

# Quality Measures and Clinical Outcomes

## QUALITY SCORECARD

### A factual approach to quality improvement

Life Healthcare's quality management system is based on a factual approach to quality improvement – through consistent monitoring, measurement, management and reporting. In line with the trend in the global healthcare industry, where providers increasingly use processes and outcomes data to review and improve the quality of healthcare delivery, we have embraced a transparent approach to our reporting and data management system. An IT measurement platform has been entrenched across the group, which has resulted in leaders and staff at all organisational levels being empowered to measure their performance against the individual goals of the hospital and against other group hospitals in a healthy and positive manner.

*For more information related to our group clinical and quality scorecard, please see Life Healthcare's latest Integrated Report under the Investor Relations tab.*

## Quality Health and Safety Measures

### First do no harm – committed to health and safety.

Health and safety is an essential focus area in Life Healthcare. The Occupational Health and Safety Act (OHSAct) (no 85 of 1993), and its regulations, are seen as the minimum requirement together with other applicable legislation that may impact on the employee in the workplace. Occupational Health and Safety risks are managed and are an integral part of the Employer responsibility as delegated in terms of Section 16.2 of the OHSAct – Legal requirements including Health and Safety are integrated into the Life Healthcare Quality Management System and forms part of the annual auditing process.

In addition to this the Life Healthcare strategic vision is strengthened by its commitment to governance with integrity and compliance to health and

safety principles – as is evident in our quality and environmental policies.

Our employees play an integral role in creating and developing the safety culture in our facilities and contribute to a safe environment for our patients, staff and members of the public. To this end, our compliance to the Occupational Health and Safety Act extends to the nomination and training of health and safety representatives and formation of health and safety committees. Monthly inspections are performed and hazards reported and even addressed by these representatives. One of the key responsibilities of the health and safety committee is to escalate major risks to management for attention and action.

Life Healthcare drives preventative action via the risk assessment and alert (also known as potential or near miss incidents) reporting processes. In addition all incidents are reported, investigated, analysed and monitored to identify trends and to ensure the health and safety of our staff, patients, the public, equipment and property. Investigators of incidents are appointed according to the Occupational Health and Safety Act. They are formally trained to manage the investigation process within their areas of responsibility together with the appointed Health and Safety Representatives.

All reported incidents are categorised according to severity and are reported to different levels of the organisation – including to the chief executive officer if required. This ensures that appropriate corrective action is taken. The quality department at head office, together with relevant stakeholders, monitors the incident numbers and trends of hospitals against agreed objectives and targets at regular intervals. Results are reported to executive management on a quarterly basis. These objectives and targets are reviewed annually to ensure continual improvement.

*Please see Life Healthcare's latest Integrated Report under the Investor Relations tab for details regarding the group performance against these objectives and targets.*

## Clinical Outcomes

### Measuring what we do and how we do it

For the most part, patients entering a healthcare facility do so to address a health issue. They wish to move from an unwell state to a better and ultimately well state, most of which will take place within the hospital confines. For this reason it is imperative, for the sake of the patient, that this occurs as effectively and efficiently as possible.

In the interest of achieving this, the clinical departments at Life Healthcare have implemented a number of clinical outcomes measures which monitor the effectiveness and efficiency of the clinical care that is delivered. The Quality department is responsible for the management and reporting of this data. In so doing it provides the clinical departments with the ability to benchmark their results against competitors locally and internationally, as well as create opportunities to improve aspects of their care.

Current clinical outcomes measures and initiatives	Clinical department responsible
1. Healthcare associated infections in line with international measures a. Ventilator associated infections b. Surgical site infections c. Catheter associated urinary tract infections d. Central line associated blood stream infections	Infection Prevention
2. Cardiac excellence programme	Clinical Directorate
3. Patient reported outcomes measures	Clinical Directorate
4. Antimicrobial stewardship	Pharmacy
5. Venous thrombo-embolism risk assessment and prophylaxis	Clinical Directorate and Nursing
6. Neonatal and obstetric care	Clinical Directorate and Nursing