Paper 3

Monthly KPIs																
Ref	KPI	Month	01	02	03	04	05	06	07	08	09	10	11	12
RACU-Monthly01	Percentage of referrals triaged and confirmation of acceptance/signposting to a more appropriate service provided within 2 hours of the referral being received and opened	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
		Numerator												
		Denominator												
		Actual %												
RACU-Monthly02	Percentage of care/support plan and discharge summary, including any drug changes, issued electronically to the pts GP within 24 hours of the patient being seen/treated by the service	Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
		Numerator												
		Denominator												
		Actual %												
RACU-Monthly03	Percentage of comprehensive assessment and treatment plan given to patient on the same day of the patient's attendance in RACU.	Target	██	██	██	██	██	75%	75%	75%	75%	75%	75%	75%
		Numerator	██	██	██	██	██							
		Denominator	██	██	██	██	██							
		Actual %	██	██	██	██	██							

Monthly Information Requirements																
Ref	KPI	Month	01	02	03	04	05	06	07	08	09	10	11	12
RACU-Monthly04	First to follow up ratio for patients attending the RACU within a completed episode of care	Numerator												
		Denominator												
		Actual %												
RACU-Monthly05	Mode of arrival to the RACU	Brought by Emergency Ambulance/ Paramedics												
		Requiring PTS Transport												
RACU- Monthly 06	Number of Safeguarding Vulnerable Adults referrals	Number Reported												
RACU-Monthly07	Number of Ulysses incidents	Number reported												
RACU-Monthly08	Number of referrals received and by whom eg GP, OOH, MIU, SCAS, Community Nursing/ ILT team	GP referrals												
		Out of Hours/ MIU referrals												
		SCAS referrals												
		Community Nursing/IL Team												
		Other												
RACU-Monthly09	Number of referrals accepted by the service	Number received												
		Number accepted												
RACU-Monthly10	Number and reason for referrals being rejected by the service	Duplicate referrals												
		Inappropriate referrals												
		Incomplete referrals												
RACU-Monthly11	Outcome Triage destination ie primary therapy offered by RACU:	Physiotherapy												
		OT												
		SALT												
RACU-Monthly12	Number of same day v next day appointments offered	Number of first day appointments												
		Number of all appointments												
RACU-Monthly13	Number of patients re-admitted to the service with the same condition within 14 days of	Number of patients re-admitted												
RACU-Monthly14	Number of "Did Not Attends" reported each month	Number of DNAs												
		Number of all appointments												
RACU- Monthly 15	Percentage of total monthly reablement referrals with care packages that become available	Actual %												
RACU- Monthly 16	Number of patients requiring acute admissions (for the same condition seen in the RACU)	Number of patients												

Quarterly Audits		
Ref	**KPI**	**Phase**
RACU-Quart01	Nature of patient treatment provided by the RACU ie IV antibiotics, transfusion, x-ray	Initial
RACU-Quart02	Destination of the patient on discharge from the service ie OSJ, home, acute admission	Initial
RACU-Quart03	Patient experience –X% of patients/carers feeling involved in the development of their care	5 months from go live
RACU-Quart04	Patient experience – Customer satisfaction survey testing patient/carer satisfaction with the	5 months from go live
RACU-Quart05	Staff satisfaction survey for those working in the RACU	5 months from go live
RACU-Quart06	360 degree survey – feedback from referrers to the service or those organisations to which	8 months from go live
RACU-Quart07	Number of care packages amended/initiated on discharge	8 months from go live

Benefits to be measured across the system as part of Benefits realisation 12m post start of new model		
Organisation	**Ref**	**Benefit**
RBFT	RACU-Ben01	A reduction in the number of A&E attendances at the RBH from Oxfordshire patients over the age of 65yrs and
RBFT	RACU-Ben02	A reduction in the number of NEL zero length of stays at the RBH from Oxfordshire patients over the age of
RBFT	RACU-Ben03	A reduction in the number of NEL short stay admissions at the RBH from Oxfordshire patients over the age of
RBFT	RACU-Ben04	Reduction in the attendance of Oxfordshire registered patients at the RACOP service offered by RBH
RBFT	RACU-Ben05	Reduction in the number of Oxfordshire patient DTOCs reported for RBH
SCAS	RACU-Ben06	Reduction in the number of non emergency patient journeys for Oxfordshire residents from the catchment area
RBFT/OHFT	RACU-Ben07	Increase in the number and variety of outpatient clinics provided at Townlands Hospital
OHFT/OSJ	RACU-Ben08	Patient satisfaction levels with the effective integration of services provided

input from KPI RACU - Quart 04