# Key Performance Indicators for STROKE UNIT

**Assessment September 2011**

<table>
<thead>
<tr>
<th>CORE</th>
<th>KPI</th>
<th>REQUIRED STANDARD</th>
<th>SCORING</th>
<th>AWARD STATUS</th>
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</table>
| 1    | Mandatory Training and Competency Assessment of staff  
      - All staff to attend training  
      - Evidence of competency | Quarterly review of records using E-Roster and Training Department OLM system | Gold = 90-100%  
Silver = 70-90%  
Bronze = 50 - 70% | Gold |
| 2    | Number of staff with IV Competency (ward to determine minimum number required) | Quarterly review of records on E-Roster and database held by Corporate Practice Development Team | Gold = 100%  
Silver = 75-99%  
Bronze = 50 - 75% | Gold |
| 3    | Number of active qualified Mentors (standard and sign-off) (ward to agree numbers) | All Mentors are actively supporting learners  
Annual update attended  
Triennial review in progress | Gold = 80-100%  
Silver = 65-79%  
Bronze = 50 - 65% | Gold |
| 4    | Compliance with Quality Indicators | All relevant quality indicators are rated as Green or showing improvement | Gold = all Green  
Silver = 7/10 Green  
Bronze = less than 7 Green | Gold |
| 5    | Compliance with staff Appraisals | All staff on roster to have had an annual Appraisal  
Exception: Mat Leave or long-term sickness | Gold = 90-100%  
Silver = 70-90%  
Bronze = 50 - 70% | Gold |
| 6    | First 15 steps on the Stroke Unit | Ward and team is seen to be:  
- Welcoming  
- Organized  
- Caring  
- Compassionate  
- Responsive  
- Communicative  
- Patient-focused  
- Efficient  
- Clean clinical area | Gold = 75-100%  
Silver = 60-75%  
Bronze = 50 - 60% | Silver |
# Appendix 2  BESPOKE KPIs

<table>
<thead>
<tr>
<th>KPI</th>
<th>STANDARD REQUIRED</th>
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| A. All staff to have completed Stroke Competencies relevant to grade/band/role  
  - Dysphagia management  
  - Stroke pathway documentation  
  - Monitored patients management  
  - Neuro observation recording and understanding  
  - Positioning of Stroke patients  
  - Health promotion | All staff to have achieved all Competencies within three months of employment on Stroke Unit | Gold = 85-100%  
Silver = 70-85%  
Bronze = 50 - 70% | Bronze |
| B. Mealtime SOP                                                      | All staff compliant with mealtime SOP for all mealtimes                            | Gold = all meals Silver = 2/3 Bronze = 1 or less meal | Bronze |
| C. LCP Version 12 is used consistently and completely for dying patients | All staff aware of V12 of LCP and implement if for appropriate patients identified by team | Gold = 90-100%  
Silver = 70-90%  
Bronze = 50 - 70% | Bronze |
| D. Attitudes and behaviours  
  Feedback from external care providers to ward through questionnaire and interview e.g. Doctors, AHP’s, SALT Physio’s, Specialist Nurses, Chaplains, Portering staff and Domestic staff | Staff who work with Stroke Unit staff give positive feedback on the attitude, behavior and level of engagement they experience when interacting and working with the nursing team. | Gold = 75-100% positive Silver = 60-75% positive Bronze = 50 – 60% positive | Bronze |
| E. MCA/DOLS  
Need to be able to evidence MCA assessments in practice  
Staff knowledge and understanding of MCA and DOLS  
System for recording MCA as part of contract monitoring by PCT | All staff competent to undertake an MCA Assessment of patients  
Evidence of MCA in routine practice  
DOLS Assessor(s) maintain competence | Gold = 75-100%  
Silver = 60-75%  
Bronze = 50 - 60% | Bronze |