

APPENDIX G

Additional quality and safety performance indicators

FIGURE G1: **Additional quality and safety performance indicators in board KPI reports at the four audited health services, grouped under timely, person-centred, safe and effective care categories.**

Performance indicator	MH	PH	BHS	DjHS
Timely care				
1. Patients requiring transfer for more specialised care				✓
2. Hospital discharge summaries within specific times	✓	✓	✓	
3. Emergency surgery patients treated on time	✓			
Person-centred care				
4. Patient compliments and complaints and/or time taken to close complaints			✓	
5. Patients who identify as Aboriginal or Torres Strait Islander	✓	✓		
6. Open disclosure for serious adverse events	✓			
7. Patients informed of their healthcare rights		✓		
Safe care				
8. Perineal tears				✓
9. Unplanned intensive care unit admissions and/or returns to operating theatres		✓		✓
10. Risk assessments completed for specific types of clinical incidents or medical conditions, such as falls, pressure injuries and VTE		✓		
11. ISR 1 and ISR 2 incidents	✓	✓	✓	
12. Common clinical incidents, such as medication errors, falls and pressure injuries	✓	✓	✓	✓
13. Emergency response calls, such as Code Blue and medical emergency teams	✓	✓		
14. Sexual safety incidents			✓	
15. Unintended patient care (as a result of inadequate patient identification)			✓	
16. Patient self-harm			✓	

Performance indicator	MH	PH	BHS	DjHS
17. Other hospital-acquired infections, such as Clostridium difficile infection and Vancomycin-resistant Enterococcus infections		✓	✓	
18. Occupational violence incidents	✓			
19. Staff unplanned or excess annual leave			✓	
Effective care				
20. Birthing outcomes, such as caesarean section and vaginal delivery				✓
21. Antenatal/postpartum outcomes, such as postpartum haemorrhage and eclampsia				✓
22. Breastfeeding				✓
23. Delirium screening			✓	
24. Unexpected weight loss in residential care			✓	
25. Completed patient goals of care			✓	
26. Patients who did not attend outpatient clinics	✓			
27. Door-to-artery time	✓			
28. Discarded blood or blood products			✓	
29. Approvals for restricted antimicrobials	✓			
30. Care of the dying management plans (for eligible patients)			✓	
31. Mortality, such as hospital standardised, Aboriginal or Torres Strait Islander, sepsis-related and perinatal mortality	✓			
32. Unplanned readmissions under the Hospital Admission Risk Program or for specific community groups or medical conditions/procedures, such as Aboriginal or Torres Strait Islander and cardiothoracic surgery	✓	✓	✓	✓
33. Workforce training, such as on cultural competency and clinical aggression	✓		✓	

Note: We used MH's grouping of KPIs into STEP care and grouped KPIs for the other three health services into these categories.

Source: VAGO.