

2. Improve health care & social care							
RTTC link	Customer focus	Better services	Streamlining the business	Better services	Better services	Customer focus	Better services
Long term outcome	<p>2.1 Improved intervention and support for older people and keeping them safe</p> <p>Director: People's Services Lead AD: Adult Social Care</p>	<p>2.2 A robust & healthy provider market</p> <p>Director: People's Services Lead AD: Adult Social Care</p>	<p>2.3 Financial balance across Herefordshire's health & social care economy</p> <p>Director: People's Services Lead AD: TBA</p>	<p>2.4 The development of a new local commissioning infrastructure</p> <p>Director: DCX & Director Corporate Services Lead AD: Head Commercial Services GP Commissioning Lead - Director NHS resources and Delivery</p>	<p>2.5 Good quality corporate and clinical governance standards are embedded in all services provided</p> <p>Director: Director NHS resources and Delivery Lead AD: Director of Clinical Quality and Leadership</p>	<p>2.6 A reduction in health inequalities for frail, elderly people</p> <p>Director: People's Services Lead AD: Health and Well Being Services</p>	<p>2.7 More people retaining their independence through greater choice and control</p> <p>Director: People's Services Lead AD: Adult Social Care</p>
Measures and targets	<ul style="list-style-type: none"> Number of older people discharged from hospital to rehabilitation or intermediate care, who are living at home 91 days after discharge <u>Target 2011/12 – 80%</u> Emergency bed days associated with multiple (two or more in a year) acute hospital admissions for over 75s <u>Target 2011/12 – 14,500 (validating)</u> Reduced average length of stay for older people in acute setting <u>Target 2011/12 – xx days</u> <u>Target 2012/13 xx days (need to validate)</u> Timeliness of assessments <u>Target 2011/12 – 88%</u> Timeliness of social care packages <u>Target 2011/12 – 90%</u> Increase number of jointly funded packages (tbc) <u>Target 2011/12</u> 	<ul style="list-style-type: none"> Access to primary dental services - year-on-year improvements in number of patients accessing NHS dental services <u>Target 2011-12 -</u> Market development strategy <u>Target – publish - November</u> Recommissioning the 3rd Sector <u>Target 2011/12 – 80 per cent of Contracts reviewed and re-commissioned</u> 	<ul style="list-style-type: none"> Delivery of QIPPs Savings <u>Target 2011/12 - £10.9m</u> Delivery Adult Social Care Cost Improvement Plan <u>Target 2011/12 - £3.6m</u> Delivery of Management Cost Savings across Health and Social Care <u>Target 2011/12 - £1.3m</u> 	<ul style="list-style-type: none"> Number of services re-commissioned and market tested in accordance with the Plan <u>Target: TBA once plan and savings agreed</u> Savings achieved for each new re-commissioned service <u>Target: TBA once plan and savings agreed (move to 2.2?)</u> Lower costs from co-working with key suppliers on initiatives to lower or remove costs <u>Targets:</u> 2011-12 - 1% savings 2012-13 - 2% savings 2013-14 - 2% savings % of 'health' commissioning budget managed by the GPC <u>Target: 70%</u> 	<ul style="list-style-type: none"> Comply with Healthcare Acquired Infection targets <u>Target – 2011-12 C.diff - 72</u> <u>MRSA – 2</u> No single sex accommodation breaches <u>Target 2011/12 - 0</u> Rate of delayed transfers of care per 100,000 population (aged 18 and over) <u>Target – 2011-12 – 18.6</u> <u>Safeguarding measure to be defined by HSAB</u> 	<ul style="list-style-type: none"> Reduce rate of admissions for falls in population age 75 plus (baseline to be set) Increase the number of older people receiving a home assessment and advice and support to reduce their risk of a fall at home (local baseline to be set by Dec 2011) Increase the number of older people regularly exercising to maintain muscle strength (local baseline to be set by Dec 2011) Increase the number of older people receiving a medicines review to reduce their risk of a fall (local baseline to be set by Dec 2011) 	<ul style="list-style-type: none"> The percentage of emergency admissions occurring within 28 days of the last, previous discharge from hospital <u>Target – 2011/12 –</u> Reduce Emergency admissions 2011/12 <u>Target 2011/12 – 730</u> Adults with mental illness or LD in employment <u>Target – 2011-12 – 12% (tbc)</u> Adults with mental illness or LD disability in settled accommodation <u>Target – 2011/12 – 79% (tbc)</u> Social care clients receiving Self Directed Support <u>Target- 2011/12 – 40 %</u> Proportion of people who have had a stroke who spend at least 90% of their time in acute hospital on a stroke unit <u>Target – 2011-12 – 80%</u> Proportion of people at high risk of Stroke and experience a TIA who are assessed and treated within 24 <u>Target – 2011-12 – 60 %</u>

<p>Projects</p>	<ul style="list-style-type: none"> Review of Reablement and Intermediate Care Services Review of Continuing Healthcare and Free Nursing Care Delivery of Frail and Elderly Care Pathway, to improve outcomes for older people 	<ul style="list-style-type: none"> Improve NHS Dentistry access and use Market Development Project to improve the range of provision across Health and Social Care Re-commissioning the third sector, to improve range of services and level of provision 	<ul style="list-style-type: none"> Delivery of NHS QIPP Plan and associated savings Delivery of Adult Social Care Cost Improvement Plan Management Cost Savings 	<ul style="list-style-type: none"> Commissioning and Commercial Market Framework & Strategy GP Consortium - Implementation of a work plan for GP commissioning 	<ul style="list-style-type: none"> Deliver Healthcare Acquired Infection Strategy and Work plan Integration of quality schedules and safeguarding requirements in provider contracts 10 Work streams of the Service Integration programmes <p>Enhancing Safeguarding Governance and Procedures</p>	<ul style="list-style-type: none"> Extend the falls prevention programme to deliver effective prevention measures to a greater proportion of the older population at risk of falling. 	<ul style="list-style-type: none"> Personalisation - implementation of RAS and customer journey to increase uptake of Personal budgets Further develop rapid response service and urgent care to reduce emergency admissions Supporting people of working age into employment and accommodation <ul style="list-style-type: none"> Delivery of stroke Care pathway
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