

Welcome to Northern Beaches Hospital

Tour of Northern Beaches Hospital

Working hospital – clinical and non clinical areas

- Size of group – if you get lost
- Patient and staff privacy
- Immunisation status
- Coughs/colds/other infections
- Emergency procedures
- Hand hygiene

Mobility issues?

Bag storage

Toilets



Northern Beaches Hospital

Tracking our Performance





How do we view the last year?

- A very challenging start
- A rapid and committed response
- Unwavering commitment to patient care
- Great pride in our staff
- Outcomes which continue to improve



How do we monitor our progress?

Delivering Care to the Community

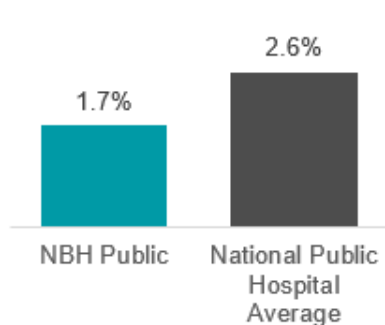
In the First 11 Months

- 1500 babies delivered
- 14,600 operations performed
- 53,000 patients presented to ED
- 385 additional nurses recruited
- > 700 active senior doctors credentialed
- 80% of patients rated quality of care as “very good”
- 99% of patients arriving by ambulance transferred into ED care in the target time
- 100 % of elective surgery performed in recommended time

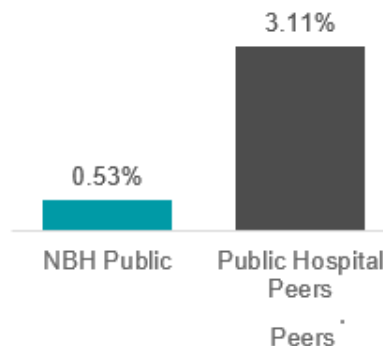
Clinical Outcomes

Strong clinical performance – outcomes across key metrics compare favourably to peer public hospitals

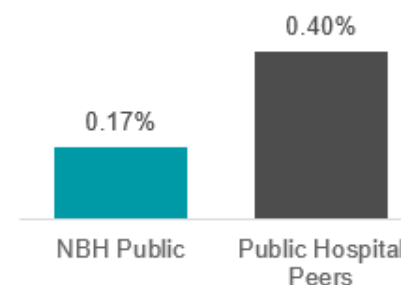
HAC RATE¹



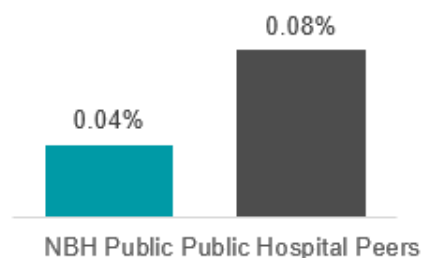
UNPLANNED READMISSIONS²



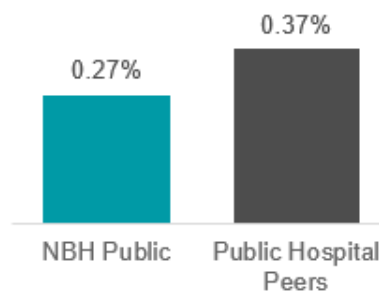
UNPLANNED RETURN TO OPERATING ROOM²



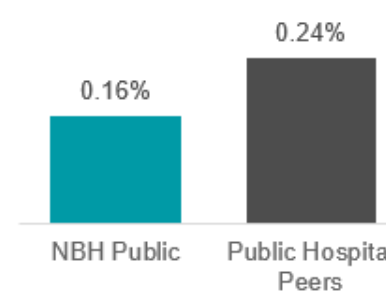
PATIENTS DEVELOPING PRESSURE INJURIES²



FALLS IN HOSPITAL²



UNPLANNED ICU²



¹ Source: HSO operational data 2018-19, AIHW Admitted patient care 2017-18: Australian hospital statistics report (latest data available)

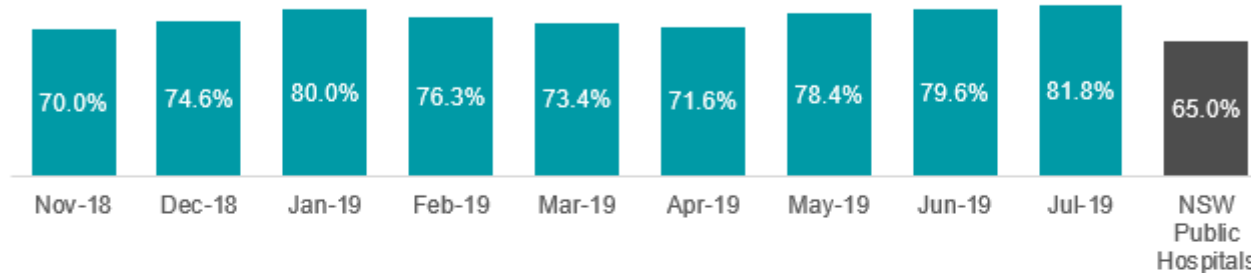
² Source: ACHS Performance and Outcomes Service, July-December 2018.

Our Consumers' Experience

Patient satisfaction is strong and rising

NBH PUBLIC HOSPITAL – RATING OF CARE

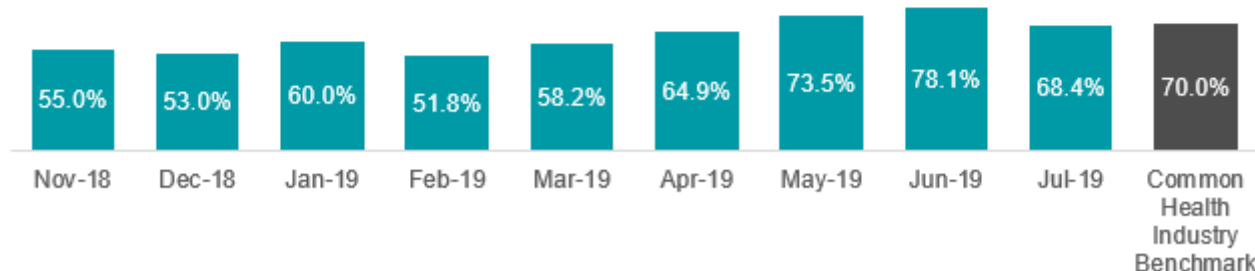
% of patients rating the hospital experience as "Very Good"



Source: HSO operational data, bhi.nsw.gov.au (NSW Health) 2017 (latest available data)

NBH PUBLIC HOSPITAL – NET PROMOTER SCORE (NPS)

Reflects willingness of patients to recommend services to others



Source: HSO draft operational data, Common industry standards

COMMENTARY

- ✓ Compares favourably in all months to the State average
- ✓ Notable improvement over time (+16.8% since opening)
- ✓ Reflective of clinical care quality
- ✓ Compares favourably to Manly (73%) and Mona Vale (73%)

- ✓ Early scores deflated by negative press, which influenced patient willingness to recommend the hospital, sometimes despite a good personal experience
- ✓ Significant improvement over time (+24.3% since opening)

Efficient and Timely Care

Key metrics of ED Treatment Performance, Transfer of Care from Ambulance and Elective Surgery Performance show NBH performing better than peers

PERFORMANCE METRICS



Source: HSO operational data Apr-Jun 2019, BHI Apr-Jun 2019 (latest available data)

Note: NSW Peer B1 Hospitals includes Peer groups based on hospital size and complexity is done for all public hospitals across NSW.

Documentation Enhancements

- 118 new policies (adapted from LHD policies)
- 22 NBH policies updated
- Total of 808 policies available to staff
- Discharge summaries – 79% being sent electronically

