



Quality initiatives for 2014/15

There are 5 main themes which will run through our quality initiatives for the coming year.

Ward staffing levels in line with National Quality Board guidance

- Qualified nurse/Healthcare Assistant ratios
- Safer Nursing Carer Tool

Harm free care

- Emphasis on Hospital Acquired Pressure Ulcers
- Falls prevention with particular attention on people who fall more than once
- Incident reporting – new DATIX web system
- Infection prevention and control

Patient Experience & Engagement

- Compliments, Comments Concerns and Complaint policy
 - Speedy resolution of comments and concerns
 - Complainant led resolution of complaints
 - Development of a Patient Experience Committee

Implementation of Dementia Strategy

- Dementia friendly hospital
- Development of outcome indicators from the strategy

Data Quality Improvement

- Documentation by clinicians
- Coding of hospital episodes