



Quality Improvement and Patient Safety Report 2025

Patient Safety and Quality Programme Purpose Statement

Patient Safety and Quality are at the heart of all we do in Beacon Hospital. The overall purpose of the Quality Improvement and Patient Safety Programme is to continuously improve Beacon Hospital's processes and services relative to patient care. It provides an essential framework for the organisation, as we continually strive to ensure the delivery of the best care possible for our patients in a multidisciplinary environment with minimal risk.

Patient Safety and Quality Improvement Design

The Quality Improvement and Patient Safety Programme is designed to plan, design, measure, assess and improve organisational performance through the use of Lean methodology.

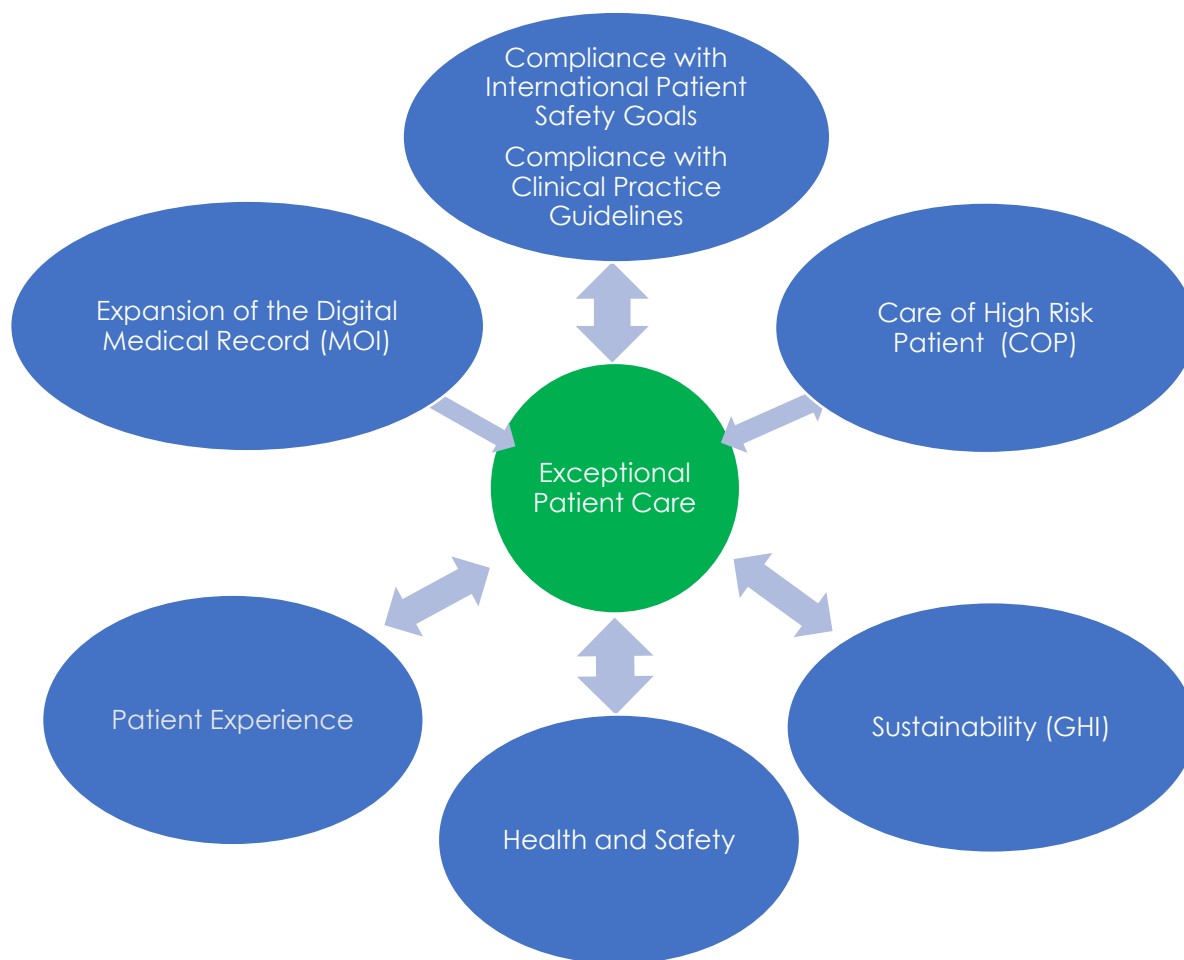
Patient Safety and Quality Initiatives are designed to:

- Attain optimal patient outcomes and patient and family experience
- Support an engaged and safe workforce
- Enhance appropriate utilisation
- Minimise risks and hazards of care
- Develop and share best practice

Patient Safety and Quality Improvement Priorities

Each year, Beacon Hospital Management Team determine measurement and improvement priorities to guide the Quality Improvement & Patient Safety programme for the year, based on the data analysis completed.

In 2025, these were:



Based on these leadership priorities, over 40 quality improvement projects were initiated across different departments in the hospital. Beacon Hospital reviews, develops and implements the most up to date evidence based Clinical Practice Guidelines to ensure safe and effective care to match our services and to meet National Guidelines as they are developed. Some examples of Beacon Clinical Practice Guidelines would be Sepsis and Open Disclosure.

Patient Experience

Patient feedback is a vital component of the Quality Improvement and Patient Safety Programme. In 2025, we rolled out a new electronic patient feedback survey which allows our patients to give more detailed and valuable feedback about their experience in order to help us to identify areas for improvement. This is a form of quantitative, survey-based research, specifically used in patient experience and satisfaction research. To the end of 2025, over 23,000 patients responded to the new survey giving us an overall NPS (Net Promoter Score) of 66, with over 12,000 patients leaving specific feedback. This patient feedback is used to identify and prioritise areas for improvement and to assess whether interventions are having the desired impact.



Education

Beacon Hospital has a robust Quality and Patient Safety education programme, with all hospital staff (clinical and non-clinical) provided opportunities for training and education, including online training programmes, classroom-based education, grand rounds, educational fairs and more.

Key Performance Indicators

As part of the Quality Improvement and Patient Safety Programme, data is collected and analysed in relation to various aspects of patient safety and quality to look for possible trends, assess the effectiveness of the programme, and ensure the highest possible level of quality patient care is provided to our patients. Key Performance Indicators are chosen to determine what data is collected and analysed. A Key Performance Indicator (KPI) is a measurable value that shows how effectively an individual, team, or organisation is at achieving a specific objective. Two examples of KPIs used in Beacon Hospital for 2025 are:

Falls

The number and rate of falls in the hospital is closely monitored to reduce the risk of harm to patients from falls. The overall falls rate for 2025 is 3.25 falls per 1000 patient days, below the hospital benchmark of 4 falls per 1000 patient days.

Hand Hygiene

The Infection Prevention and Control team monitor and audit the compliance of staff to proper hand hygiene as part of their programme to reduce the risk of harm to patients from infection. The overall compliance rate to hand hygiene protocol for 2025 is 97%, above the hospital benchmark of 90%.

Health & Safety

There is a robust Health & Safety Programme supporting Beacon Hospital's commitment to ensuring a safe environment for patients, staff and visitors.