

### Heat map - Inpatient Ward Areas - February 2019

| Inpatient Ward                   | Patient Experience |            |                    | Quality & Safety          |                     |                   |          |          |                | Roster Sign Off                      | Registered Safe Staffing |                      |                    |                        |            |                       | Unregistered Safe Staffing |                      |                    |                        |            |                       | Care Hours per Patient Day |                         |                            |                           |                    |
|----------------------------------|--------------------|------------|--------------------|---------------------------|---------------------|-------------------|----------|----------|----------------|--------------------------------------|--------------------------|----------------------|--------------------|------------------------|------------|-----------------------|----------------------------|----------------------|--------------------|------------------------|------------|-----------------------|----------------------------|-------------------------|----------------------------|---------------------------|--------------------|
|                                  | Compliments        | Complaints | FFT** Positive (%) | Moderate Harm + Incidents | Falls with Harm *** | Medication Errors | MRSA     | C.Diff   | PU* (+G2 only) | 11.02.19 approved 6 weeks in advance | Fill Rate % Days         | % of Temp Staff Days | Fill Rate % Nights | % of Temp Staff Nights | Sickness % | A/L % Roster 14.01.19 | Fill Rate % Days           | % of Temp Staff Days | Fill Rate % Nights | % of Temp Staff Nights | Sickness % | A/L % Roster 14.01.19 | Planned Registered CHPPD   | Actual Registered CHPPD | Planned Unregistered CHPPD | Actual Unregistered CHPPD | Actual CHPPD TOTAL |
| Planned Orthopaedic Unit         | 25                 | 1          | 100.0%             | 0                         | 0                   | 2                 | 0        | 0        | 0              | Y                                    | 93.8%                    | 12.3%                | 94.9%              | 45.6%                  | 3.54%      | 16.2%                 | 96.3%                      | 10.79%               | 101.8%             | 12.4%                  | 1.68%      | 12.9%                 | 3.7                        | 3.8                     | 2.9                        | 3.2                       | 7.0                |
| Integrated Gynae Surgical Unit   | 118                | 3          | 92.5%              | 0                         | 0                   | 5                 | 0        | 0        | 0              | Y                                    | 90.3%                    | 7.6%                 | 94.8%              | 32.1%                  | 3.76%      | 14.2%                 | 92.5%                      | 30.59%               | 104.8%             | 38.8%                  | 17.59%     | 11.8%                 | 3.1                        | 2.9                     | 3.2                        | 3.2                       | 6.1                |
| Emergency Orthopaedic Unit       | 23                 | 0          | 100.0%             | 0                         | 0                   | 1                 | 0        | 0        | 0              | Y                                    | 98.4%                    | 1.72%                | 97.7%              | 18.4%                  | 5.38%      | 10.5%                 | 94.7%                      | 28.25%               | 115.0%             | 19.1%                  | 1.06%      | 5.5%                  | 3.5                        | 3.7                     | 3.0                        | 3.3                       | 7.0                |
| Critical Care                    | 85                 | 0          | 100.0%             | 0                         | 0                   | 0                 | 0        | 0        | 0              | Y                                    | 106.1%                   | 13.5%                | 104.5%             | 38.7%                  | 0.00%      | 10.3%                 | 93.8%                      | 7.30%                | -                  | N/A                    | 0.00%      | -                     | 24.6                       | 30.6                    | 1.3                        | 1.5                       | 32.1               |
| Acute Medical Unit (AMU)         | 27                 | 1          | 96.7%              | 0                         | 0                   | 5                 | 0        | 0        | 1              | N                                    | 94.0%                    | 11.4%                | 97.5%              | 41.6%                  | 3.47%      | 9.7%                  | 95.8%                      | 10.52%               | 99.4%              | 20.1%                  | 4.33%      | 10.3%                 | 4.1                        | 4.6                     | 4.3                        | 4.8                       | 9.4                |
| Acute Cardiology Unit (ACU)      | 15                 | 1          | 100.0%             | 0                         | 0                   | 1                 | 0        | 0        | 0              | Y                                    | 91.6%                    | 10.9%                | 98.0%              | 36.9%                  | 7.76%      | 9.0%                  | 86.5%                      | 20.10%               | 103.8%             | 31.1%                  | 4.51%      | 12.7%                 | 5.2                        | 5.4                     | 2.8                        | 2.9                       | 8.3                |
| Heart Care Unit (HCU)            | 35                 | 1          | 95.7%              | 1                         | 0                   | 1                 | 0        | 0        | 0              | Y                                    | 97.0%                    | 14.5%                | 100.0%             | 37.6%                  | 24.73%     | 19.5%                 | 152.0%                     | 38.96%               | 192.8%             | 57.2%                  | 7.14%      | 40.5%                 | 3.3                        | 2.7                     | 3.8                        | 5.3                       | 8.0                |
| Ward 31                          | 11                 | 0          | 90.2%              | 0                         | 0                   | 2                 | 0        | 0        | 0              | N                                    | 80.7%                    | 36.8%                | 98.8%              | 80.8%                  | 33.86%     | 1.7                   | 74.3%                      | 15.39%               | 119.7%             | 52.7%                  | 2.32%      | 6.3                   | 2.6                        | 2.4                     | 4.4                        | 4.1                       | 6.5                |
| Ward 40                          | 58                 | 0          | 96.8%              | 2                         | 0                   | 1                 | 0        | 1        | 1              | N                                    | 102.8%                   | 7.6%                 | 101.0%             | 59.1%                  | 8.35%      | 13.4                  | 106.6%                     | 18.77%               | 140.1%             | 42.8%                  | 8.83%      | 16.2                  | 2.6                        | 2.7                     | 2.6                        | 3.2                       | 5.8                |
| Ward 41                          | 29                 | 2          | 81.8%              | 0                         | 0                   | 0                 | 0        | 0        | 0              | N                                    | 84.5%                    | 19.1%                | 91.9%              | 62.1%                  | 0.55%      | 19.4                  | 88.5%                      | 29.66%               | 131.9%             | 60.7%                  | 5.62%      | 13.1                  | 2.6                        | 2.4                     | 3.3                        | 3.6                       | 6.0                |
| Ward 42                          | 12                 | 2          | 84.3%              | 1                         | 0                   | 2                 | 0        | 1        | 0              | Y                                    | 80.5%                    | 6.3%                 | 101.4%             | 54.4%                  | 2.53%      | 10.9                  | 116.9%                     | 13.78%               | 132.7%             | 34.5%                  | 1.64%      | 9.9                   | 2.8                        | 2.5                     | 2.8                        | 3.4                       | 5.9                |
| Ward 44                          | 26                 | 1          | 89.3%              | 1                         | 1                   | 2                 | 0        | 0        | 0              | N                                    | 79.9%                    | 23.9%                | 101.8%             | 35.3%                  | 0.00%      | 16.7                  | 112.6%                     | 33.32%               | 144.0%             | 33.2%                  | 6.11%      | 9.1                   | 2.7                        | 2.4                     | 3.8                        | 4.8                       | 7.2                |
| Ward 45                          | 8                  | 0          | 100.0%             | 1                         | 0                   | 3                 | 0        | 0        | 1              | N                                    | 72.7%                    | 0.7%                 | 98.2%              | 29.4%                  | 1.35%      | 13.5                  | 91.9%                      | 17.60%               | 122.3%             | 23.6%                  | 6.49%      | 10.9                  | 2.7                        | 2.4                     | 4.8                        | 5.3                       | 7.6                |
| Ward 46                          | 32                 | 2          | 100.0%             | 1                         | 1                   | 2                 | 0        | 0        | 0              | Y                                    | 72.7%                    | 8.7%                 | 72.1%              | 28.3%                  | 9.48%      | 11.9                  | 86.7%                      | 7.38%                | 230.3%             | 34.5%                  | 0.60%      | 11.3                  | 3.0                        | 2.3                     | 3.0                        | 4.2                       | 6.5                |
| Ward 27 (Maternity)              | 25                 | 0          | 68.4%              | 0                         | 0                   | 1                 | 0        | 0        | 0              | Y                                    | 93.5%                    | 24.6%                | 91.5%              | 23.4%                  | 8.46%      | 11.0%                 | 80.2%                      | 13.88%               | 96.4%              | 7.4%                   | 7.55%      | -                     | 2.7                        | 3.8                     | 1.3                        | 1.6                       | 5.4                |
| Neonatal Unit (NICU)             | 29                 | 0          | 100.0%             | 0                         | 0                   | 1                 | 0        | 0        | 0              | Y                                    | 98.7%                    | 20.0%                | 100.1%             | 21.5%                  | 6.82%      | 12.7%                 | 100.0%                     | N/A                  | -                  | N/A                    | 0.00%      | -                     | 7.8                        | 12.3                    | 0.6                        | 1.0                       | 13.3               |
| Children's Unit                  | 76                 | 1          | 94.4%              | 0                         | 0                   | 0                 | 0        | 0        | 0              | Y                                    | 97.1%                    | 9.9%                 | 120.8%             | 16.4%                  | 0.59%      | 16.0%                 | 68.3%                      | 15.39%               | -                  | N/A                    | 13.93%     | -                     | 4.4                        | 7.1                     | 1.0                        | 1.6                       | 8.7                |
| Stamford Unit Ground             | 1                  | 2          | 94.7%              | 1                         | 0                   | 1                 | 0        | 0        | 0              | N                                    | 97.9%                    | 9.8%                 | 92.7%              | 56.3%                  | 1.38%      | 4.1%                  | 103.7%                     | 11.09%               | 102.7%             | 13.3%                  | 3.04%      | 8.9%                  | 1.7                        | 1.7                     | 3.8                        | 4.1                       | 5.7                |
| Stamford Unit 1st Floor          | 3                  | 0          | 80.0%              | 0                         | 0                   | 0                 | 0        | 0        | 0              | N                                    | 96.2%                    | 10.8%                | 100.2%             | 48.9%                  | 3.41%      | 18.6%                 | 106.4%                     | 22.52%               | 105.9%             | 52.4%                  | 10.94%     | 12.4%                 | 1.7                        | 1.8                     | 3.8                        | 4.4                       | 6.1                |
| Stamford Unit 2nd Floor          | 10                 | 0          | 100.0%             | 0                         | 0                   | 1                 | 0        | 0        | 1              | N                                    | 109.9%                   | 12.2%                | 96.6%              | 51.9%                  | 13.87%     | 7.5%                  | 99.1%                      | 19.74%               | 101.8%             | 38.1%                  | 19.06%     | 16.3%                 | 1.7                        | 1.8                     | 3.8                        | 3.9                       | 5.7                |
| <b>Inpatient Totals/Averages</b> | <b>648</b>         | <b>17</b>  | <b>91.0%</b>       | <b>8</b>                  | <b>2</b>            | <b>31</b>         | <b>0</b> | <b>2</b> | <b>4</b>       | <b>55%</b>                           | <b>92.8%</b>             | <b>12.7%</b>         | <b>98.8%</b>       | <b>39.6%</b>           | <b>N/A</b> | <b>N/A</b>            | <b>97.2%</b>               | <b>20.0%</b>         | <b>123.3%</b>      | <b>35.4%</b>           | <b>N/A</b> | <b>N/A</b>            | <b>3.4</b>                 | <b>3.6</b>              | <b>3.2</b>                 | <b>3.7</b>                | <b>7.3</b>         |

**KEY**

|                   |                        |                        |             |              |                |                            |                    |                         |
|-------------------|------------------------|------------------------|-------------|--------------|----------------|----------------------------|--------------------|-------------------------|
| <u>Complaints</u> | <u>Moderate Harm +</u> | <u>Falls with Harm</u> | <u>MRSA</u> | <u>CDIFF</u> | <u>PU(+G2)</u> | <u>Staffing Fill Rates</u> | <u>FFT Postive</u> | <u>Annual Leave</u>     |
| 0 - Green         | 0 - Green              | 0 - Green              | 0 - Green   | 0 - Green    | 0 - Green      | > 90% - Green              | >95% - Green       | <9% or >18.1% - Red     |
| >1 - Amber        | >1 - Amber             | >1 - Amber             | >1 - Red    | >1 - Amber   | >1 - Amber     | 80 - 90% - Amber           | 90 - 95% - Amber   | 9-11% or 17-18% - Amber |
| >2 - Red          | >2 - Red               | >2 - Red               |             | >2 - Red     | >2 - Red       | < 80% - Red                | <90% - Red         | 11-17% - Green          |

\*Please note that the PU data contains only the requests for RCA's and not those which have been attributed Trust acquired.  
 \*\* FFT Total shown does not include Community areas, only inpatient ward areas as shown above.. N/A indicates no returns in month  
 \*\*\* Where a fall with harm is indicated this will also be in the total of moderate harms for that month. All falls with harm are included in the moderate+ harms total.