

Indicators of healthcare quality and safety

Hartmann 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)

72.2/100

Class C

Indicators of measures taken to combat healthcare-associated infections

Indicators	2016 Result	2016 Grade
1. ICALIN 2 (Composite indicator of actions taken to combat nosocomial infections): means used to combat infections	91%	A
2. ICSHA 2 (Indicator of hand sanitizer use): product used for hand hygiene	83.1%	A
3. ICA-BMR (Composite indicator of control of the spread of multi-resistant bacteria) – 2015 data	100%	A
4. ICATB 2 (Composite indicator of responsible antibiotic use) – 2015 data	94%	A
5. ICA-LISO (Composite indicator of combatting surgical site infections) Means used to prevent surgical site infections during surgery	88%	A
6. BN-SARM : number of declarations of methicillin-resistant <i>Staphylococcus aureus</i> nosocomial bacteria	0	

Indicators of performance and improvement of healthcare quality and safety collected from patient file audits

Indicators	2015 Result
1. Patient files : presence in the file of the information required for care: medical history, surgical records, etc.	82%
2. Discharge document : % of files containing a summary document given to the patient at discharge to ensure continuity of care after discharge	53%
3. Pain evaluation tracking : pain intensity assessment and reevaluation for patients experiencing pain	95%
4. Screening for nutritional disorders : patient weight at arrival	88%
5. Anesthesia file : elements required for care: history, current treatment, anesthesia risk, etc.	95%
6. Pain assessment after surgical intervention : pain assessment in the recovery room and reevaluation for patients experiencing pain	92%
7. RCP (multidisciplinary oncology meeting) : % of files reviewed in consultation with at least three doctors from different specialties	97%