

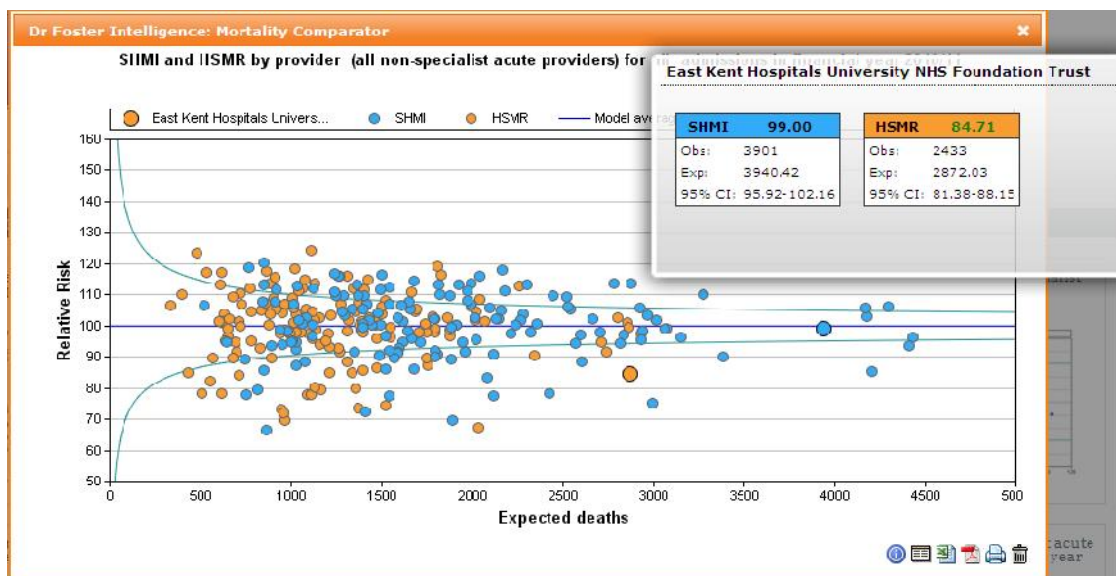
Case Study – East Kent Hospitals NHS Foundation Trust undertakes root cause analysis of its SHMI

The Challenge

When the SHMI was published, East Kent Hospitals NHS Foundation Trust was keen to understand the variation between its SHMI and HSMR and wanted to be able to quickly identify the cause of this. For the period April 2010 to March 2011, the trust's HSMR was at 84.71, significantly lower than expected. Though the trust's SHMI for the same period was within expected values, at 99.00 it still represented a high deviation from the HSMR.

The Solution

Mortality Comparator was made available to the trust on the day that the SHMI was published by the NHS Information Centre. The trust wanted to understand the intricacies of the methodology and what they really said about the quality of care, so they asked their Dr Foster Account Manager to produce a report that looked at the SHMI headline and a comparative analysis of the HSMR and SHMI. They also wanted the report to identify the SHMI diagnosis groups that had a raised or statistically high Standardised Mortality Rate (SMR) within Mortality Comparator, with some more in-depth analysis via Dr Foster's quality monitoring solution RTM and, based on this, recommendations for further investigation via audit of patient notes.



The Outcome

The trust's Dr Foster Account Manager produced a piece of bespoke analysis using Mortality Comparator to look at the SHMI for in-hospital deaths only and the SHMI adjusted for palliative care as a starting point. The SHMI for in-hospital deaths was significantly lower than expected, which indicated that it was the post-discharge element of the SHMI that was driving the score.

The next level of analysis highlighted that the SHMI was particularly high for certain diagnosis groups that relied on agencies in primary care to support their care pathways. As a result, the trust looked into each of the areas identified and it became clear that discharges had been made appropriately, as part of the trust's commitment to delivering end of life care, where possible, in the community or local hospice facility.

Dr Marc Farr, Director of Information at the trust said: “The analysis provided by our Dr Foster account manager has very quickly given us a detailed understanding of the factors driving the overall number, both in terms of the overarching intricacies at a methodology level, right down to performance at individual diagnosis group level. It meant we could pinpoint why there was variation between our HSMR and SHMI and understand the diagnosis groups that warranted further investigation.”

If you'd like to understand more about the factors driving your SHMI, please contact your Account Manager or our support team at support@drfoster.co.uk or on 0800 288 9808.