CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

IJB MSG Performance Dashboard

Performance Status Report

2024/25

Western Isles Health and Social Care

Integration Partnership

v.1

May 2024

Public Health Intelligence & Information Dept.

NHS Western Isles

Click here to access the live QlikView Dashboard

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1. Performance Monitoring Reporting

1.1 IJB Performance Dashboard:

The Public Health Intelligence Dept. of Health Board have developed an online interactive dashboard reporting on key Performance Indicators to enable Managers to review progress on regular basis.

1.2 Dashboard Visualisations

Performance dashboard is presented in 3 visualisations:

i. **Performance v. Target**
ii. **Service/Quality Improvement Trend**
iii. **Benchmarking v. other Partnerships**

i) Performance v. Target: first area is displayed according to 'Performance Dials' which utilise a RAG (Red/Amber/Green) status display to show actual current performance relative to RAG status via dashboard dial. Data on Target value and volume above/below is presented.

ii) Quality/Service Improvement Trend
This area shows both:

a) Simple monthly trend charts of actual v. Target trajectory to track variation from target over time.
b) Statistical Process Control chart as the recommended metric for measuring the impacts of Quality Improvement actions. This shows according to a series of data rules whether trends over series of data points are indicative of positive or negative changes in practice.

iii) Benchmarking visualisations are shown to compare performance in Western Isles Partnership v. that of other H&SC Partnerships across Scotland which are selectable

1.3 MSG Performance Indicators

Currently the IJB Dashboard contains PIs as reported to Scottish Government via the Ministerial Strategic Group for Health and Community Care (MSG). These are intended to provide a view of how Partnerships are progressing against a range of whole system level measures.

Partnerships were requested to set objectives, targets and trajectories for these system level PIs which would not form part of public performance reporting but provide management information on progress in health and social care integrated systems across Scotland to the MSG and Partnerships. These PIs are largely based on hospital sector data due to routine availability of national data but are intended to measure the impacts of social care and community approaches on hospital services. The MSG PIs include:

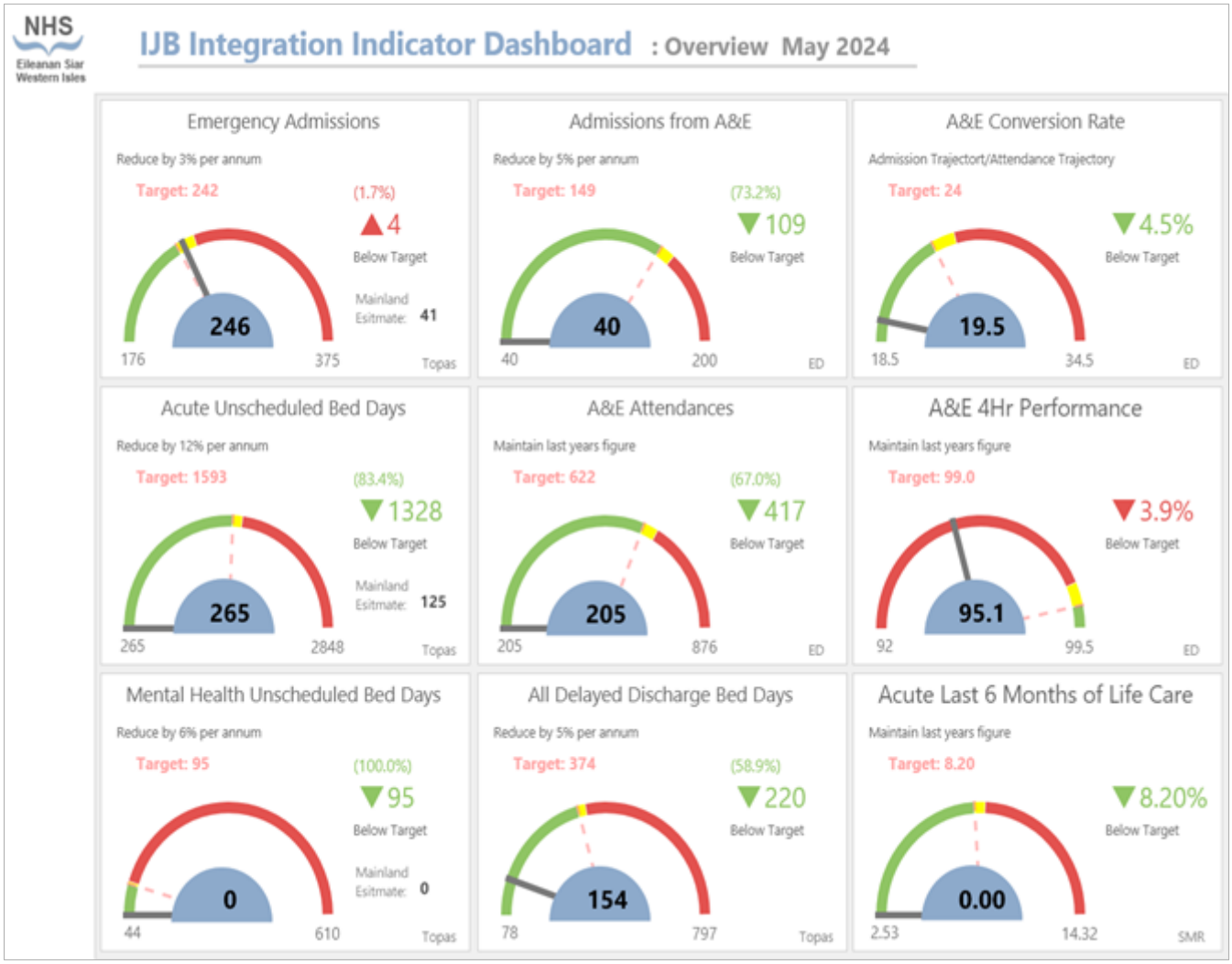
- **No. Emergency Admission**
- **Admissions from A&E**
- **A&E Conversion Rate**

- **Unscheduled hospital Bed Days**
- **A&E Attendances**
- **A&E 4 Hour Waiting Time Performance**
- **Delayed Discharges Hospital Bed Days**
- **Last 6 Months of Life Care by Setting (acute, Community Hospital, Hospice/Palliative, Community**
- **Balance of Care (not included, pending local data availability)**

2. MSG Performance Indicator Status

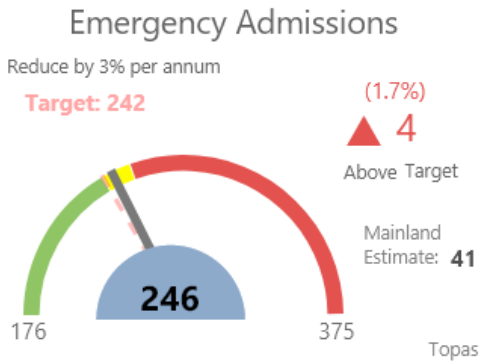
Below is provided charts taken from the IJB Performance Dashboard organised by Overall Performance Status and individual Performance Indicator views including additional trend and benchmarking views for each measure.

2.1 Overview – May 2024

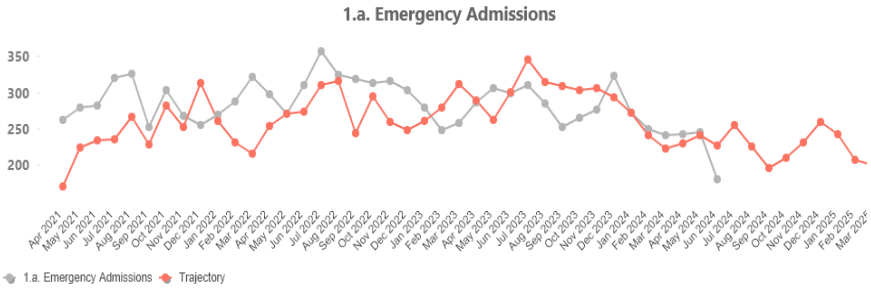


2.2 Emergency Admissions – May 2024

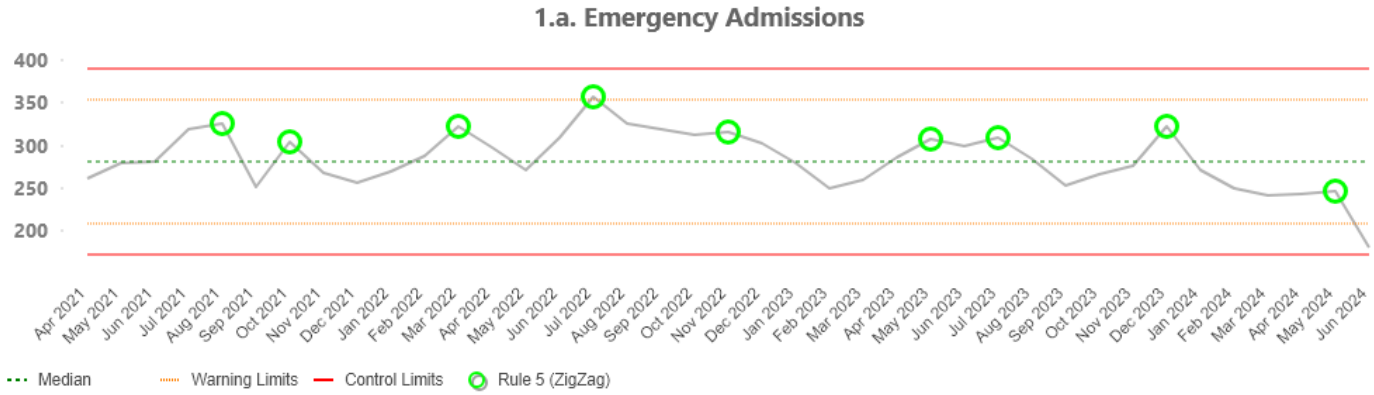
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



SMR Data until Apr 2024 then Topas data from May 2024 onwards

	Rule	Rule Description
	1	Any point outside of the control limits
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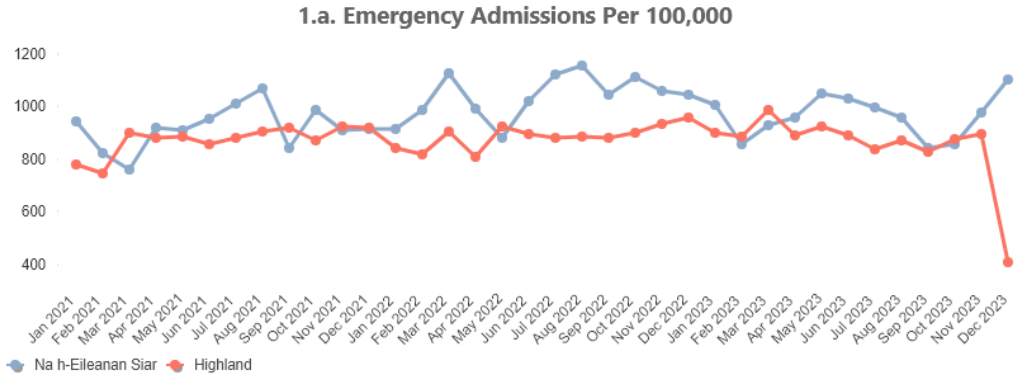
	5	ZigZag - run of X points where alternating increasing then decreasing

Select how many points you would like to use for the rules

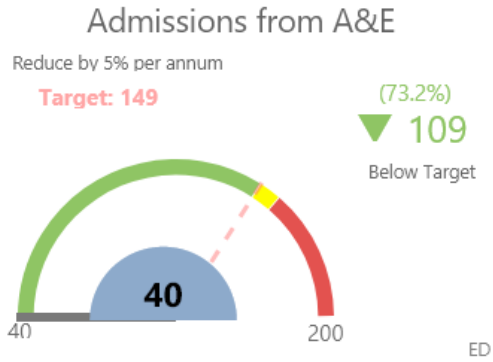
Quality Improvement – Highland Partnership



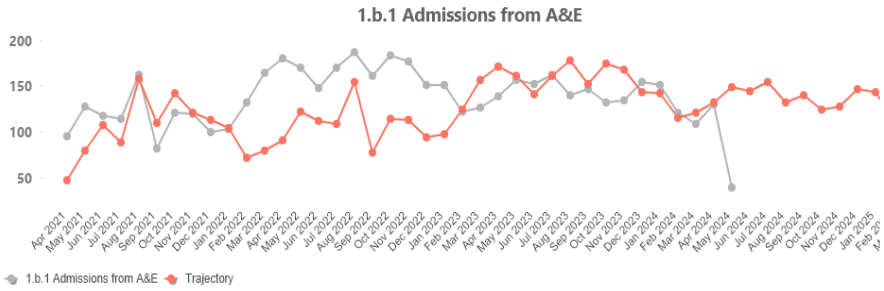
Data taken from source integration indicator document

2.3 Admissions from A&E – May 2024

Performance RAG Dial



Actual vs Target Trajectory Trend



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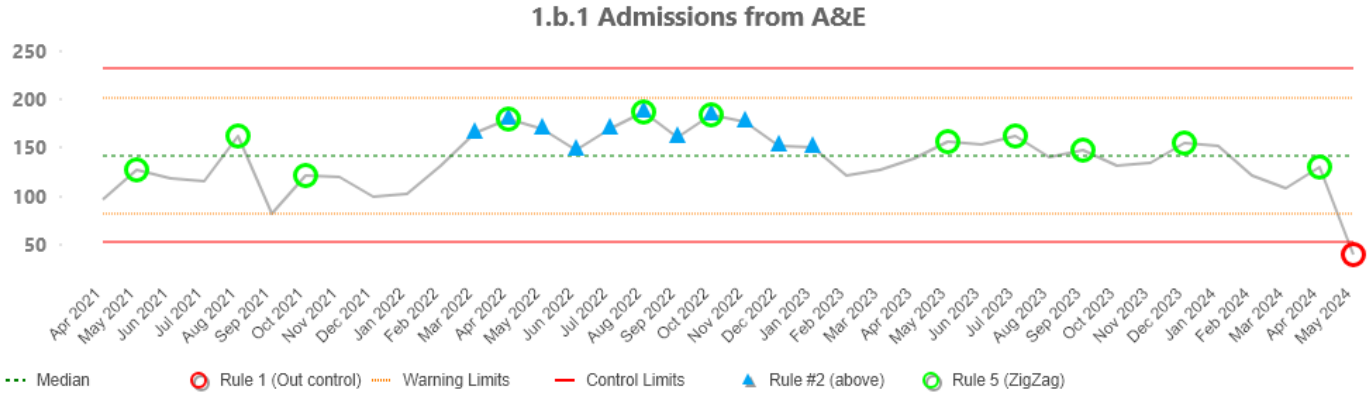
Quality Improvement – Run Chart



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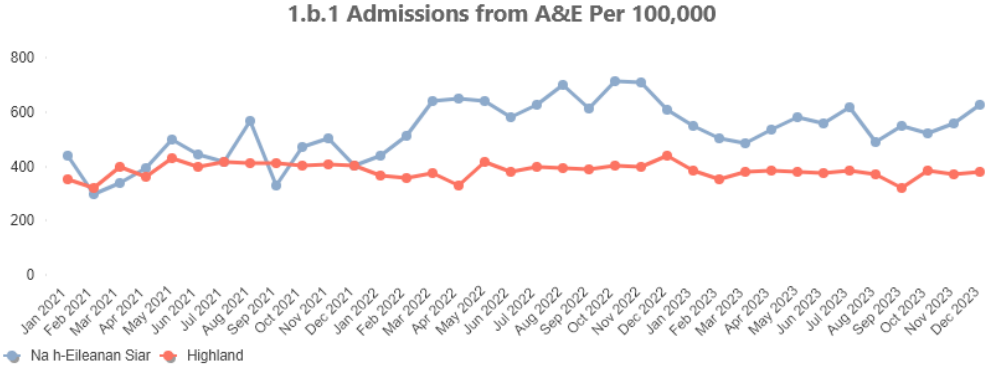
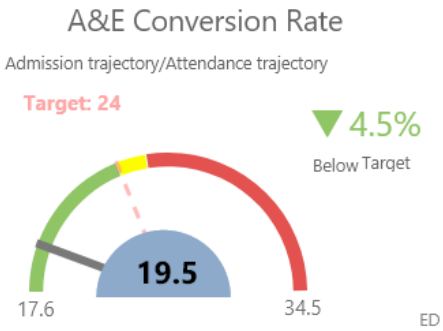


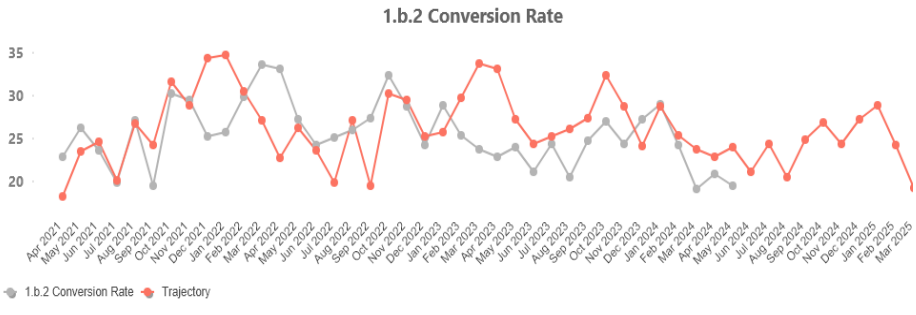
Data taken from source integration indicator document

2.4 A&E Conversion Rate – May 2024

Performance RAG Dial



Actual vs Target Trajectory Trend



ED

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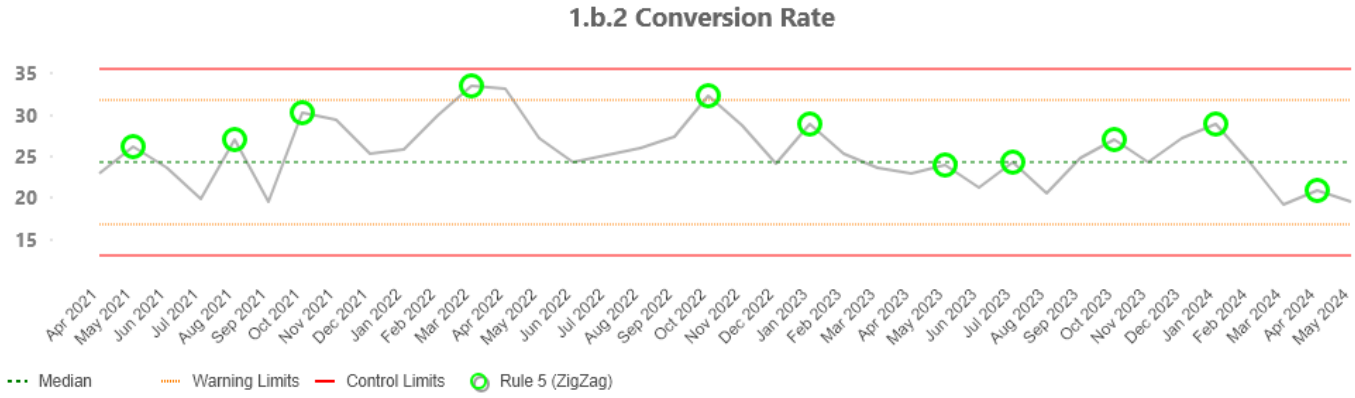

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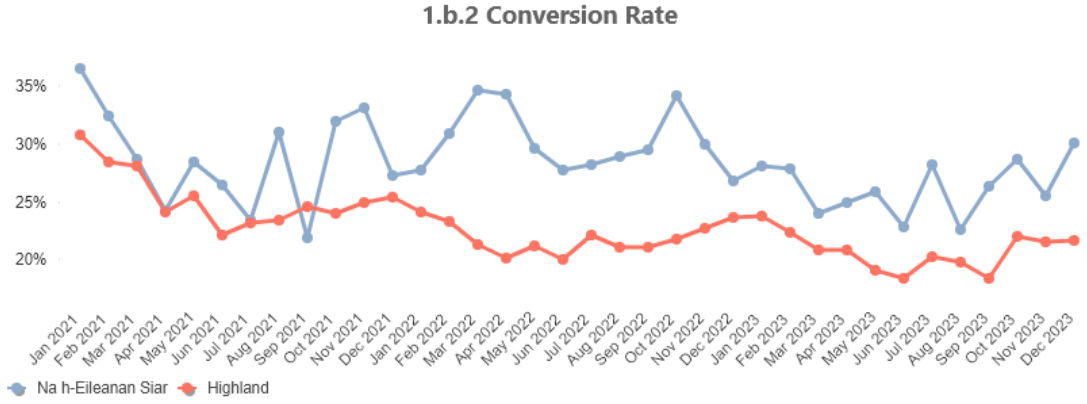
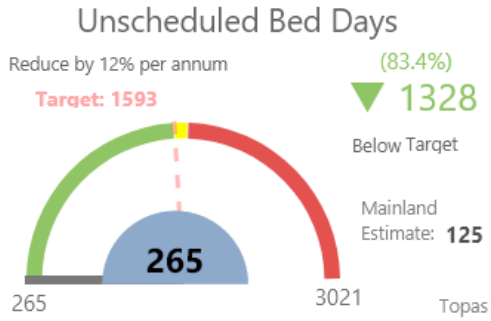


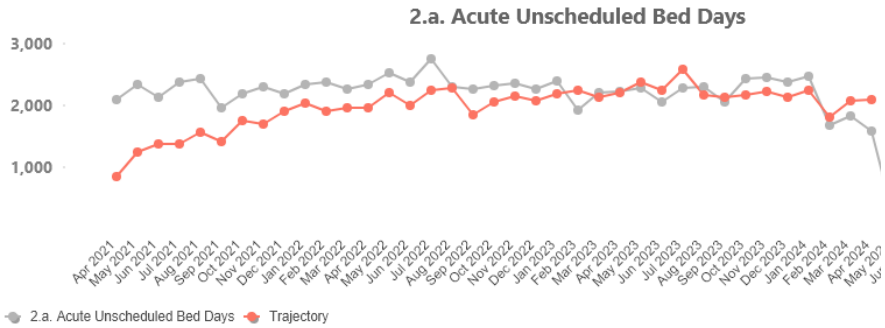
Data taken from source integration indicator document

2.5 Unscheduled Hospital Bed Days (Acute) – May 2024

Performance RAG Dial



Actual vs Target Trajectory Trend



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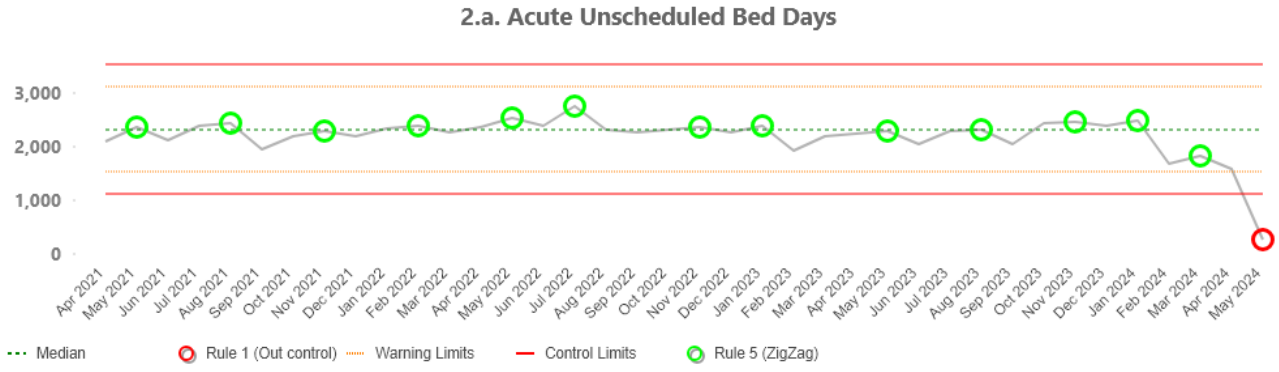

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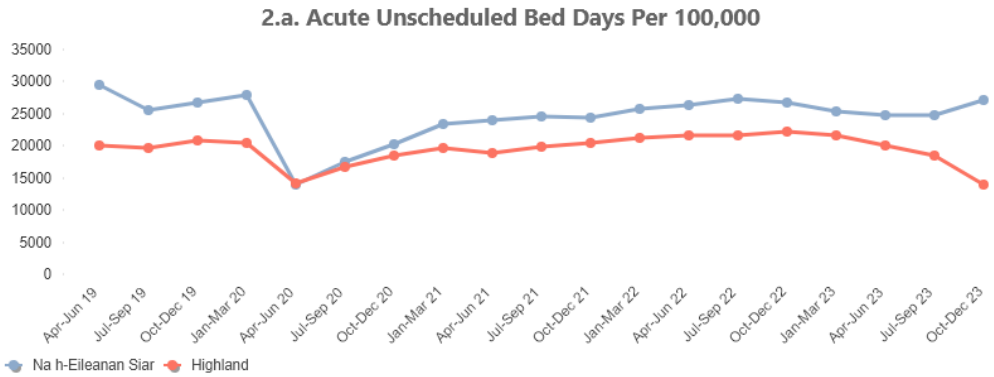
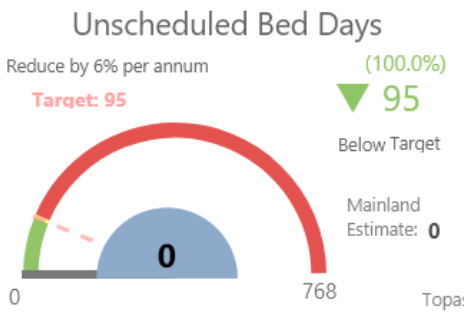


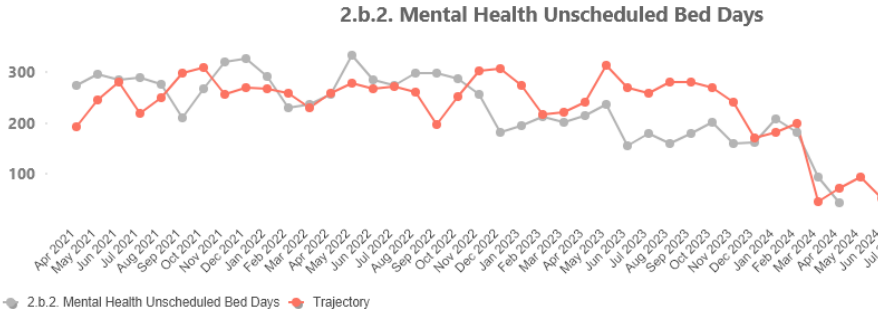
Data taken from source integration indicator document

2.6 Unscheduled Hospital Bed Days (Mental Health) – May 2024

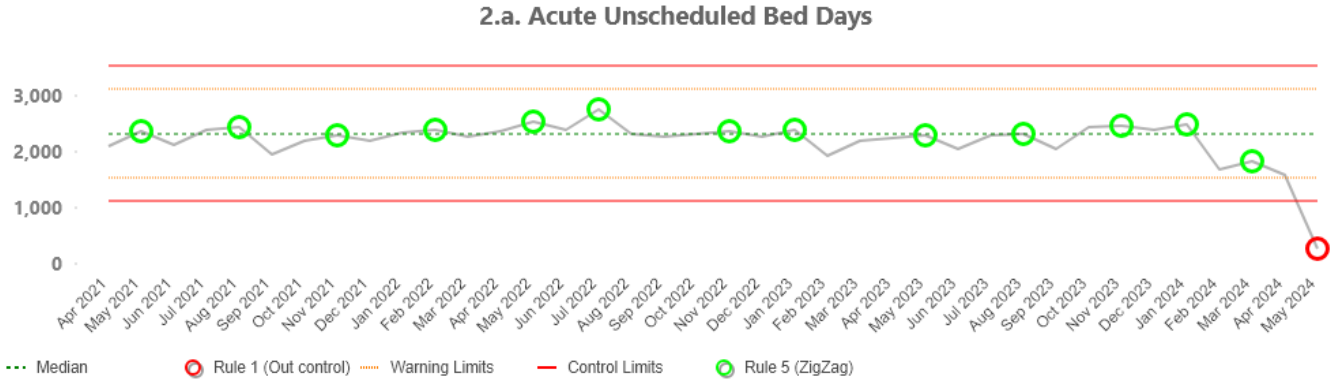
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



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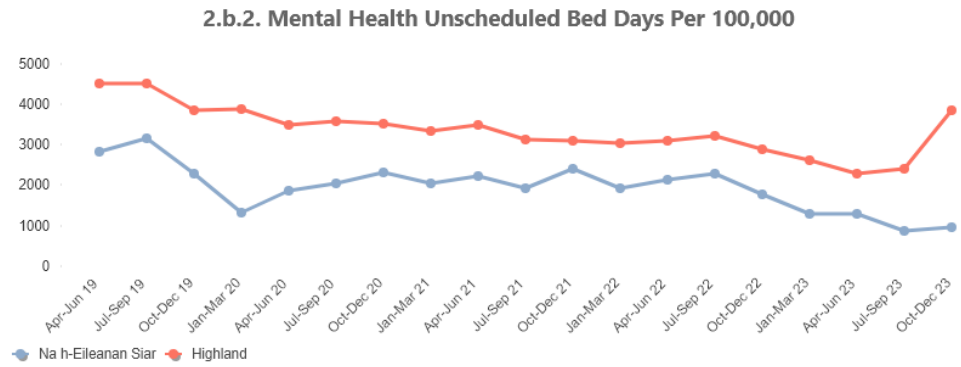
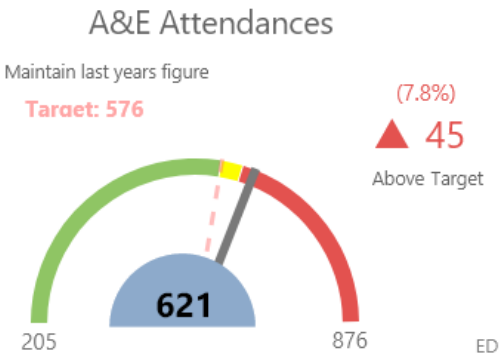


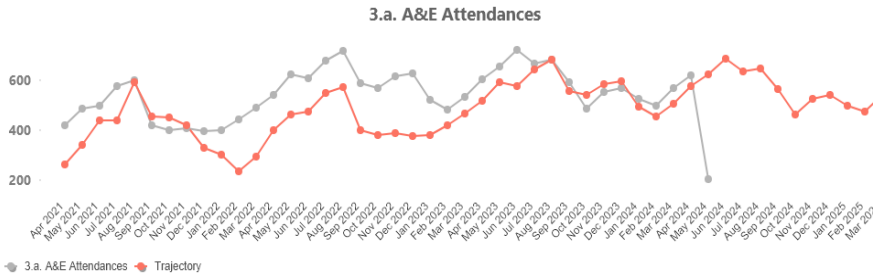
Data taken from source integration indicator document

2.7 A&E Attendances – May 2024

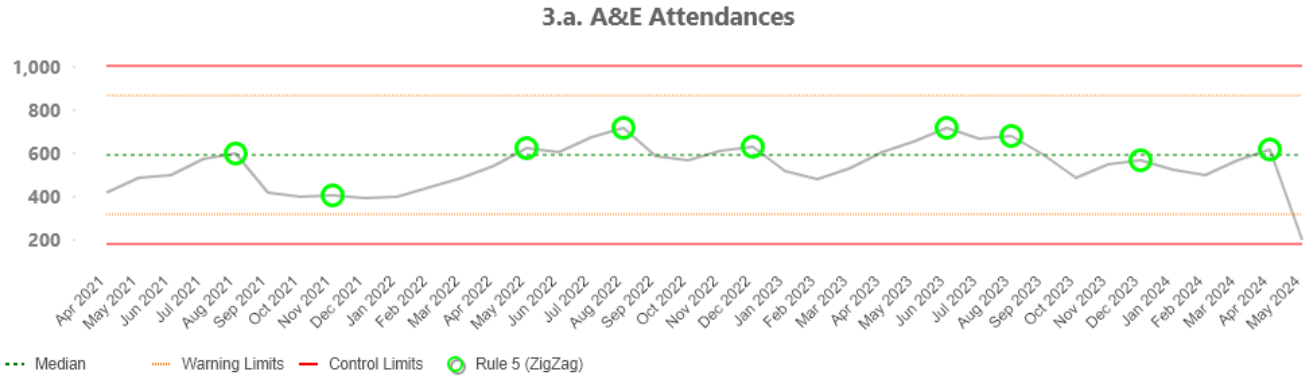
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



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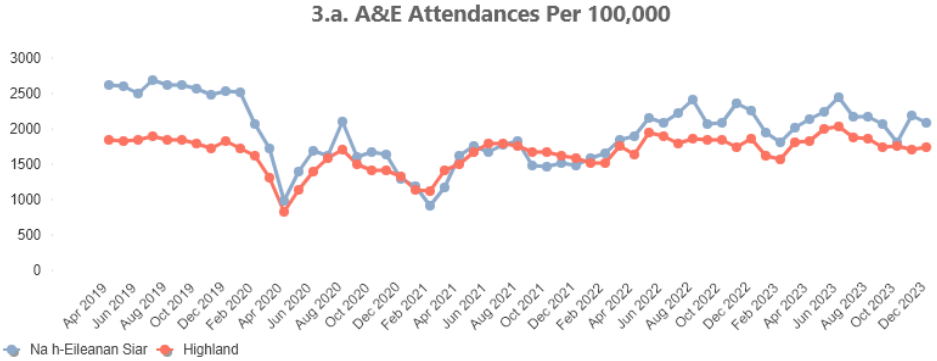
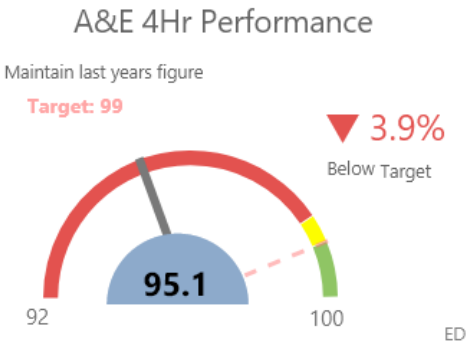


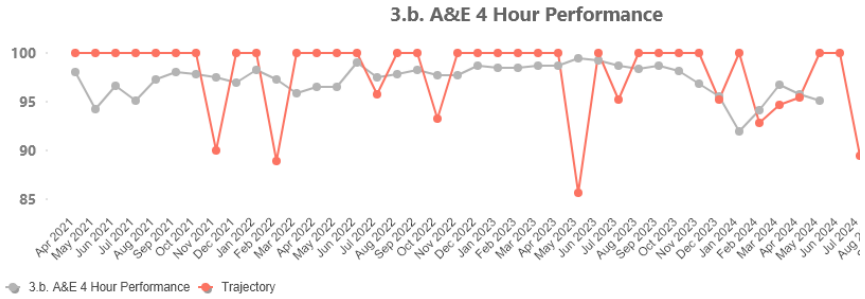
Data taken from source integration indicator document

2.8 A&E 4Hr Performance – May 2024

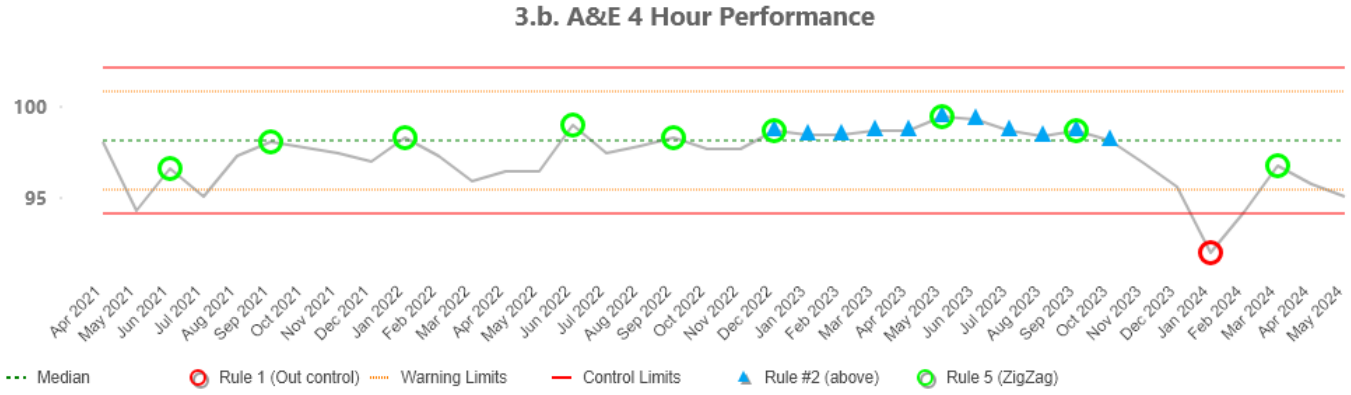
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



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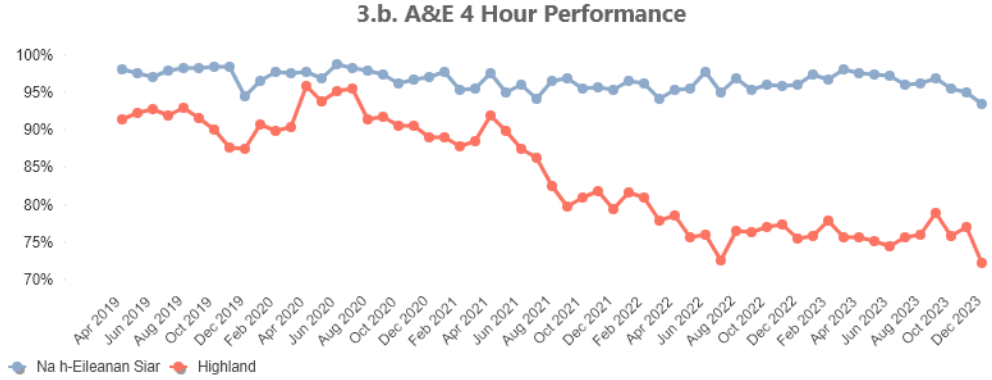
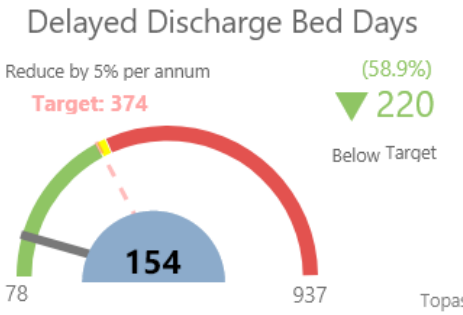
Quality Improvement – Highland Partnership



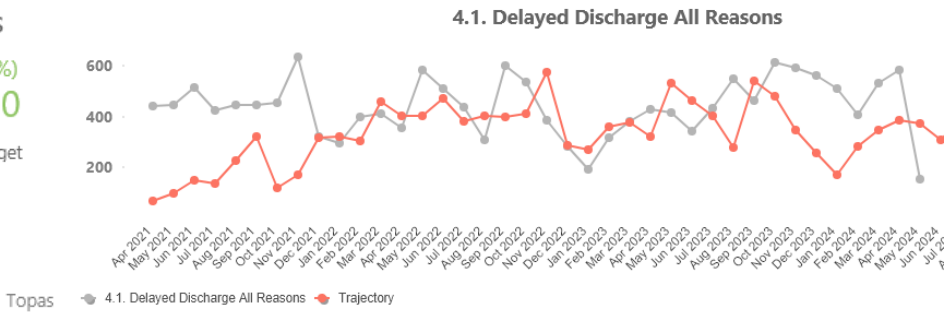
Data taken from source integration indicator document

2.9 Delayed Discharge Bed Days – May 2024

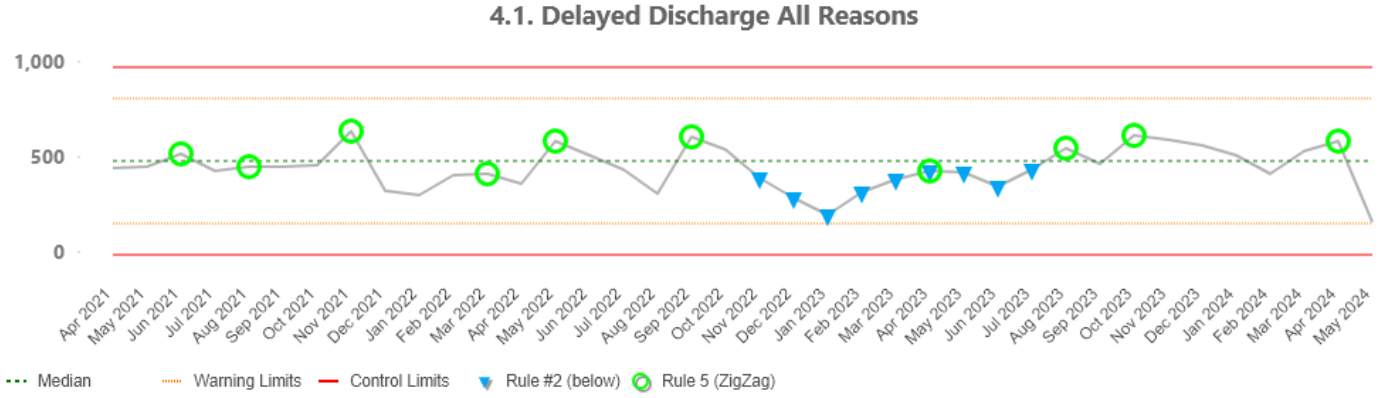
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



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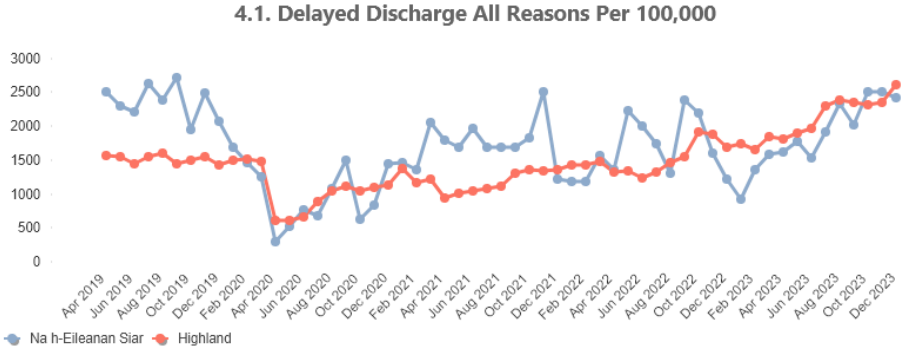
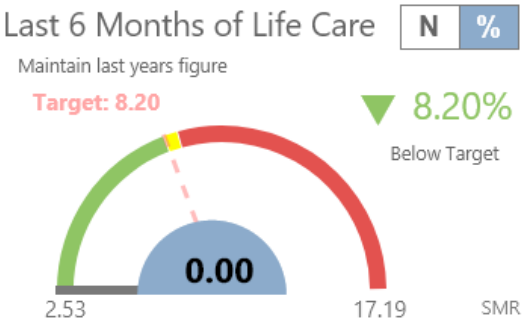


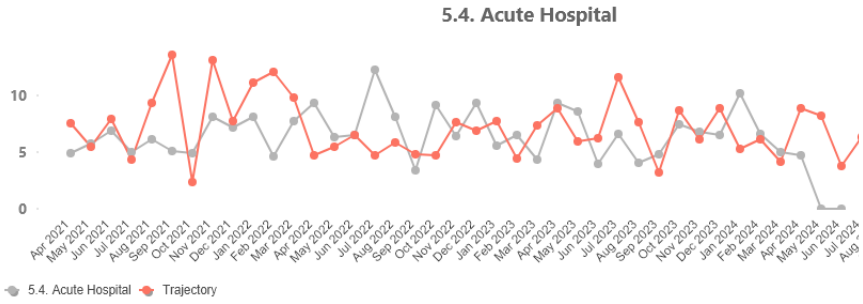
Data taken from source integration indicator document

2.10 Last 6 Months of Life % (Acute Setting) – May 2024

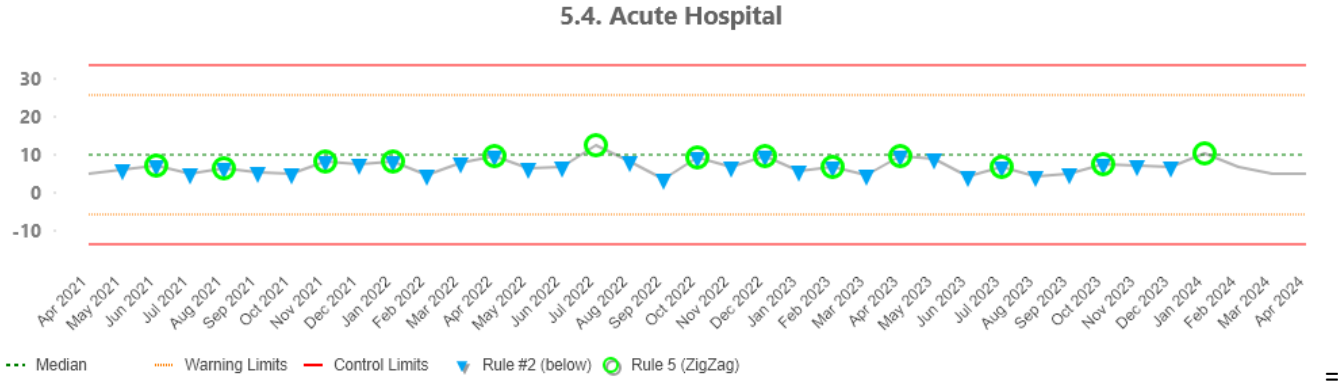
Performance RAG Dial



Actual vs Target Trajectory Trend



Quality Improvement – Run Chart



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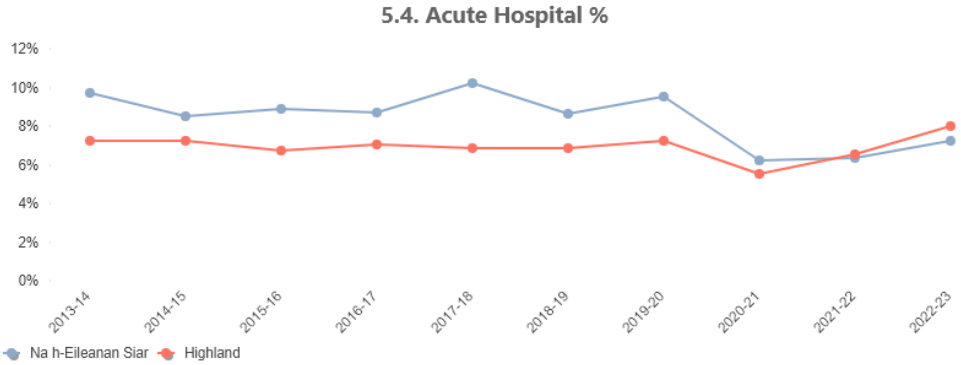

Data taken from source integration indicator document

3. Dashboard Access Contact

For access to IJB Dashboard please contact:

Public Health Intelligence Dept.

Health Board Offices

37 South Beach Street

Stornoway

E:martin.malcolm@nhs.net

T@ 01851708042