

Balanced Scorecard Definitions

General

Lead Commissioner – an NHS body which commissions care from an acute care provider by means of a contract under which it acts on its own behalf and on behalf of one or more other NHS bodies, known as Associate Commissioners. It shall have the same meaning as that term within the standard NHS contracts for acute hospital, mental health, community and ambulance services and supporting guidance

Associate Commissioner - an NHS body which commissions care from another body, including an acute care provider, by means of a contract or service agreement under which another NHS body is the lead commissioner. Associate commissioner shall have the same meaning as that term within the standard NHS contracts for acute hospital, mental health, community and ambulance services and supporting guidance

Domain 1

CQC – Care Quality Commission

Quality Compliance Risk – Monitor's [Quality Governance Framework](#) measures the structures and processes in place to ensure effective, trust-wide, oversight & management of quality performance. A trust that is deemed not these requirements may be flagged as a quality compliance risk.

SHMI - Summary Hospital-level Mortality Indicator

HSMR - Hospital Standardised Mortality Ratio

MRSA - Methicillin-resistant Staphylococcus aureus (MRSA) is a bacterium responsible for several difficult-to-treat infections in humans

MSA - mixed-sex accommodation

Never Events - are patient safety incidents that are preventable because:

- there is guidance that explains what the care or treatment should be;
- there is guidance to explain how risks and harm can be prevented;
- there has been adequate notice and support to put systems in place to prevent them from happening.

FFT – Friends and Family Test

EPRR – Emergency, Preparedness, Resilience and Response

Winterbourne Review - programme for change to transform health and care services and improve the quality of the care offered to children, young people and adults with learning disabilities or autism who have mental health conditions or behaviour that challenges to ensure better care outcomes for them.

Domain 2

Admitted Pathways - are those that end in an admission to hospital (either inpatient or day case) for treatment. The Referral to Treatment (RTT) operational standard is that 90 per cent of admitted patients should start consultant-led treatment within 18 weeks of referral.

Non Admitted Pathways - are those that end in treatment that did not require admission to hospital or where no treatment is required. The Referral to Treatment (RTT) operational standard is that 95 percent of non-admitted patients should start consultant-led treatment within 18 weeks of referral.

Incomplete pathways - represent those patients who have been referred on to consultant-led referral to treatment pathways, but whose treatment had not yet started at the end of the reporting period. These patients will be at various stages of their pathway, for example, waiting for diagnostics, an appointment with a consultant, or for admission for a procedure. The current requirement for providers is that 92% of patients waiting to have waited less than 18 weeks.

HCAI – Healthcare Associated Infections

Domain 3

Local Priority 1 - Reducing emergency readmissions within 30 days of discharge from hospital

Local Priority 2 - 51.5% of people dying in their usual place of residence

Local Priority 3 - 70% of eligible adults with a learning disability, receiving a NHS health check

IAPT – Improving Access to Psychological Therapies

Domain 4

NR – Non recurring

QIPP – Quality, Innovation, Productivity and Prevention