

## Indicators of healthcare quality and safety

### Ambroise Paré Clinic

**November 2017**

Our medical, healthcare and administrative teams, the Management, the facility's Medical Advisory Board and our user representatives are engaged in a process of continuous improvement of healthcare quality and safety. Our clinic was graded A by the Haute Autorité de Santé in June 2017 (the grades range from A to E, with A being the highest).

#### Overall patient satisfaction score (2017 E-SATIS survey)

**72.8/100**

**Class C**

#### Indicators of measures taken to combat healthcare-associated infections

Indicators	2016 Result	2016 Grade
<b>1. ICALIN 2</b> (Composite indicator of actions taken to combat nosocomial infections): means used to combat infections	<b>96.5%</b>	<b>A</b>
<b>2. ICSHA 2</b> (Indicator of hand sanitizer use): product used for hand hygiene	<b>146.4%</b>	<b>A</b>
<b>3. ICA-BMR</b> (Composite indicator of control of the spread of multi-resistant bacteria) – 2015 data	<b>100%</b>	<b>A</b>
<b>4. ICATB 2</b> (Composite indicator of responsible antibiotic use) – 2015 data	<b>94%</b>	<b>A</b>
<b>5. ICA-LISO</b> (Composite indicator of combatting surgical site infections) Means used to prevent surgical site infections during surgery	<b>88%</b>	<b>A</b>
<b>6. BN-SARM</b> : number of declarations of methicillin-resistant <i>Staphylococcus aureus</i> nosocomial bacteria	<b>0</b>	

#### Indicators of performance and improvement of healthcare quality and safety collected from patient file audits (1)

Indicators	2015 Result
<b>1. Patient files</b> : presence in the file of information required for care: medical history, surgical records, etc.	<b>82%</b>
<b>2. Discharge document</b> : % of files containing a summary document given to the patient at discharge to ensure continuity of care after discharge	<b>62%</b>
<b>3. Pain evaluation tracking</b> : pain intensity assessment and reevaluation for patients experiencing pain	<b>94%</b>
<b>4. Screening for nutritional disorders</b> : patient weight at arrival	<b>95%</b>
<b>5. Anesthesia file</b> : elements required for care: history, current treatment, anesthesia risk, etc.	<b>86%</b>

Indicators	2015 Result
<b>6. Pain assessment after surgical intervention:</b> % of files reporting pain assessment in the recovery room and reevaluation for patients experiencing pain	<b>91%</b>
<b>7. RCP (multidisciplinary oncology meeting):</b> % of files reviewed in consultation with at least three doctors from different specialties	<b>95%</b>

**Indicators of performance and improvement of healthcare quality and safety collected from patient file audits (2)**

Indicators (from dialysis patient files)	2017 Result
<b>1. Evaluation of access to transplantation:</b> presence in the file of an assessment of access to kidney transplantation	<b>100%</b>
<b>2. Monitoring of the iron levels in patients treated with erythropoietin-stimulating agents:</b> biological tests performed to track iron levels	<b>93%</b>
<b>3. Nutritional monitoring:</b> presence in the file of elements regarding nutritional monitoring: BMI (body mass index), albumin levels, etc.	<b>100%</b>
<b>4. Filtration assessment:</b> prescription of at least three sessions and total duration of at least 12 hours	<b>100%</b>