy CL 6102.
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BETTER CARE		
<u>IPSG-1</u> Identify patient correctly	Use of two patient identifiers on time of admission, during handover or shift change, before administering medication and before TPN administration	Percentage of compliance to Patient Identification using 2 identifiers as per HMC Policy CL 7026
<u>IPSG-2</u> Improve effective communication	Improve effective communication (telephone)	Percentage of staff compliance verbalize the process of taking telephone order (Policy HHCS 2022)
<u>IPSG-3</u> Improve the safety of high alert medication	Compliance with education given on high alert medication	Percentage of reviewed PNS medical records, where education provided on high alert medications are documented in PMR (as per policy HHCS 2010)
	Staff verbalized the Look A Like, Sound Alike Medication	Number of compliance staff verbalized the Look A Like, Sound Alike Medication (LASA) as per policy HHCS 2010.
<u>IPSG-5</u> Reduce the risk of health care associated infections	Reduce the risk of health care associated infection compliance with hand hygiene	Percentage of staff in compliance with WHO's five moments of Hand Hygiene.
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<u>IPSG-6 Reduce the risk of patient harm resulting from fall</u>	Initial fall risk assessment documented in PMR	Percentage of reviewed Medical records where Initial Fall Risk Assessment within two working days documented in Patient Medical Records as per Policy HHCS 2004
	Fall Prevention education	Percentage of Compliance with education given on fall prevention documented in PMR upon admission.
	Post fall assessment documented in PMR	Percentage of reviewed Medical record with Post fall assessment documented in Patient Medical record
CLINICAL MONITORING		
<u>Infection control, surveillance and reporting</u>	Improve the availability sharp disposal at home	Percentage of compliance with sharp disposal availability at patient home.
	CAUTI	Rate of Catheter Associated Urinary Tract Infections in PNS patients.
	Staff vaccination	Percentage of staff who received Flu Vaccine
	CAUTI Maintenance Bundle compliance	Percentage of CAUTI Maintenance Bundle compliance
	Reporting and management of Blood and Body fluid exposures	Number of reported incidents of blood and body fluid exposure.
<u>Patient Assessments</u>	Eligibility assessment from home visit	Percentage of compliance with Eligibility assessment by home visit (within three working days) from receiving the request with completed documents as per policy PNS Patient management (CL 6200)
	Eligibility assessment from case conference	Percentage of compliance by Case Conference within three working days from receiving the request with completed documents as per policy PNS Patient management (CL 6200)
	Initial assessment	Percentage of reviewed medical records where initial assessment completed within two days from admission date.

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Patient Assessments Availability/content	Availability of completed Interdisciplinary plan of care	Percentage of reviewed medical records where Interdisciplinary plan care are completed.
Medication Errors and Near Misses	Medication Errors	Number of medication errors reported including Prescribing, Administering, Dispensing and Transcribing through RL -6
	Near misses	Number of near misses reported through RL -6
Risk Management	Patient falls	Percentage of patient who reported fall (with or without injury) in PNS.
	Incidence of pressure injury (all stages)	Number of PNS patients who developed new pressure injury (all stages) in PNS
MANAGERIAL MONITORING		
<u>Staff expectations and satisfactions</u>	Staff support survey	Percentage of staff satisfied working in PNS.
	HMC Employee satisfaction survey	Percentage of Survey respondents who were satisfied working in PNS
<u>Culture of learning and Sustainability</u>	Patient safety culture survey	Average percent positive response across all 10 areas in PNS