

Patient and Family-Centred Care toolkit

Sample high-level measurement dashboard

Measure no	Measure name	Measure type	Calculation details			Goal	Data collection guidance (Sample, frequency, data source, etc)
			Numerator	Denominator	Measure		
1	Direct admission to stroke unit	Process measure	Stroke patients directly admitted to stroke unit	All stroke patients	Percentage numerator/denominator *100	80% by December 2011	Data collected on weekly basis for trust board, with exception reporting. Data reported on monthly basis to SHA
2	Patients spend 90% of their time on stroke unit	Outcome measure	Stroke patients spending 90% of admission on stroke unit	All stroke patients	Percentage numerator/denominator *100	80% by December 2011	Data collected on weekly basis for trust board with exception reporting. Data reported to SHA on monthly basis
3	Patients receiving all 9 key quality indicators	Process measure	Number of patients receiving all 9 key quality indicators	All stroke patients	Percentage =(numerator/denominator)*100	30% improvement from current performance by December 2011	Data collated on monthly basis as part of stroke performance report to SHA
4	Proportion of patients with continence plan	Process measure	Number of patients with continence	All stroke patients	Percentage numerator/denominator *100	100% patients with continence plan by December 2011	Data collated on monthly basis as part of stroke performance report to SHA
5	Patients rating the quality of care	Outcome measure			Median patient satisfaction score	Aim for median satisfaction score of 9 by Dec 2011	Data collected from exit cards
6	Patients feel involved in their care	Outcome measure			Median score on scale of 1-10	Aim for median score 9 by Dec 2011	Data collected from exit cards
7	Patients treated with dignity and respect	Outcome measure			Median score on scale of 1-10	Median score 9 by December 2011	Data collected from exit cards
8	Staff satisfaction	Outcome measure	Proportion of staff who feel supported at work	All staff completing questionnaire	Percentage numerator/denominator *100	90% by December 2011	Staff satisfaction questionnaire