

COFFS HARBOUR HEALTH CAMPUS

OUR NEAT JOURNEY USING DATA AS OUR ROAD MAP

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Health
Mid North Coast
Local Health District

What we knew

- No data produced by facility – weekly report from LHD
- Issue with meeting all KPIs
- Bed block – delayed admission from ED – using old ‘Code Yellow’ escalation process
- NSW Ambulance off load issues – visits from Coffs Harbour NSWAS station officer

What we needed

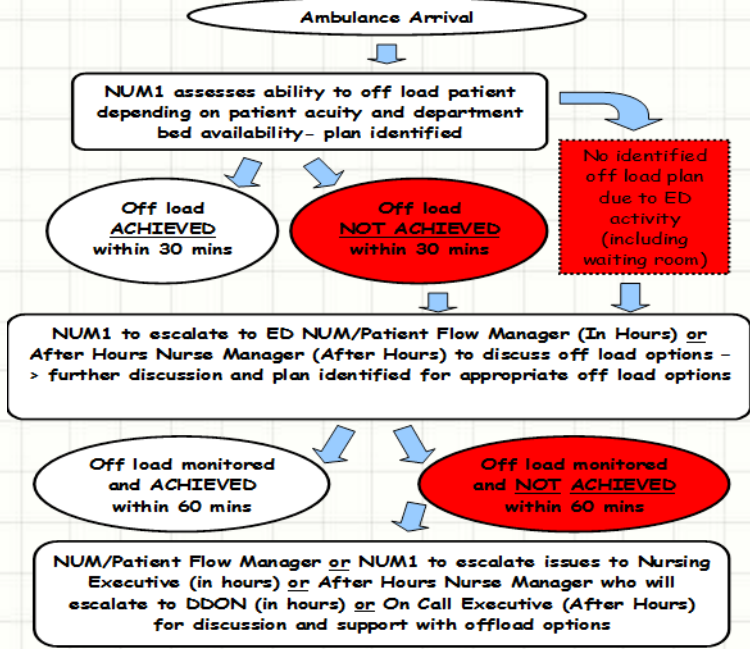
- Clinician engagement – needed evidence

Starting out on our journey

Started collecting data at the facility level daily using Firstnet

Date	Cat 1	Breach	Cat 1 Performance	Cat 2	Breach	Cat 2 Performance	Cat 2 Benchmark	Cat 3	Breach	Cat 3 Performance	Cat 3 Benchmark	Cat 4	Breach	Cat 4 Performance	Cat 4 Benchmark	Cat 5	Breach	Cat 5 Performance	Cat 5 Benchmark
01-03-12	1	0	100%	19	6	68%	80%	40	11	73%	75%	38	4	89%	70%	3	1	67%	70%
02-03-12	0	0	100%	20	1	95%	80%	37	6	84%	75%	30	4	87%	70%	11	0	100%	70%
03-03-12	0	0	100%	5	0	100%	80%	41	7	83%	75%	46	15	67%	70%	9	2	78%	70%
04-03-12	1	0	100%	12	3	75%	80%	35	11	69%	75%	46	19	59%	70%	11	3	73%	70%
05-03-12	0	0	100%	8	0	100%	80%	39	12	69%	75%	31	5	84%	70%	21	1	95%	70%
06-03-12	0	0	100%	8	1	88%	80%	40	6	85%	75%	28	3	89%	70%	10	0	100%	70%
07-03-12	1	0	100%	7	0	100%	80%	38	9	76%	75%	36	4	89%	70%	9	0	100%	70%
08-03-12	2	0	100%	12	2	83%	80%	25	9	64%	75%	42	19	55%	70%	5	2	60%	70%
09-03-12	0	0	100%	8	0	100%	80%	41	8	80%	75%	22	5	77%	70%	10	1	90%	70%
10-03-12	1	0	100%	9	1	89%	80%	38	8	79%	75%	49	5	90%	70%	13	0	100%	70%
11-03-12	0	0	100%	12	2	83%	80%	47	2	96%	75%	37	0	100%	70%	5	0	100%	70%
12-03-12	1	0	100%	9	0	100%	80%	66	19	66%	75%	43	0	100%	70%	8	0	100%	70%
13-03-12	0	0	100%	5	0	100%	80%	39	9	77%	75%	29	4	88%	70%	18	0	100%	70%
14-03-12	0	0	100%	7	1	86%	80%	25	4	84%	75%	31	5	84%	70%	10	0	100%	70%
15-03-12	0	0	100%	17	1	94%	80%	36	7	81%	75%	27	9	87%	70%	5	0	100%	70%
16-03-12	0	0	100%	8	1	88%	80%	30	4	87%	75%	29	3	90%	70%	5	0	100%	70%
17-03-12	2	0	100%	9	1	89%	80%	32	2	94%	75%	31	0	100%	70%	11	1	91%	70%
18-03-12	0	0	100%	12	0	100%	80%	31	13	58%	75%	45	16	64%	70%	11	1	91%	70%
19-03-12	1	0	100%	19	5	74%	80%	49	30	39%	75%	46	14	70%	70%	10	1	90%	70%
20-03-12	1	0	100%	10	1	90%	80%	48	16	67%	75%	31	9	71%	70%	7	0	100%	70%
21-03-12	1	0	100%	8	2	75%	80%	41	11	73%	75%	23	7	70%	70%	12	2	83%	70%
22-03-12	1	0	100%	13	2	85%	80%	30	8	73%	75%	30	7	77%	70%	9	0	100%	70%
23-03-12	0	0	100%	9	1	89%	80%	33	11	67%	75%	39	8	79%	70%	8	0	100%	70%
24-03-12	1	0	100%	4	0	100%	80%	33	3	91%	75%	38	1	97%	70%	20	0	100%	70%
25-03-12	0	0	100%	12	1	92%	80%	28	4	86%	75%	44	0	100%	70%	15	0	100%	70%
26-03-12	0	0	100%	12	0	100%	80%	38	6	84%	75%	34	5	85%	70%	11	1	91%	70%
27-03-12	1	0	100%	5	0	100%	80%	30	3	90%	75%	31	8	74%	70%	9	0	100%	70%
28-03-12	0	0	100%	1	0	100%	80%	26	0	100%	75%	27	0	100%	70%	11	0	100%	70%
29-03-12	1	0	100%	7	0	100%	80%	38	4	89%	75%	36	7	81%	70%	8	0	100%	70%
30-03-12	3	0	100%	10	0	100%	80%	30	2	93%	75%	31	4	87%	70%	9	0	100%	70%
31-03-12	1	0	100%	6	3	50%	80%	45	19	58%	75%	30	13	57%	70%	10	2	80%	70%
Total	20	0	100%	303	35	88%		1139	264	77%		1080	203	81%		314	18	94%	70%

EMERGENCY DEPARTMENT OFF STRETCHER ESCALATION PLAN



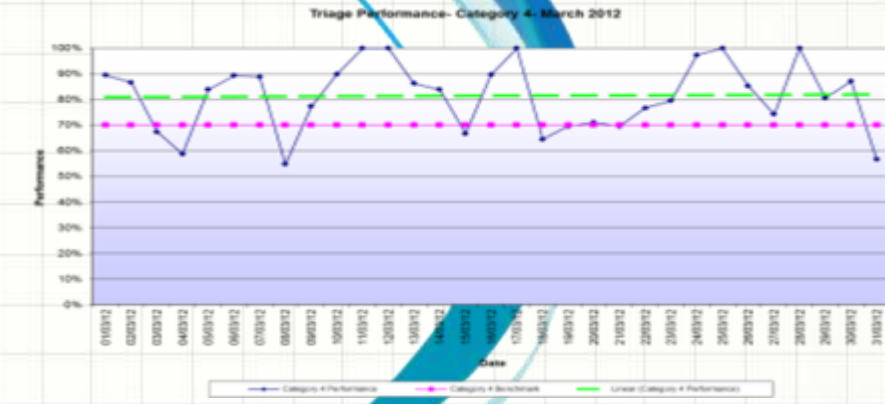
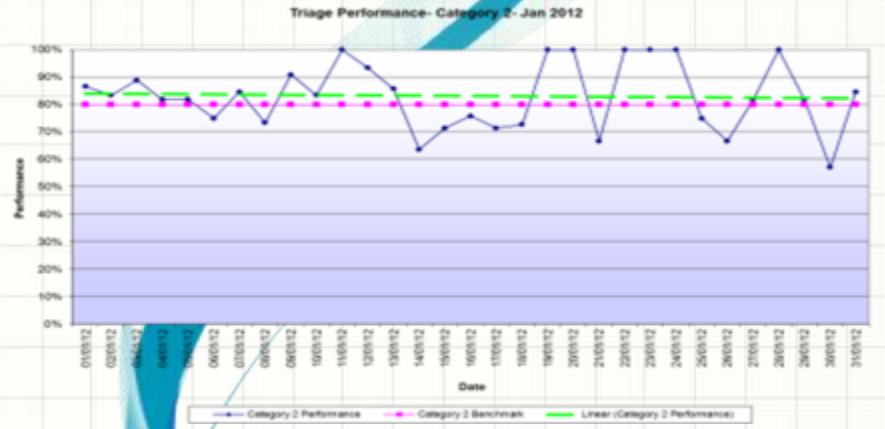
Prescheduled Bookings by Hour

Ambulance Arrivals Summary

HOSPITAL/DEPARTMENT	THRESHOLD	EN ROUTE	ARRIVED	WAITING > 60 MINS
Coffs Harbour Base Hosp	400	1	2	0

Ambulance Arrivals

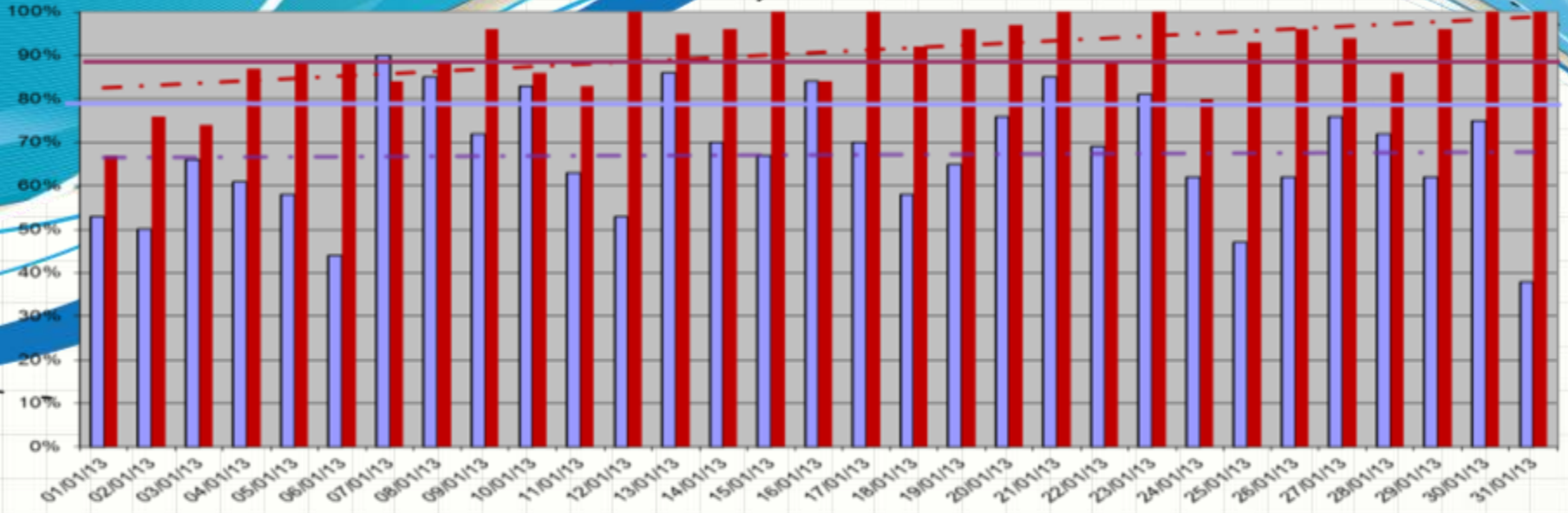
PATIENT NAME	ETA	INCIDENT NO	PROTOCOL	R	TRANSPORT	STATUS	ELAPSED TIME	COMMENT
EMERGENCY 43376	00:00:00	43426	0 HOSP TO HOSP TRANSFER	KS	Prescheduled	ARRIVED	00:00:38	
SA 39134	00:00:00	43424	0 HOSP TO HOSP TRANSFER	KS	Prescheduled	ARRIVED	00:00:38	



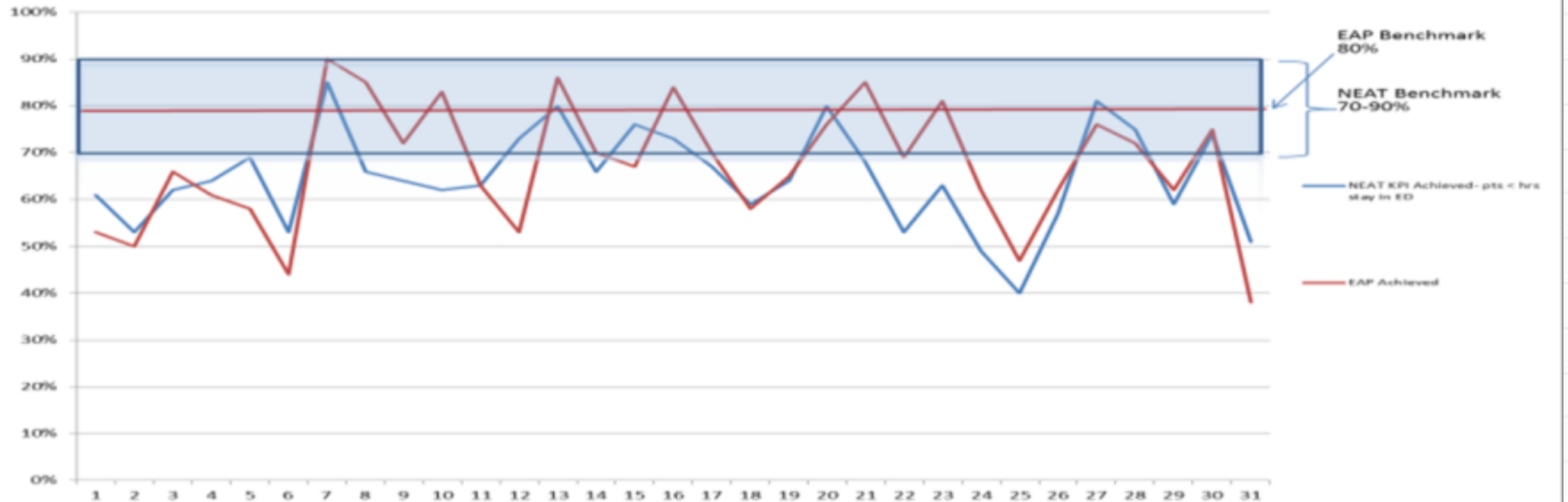
Started weekly meetings with ED Managers- used data to engage discussions and educate staff

Date	ED Presentation	ED Admits	ED stay > 4hrs	NEAT ED Stay > 4hrs- % of presentations	NEAT KPI Achieved- pts < hrs stay in ED	Ed stay > 24 hrs	Admitted > 8hrs	EAP Achieved	EAP Breached	Transfer of Care (TOC) Amb Numbers	AVG TOC time mins	TOC KPI	
01-01-13		140	38	54	39%	61%	4	18	53%	47%	36	64	67%
02-01-13		119	42	56	47%	53%	3	21	50%	50%	25	23	76%
03-01-13		107	32	41	38%	62%	1	11	66%	34%	27	28	74%
04-01-13		104	28	37	36%	64%	0	11	61%	39%	30	17	87%
05-01-13		121	26	37	31%	69%	0	11	58%	42%	28	15	89%
06-01-13		114	32	54	47%	53%	4	18	44%	56%	28	16	89%
07-01-13		91	21	14	15%	85%	0	2	90%	10%	19	16	84%
08-01-13		95	27	32	34%	66%	1	4	85%	15%	32	16	88%
09-01-13		92	29	33	36%	64%	0	8	72%	28%	25	14	96%
10-01-13		85	29	32	38%	62%	0	5	83%	17%	14	14	86%
11-01-13		97	27	36	37%	63%	1	10	63%	37%	29	21	83%
12-01-13		101	17	27	27%	73%	0	8	53%	47%	29	12	100%
13-01-13		99	14	20	20%	80%	0	2	86%	14%	19	10	95%
14-01-13		107	37	36	34%	66%	2	11	70%	30%	25	14	96%
15-01-13		86	24	21	24%	76%	0	8	67%	33%	16	16	100%
16-01-13		95	32	26	27%	73%	0	5	84%	16%	25	19	84%
17-01-13		87	27	29	33%	67%	0	8	70%	30%	21	12	100%
18-01-13		96	26	39	41%	59%	0	11	58%	42%	26	14	92%
19-01-13		91	23	31	34%	64%	0	8	65%	35%	27	13	96%
20-01-13		105	25	21	20%	80%	0	6	76%	24%	30	11	97%
21-01-13		102	34	33	32%	68%	1	5	85%	15%	25	12	100%
22-01-13		93	35	44	47%	53%	2	11	69%	31%	26	17	88%
23-01-13		86	21	32	37%	63%	0	4	81%	19%	14	13	100%
24-01-13		90	29	46	51%	49%	0	11	62%	38%	25	23	80%
25-01-13		84	34	50	60%	40%	0	18	47%	53%	27	17	93%
26-01-13		102	24	44	43%	57%	0	9	62%	38%	25	14	96%
27-01-13		88	21	17	19%	81%	1	5	76%	24%	18	12	94%
28-01-13		84	25	21	25%	75%	0	7	72%	28%	14	12	86%
29-01-13		104	39	43	41%	59%	0	15	62%	38%	26	14	96%
30-01-13		85	24	22	26%	74%	0	6	75%	25%	22	13	100%
31-01-13		82	34	40	49%	51%	0	21	38%	62%	29	11	100%

January 2013- EAP v's TOC



January 2013- NEAT v's EAP



Wider engagement – Nursing Unit Managers and Patient Flow team

1

- Share data – produce evidence of current performance

2

- Engage discussion – what works well, barriers/bed block

3

- Identify opportunities for improvement – strategies for implementation

Initially sharing ward NEAT data

Mar-13		2993											
WARD	TOTAL	KPI<4HRS	%	KPI>4HRS	%	EAP<8HRS	%	EAP>8HRS	%	<24HRS	%	>24HRS	%
CCU	79	15	18.99%	64	81.01%	50	63.29%	29	36.71%	78	98.73%	1	1.27%
CHW	98	47	47.96%	51	52.04%	91	92.86%	7	7.14%	97	98.98%	1	1.02%
ED	55	6	10.91%	49	89.09%	24	43.64%	31	56.36%	54	98.18%	1	1.82%
EMU	248	119	47.98%	129	52.02%	198	79.84%	50	20.16%	235	94.76%	13	5.24%
ICU	36	19	52.78%	17	47.22%	27	75.00%	9	25.00%	36	100.00%	0	0.00%
MAT	11	3	27.27%	8	72.73%	8	72.73%	3	27.27%	11	100.00%	0	0.00%
MAU	106	9	8.49%	97	91.51%	51	48.11%	55	51.89%	103	97.17%	3	2.83%
MED	103	10	9.71%	93	90.29%	40	38.83%	63	61.17%	101	98.06%	2	1.94%
MHU	38	8	21.05%	30	78.95%	24	63.16%	14	36.84%	37	97.37%	1	2.63%
REHAB	10	1	10.00%	9	90.00%	5	50.00%	5	50.00%	10	100.00%	0	0.00%
STROKE	20	2	10.00%	18	90.00%	10	50.00%	10	50.00%	20	100.00%	0	0.00%
SURG	166	22	13.25%	144	86.75%	107	64.46%	59	35.54%	165	99.40%	1	0.60%
OTHER	12	8	66.67%	4	33.33%	8	66.67%	4	33.33%	12	100.00%	0	0.00%
TOTAL	982	269	27.39%	713	72.61%	643	65.48%	339	34.52%	959	97.66%	23	2.34%

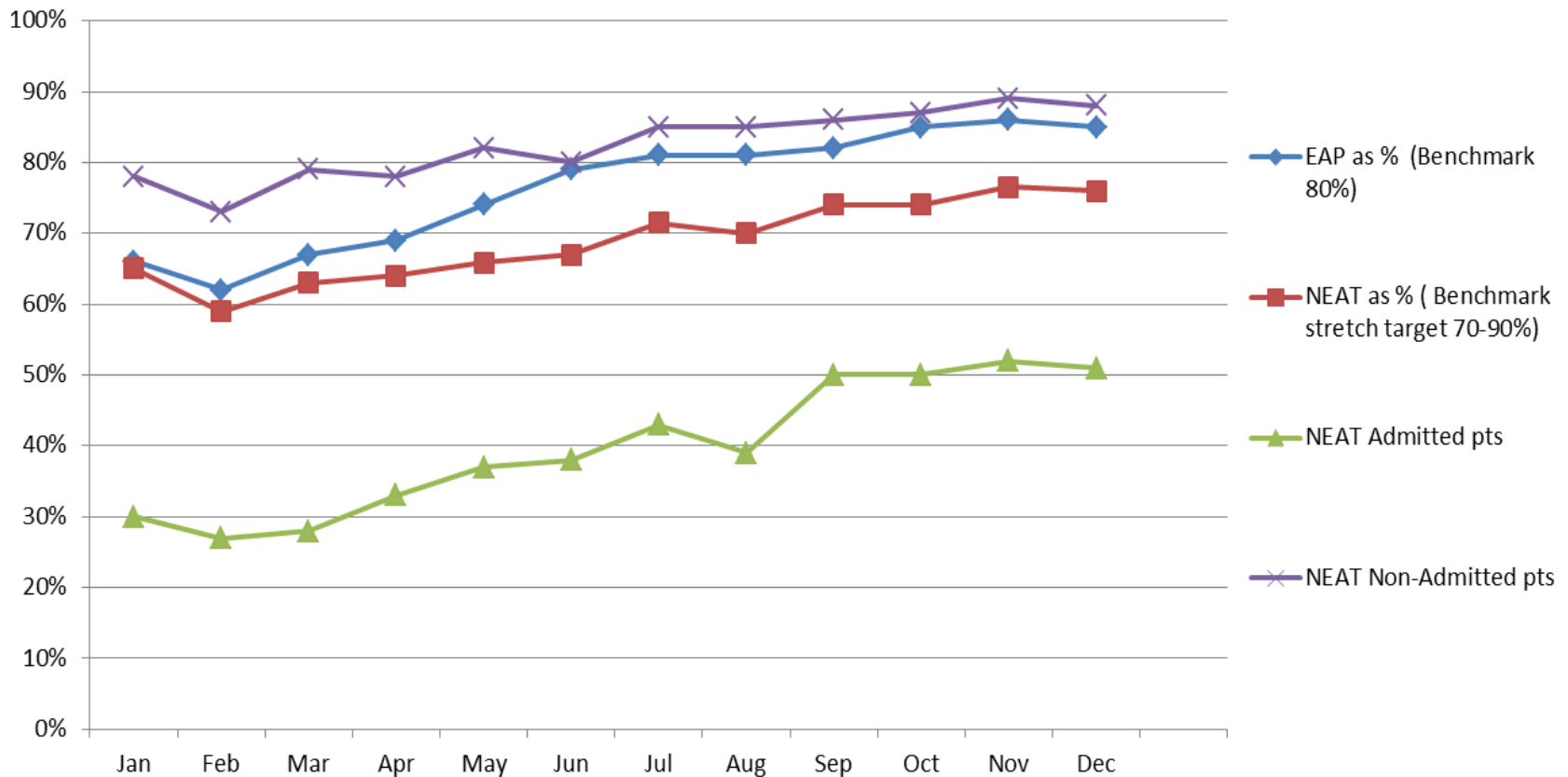
Apr-13		2821											
WARD	TOTAL	KPI<4HRS	%	KPI>4HRS	%	EAP<8HRS	%	EAP>8HRS	%	<24HRS	%	>24HRS	%
CCU	67	10	14.93%	57	85.07%	39	58.21%	28	41.79%	63	94.03%	4	5.97%
CHW	101	46	45.54%	55	54.46%	88	87.13%	13	12.87%	100	99.01%	1	0.99%
ED	54	5	9.26%	49	90.74%	18	33.33%	36	66.67%	52	96.30%	2	3.70%
EMU	234	123	52.56%	111	47.44%	197	84.19%	37	15.81%	230	98.29%	4	1.71%
ICU	21	10	47.62%	11	52.38%	15	71.43%	6	28.57%	21	100.00%	0	0.00%
MAT	10	4	40.00%	6	60.00%	6	60.00%	4	40.00%	10	100.00%	0	0.00%
MAU	82	11	13.41%	71	86.59%	45	54.88%	37	45.12%	80	97.56%	2	2.44%
MED	96	13	13.54%	83	86.46%	52	54.17%	44	45.83%	91	94.79%	5	5.21%
MHU	30	9	30.00%	21	70.00%	15	50.00%	15	50.00%	28	93.33%	2	6.67%
REHAB	10	2	20.00%	8	80.00%	7	70.00%	3	30.00%	10	100.00%	0	0.00%
STROKE	17	1	5.88%	16	94.12%	8	47.06%	9	52.94%	17	100.00%	0	0.00%
SURG	205	58	28.29%	147	71.71%	140	68.29%	65	31.71%	204	99.51%	1	0.49%
OTHER	12	9	75.00%	3	25.00%	11	91.67%	1	8.33%	12	100.00%	0	0.00%
TOTAL	939	301	32.06%	638	67.94%	641	68.26%	298	31.74%	918	97.76%	21	2.24%

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Surgical Ward													
Patient Throughput		417	380	375	405	419	358	445	408	410	442	364	425
Number of Bed days		1268	1003	1070	1061	1090	1024	1136	1116	1082	1115	1000	1069
ALOS		3.04	2.64	2.85	2.62	2.6	2.86	2.55	2.74	2.64	2.52	2.75	2.52
Outliers													
23 Hr Surgical													
Patient Throughput		41	95	110	97	103	76	99	130	97	116	75	122
Number of Bed days		35	112	123	102	108	95	134	163	126	125	79	152
ALOS		0.85	1.18	1.12	1.05	1.05	1.25	1.35	1.25	1.3	1.08	1.05	1.25
Medical Assessment Unit													
Patient Throughput		99	92	189	145	152	124	133	140	138	161	146	143
Number of Bed days		246	250	276	272	293	252	285	293	275	296	273	278
ALOS		2.48	2.72	1.46	1.88	1.93	2.03	2.14	2.09	1.99	1.84	1.87	1.94
Avg Total Hrs in ED (benchmark 4hrs)		6.6	6.7	6.8	6.9	7.1	6.4	7.1	6	6	5.4	4.9	5.7
Avg LOS in MAU - hrs (benchmark 48hrs)		64.1	53.6	34.6	40.2	39.5	40.3	53	45.5	45.6	42.6	40.1	41.3
ALOS MAU t/f other wards - days (benchmark 7 days)		6.5	6.9	5.1	7	6.3	5.5	6.3	6.9	6.9	6.2	7.8	7.1
Readmission rate- % (benchmark 10%)		11.1%	20.9%	14.5%	14.9%	11.3%	13.1%	8%	16%	15.5%	9.9%	13.1%	13.6%
Medical Ward													
Patient Throughput		264	254	299	248	282	266	295	281	277	295	270	288
Number of Bed days		1077	1026	1110	1074	1127	1059	1082	1104	1102	1105	1082	1056
ALOS		4.08	4.04	3.71	4.33	4	3.98	3.67	3.93	3.98	3.75	4.01	3.67
Transit Lounge													
Admissions from Med			5	10	5	9	12	13	5	24	33	34	26
Admissions from MAU		3	6	0	3	8	2	2	3	7	5	6	5
Admissions from Surg		80	107	97	97	107	100	114	102	83	71	85	84
Admissions from CAU					1								1
Admissionn from ED							1	2					2
Admissions from Day Surgery										3		1	1
Admissions from ICU								1					
Admisosn from Rehab		1	3	1		1			1	2		1	
Admissions from Mental Health									7				
Admission to ward from Renal										1	1		
Admissions from CCU		1	2	6	1	2		3		1	2	3	5
TOTAL		85	123	114	106	127	115	135	118	121	112	133	121

Recognizing & celebrating our achievements



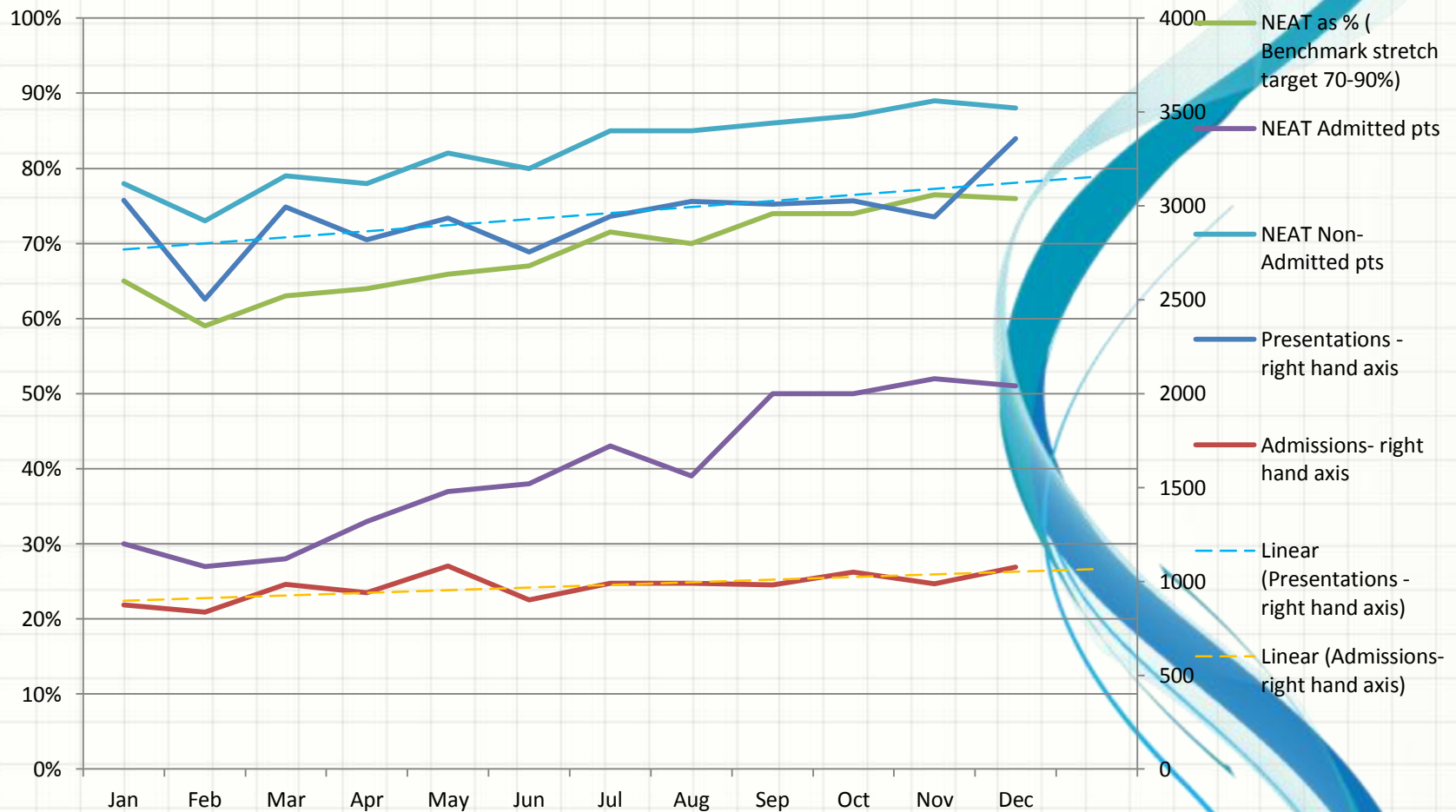
EAP and NEAT Performance - 2013



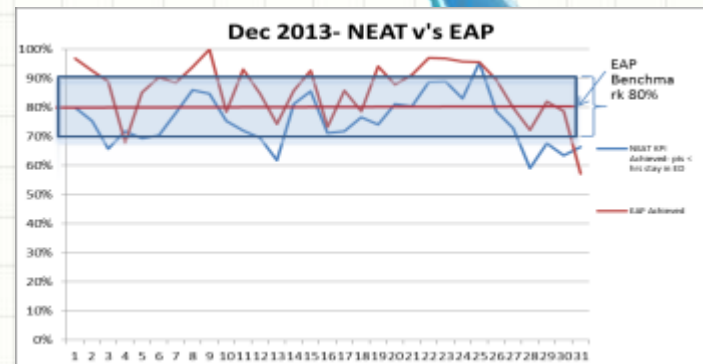
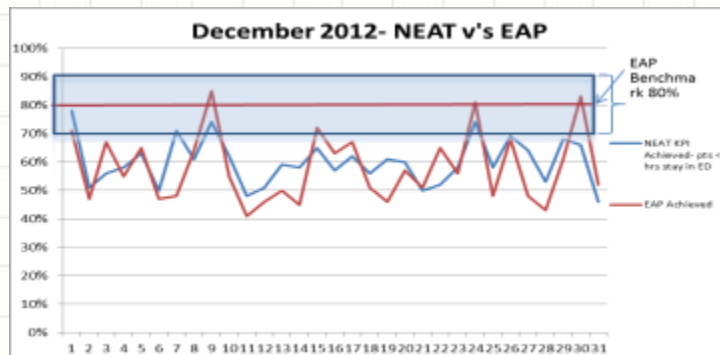
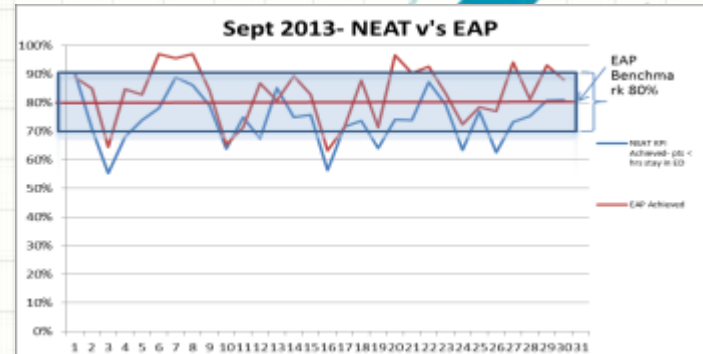
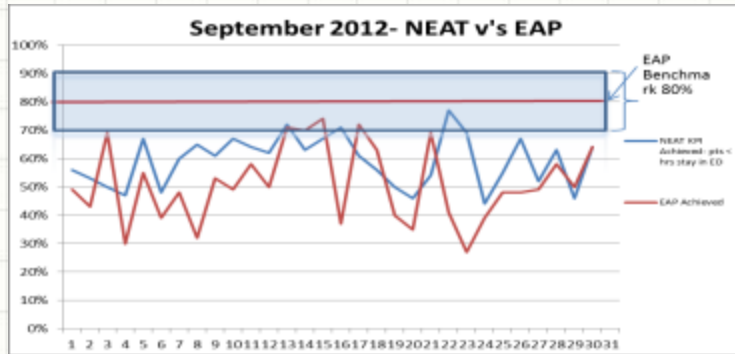
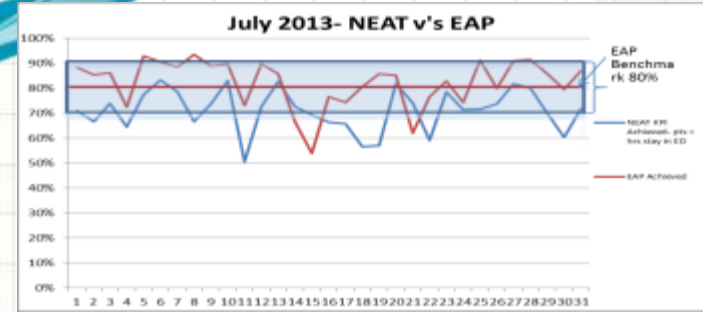
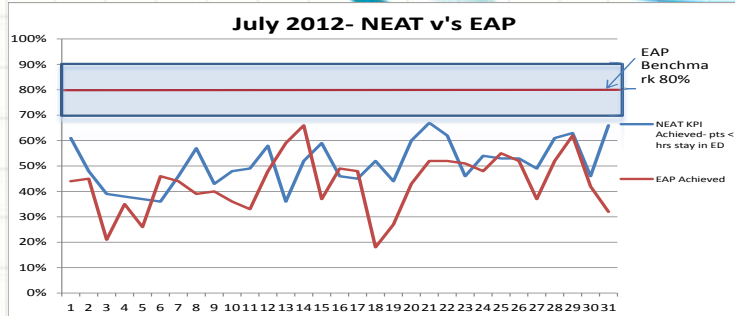
Recognizing & celebrating our achievements



NEAT compared to ED presentations and admissions - 2013



Working Toward Mastery



Whole of Hospital Program

- Human resource and logistic support from Ministry
- Active Executive involvement in studies and WOHP
- Key studies performed in ED using the 2:1:1 patient flow principle
- CETL group engaged in exploration of the ED/ward interface
- Enhanced utilization of EMU

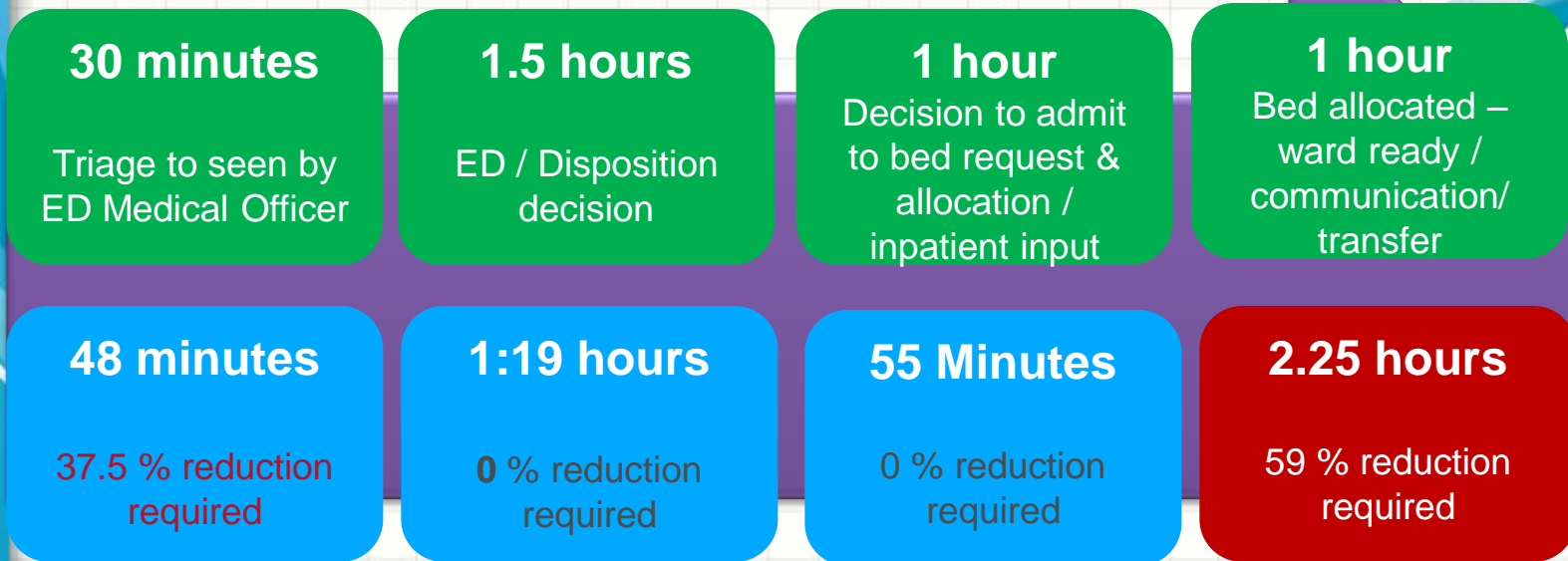
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMU												
Patient Throughput	168	198	249	240	305	239	276	303	317	281	312	316
Number of Bed days	125	153	205	184	235	179	232	241	255	271	247	263
ALOS	0.74	0.77	0.82	0.77	0.77	0.75	1	0.8	0.8	0.96	0.79	0.83

Focusing on the detail



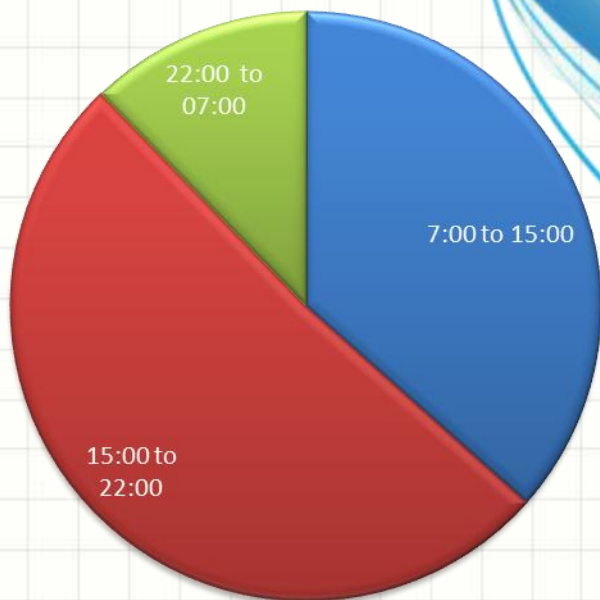
Who owns the timeline

- Focus on the ED patient

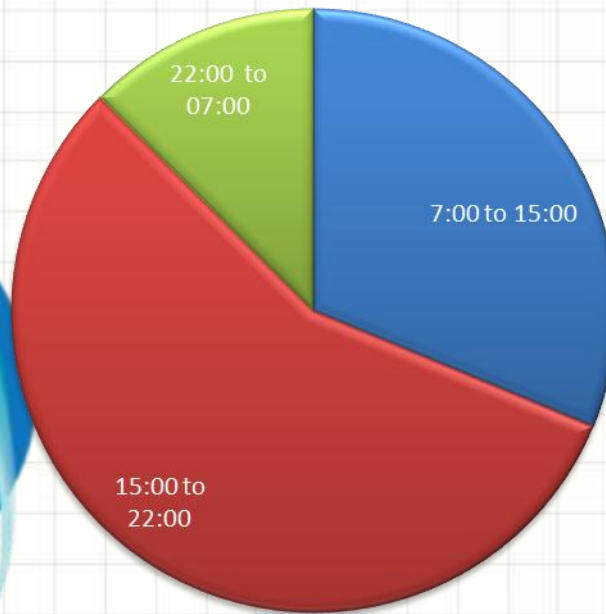


Review of admitted patients in ED for >4hrs

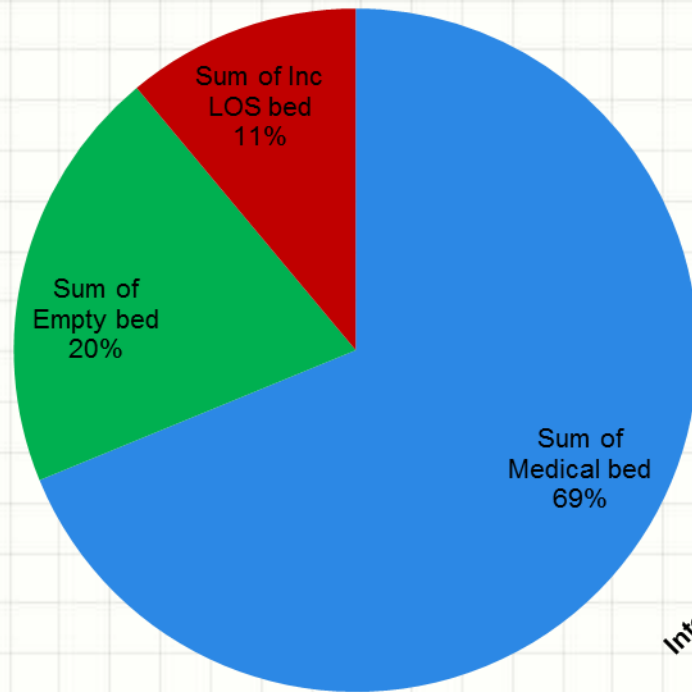
Time of delayed consults >2hrs



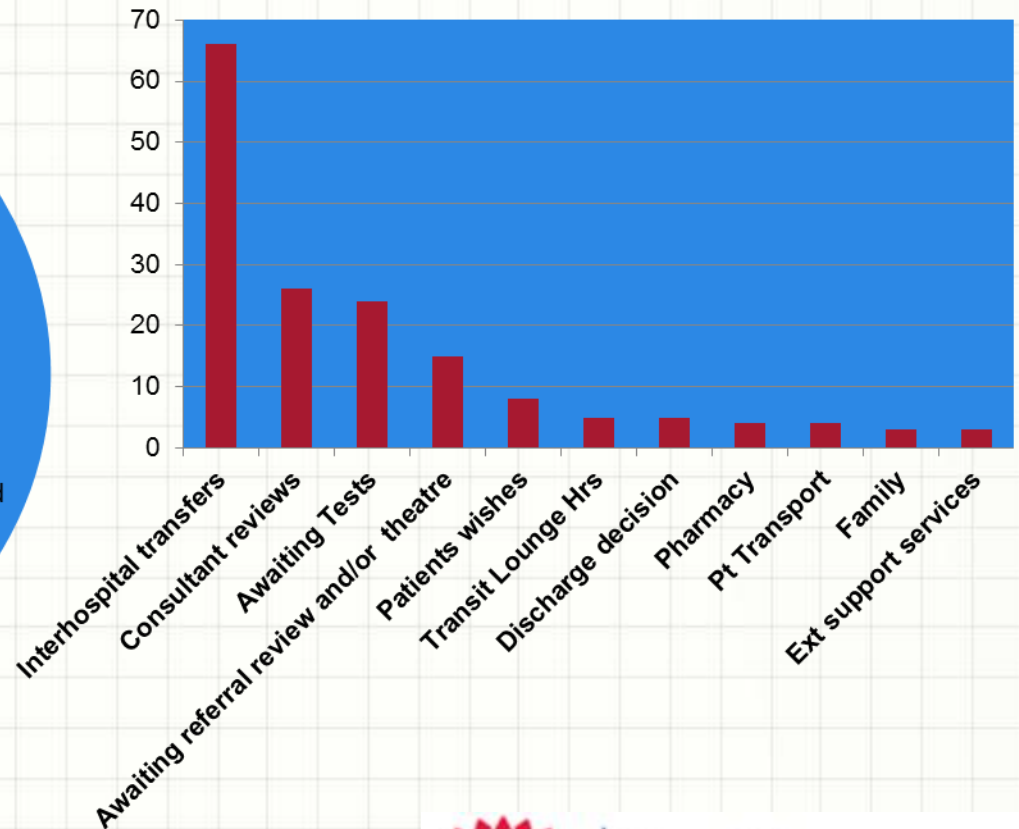
Time of delays waiting for a bed >1hr



Why am I still Here?



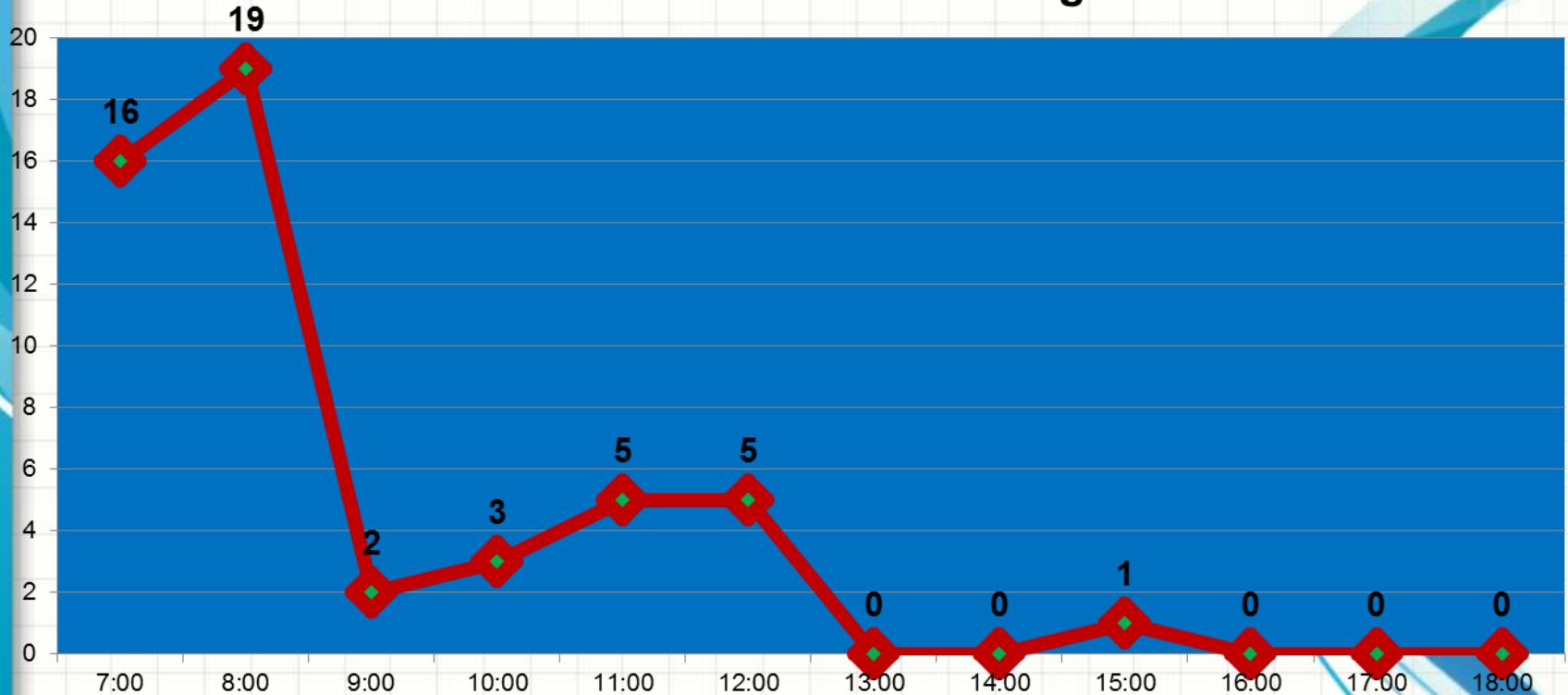
Delays preventing discharge



Myth Buster

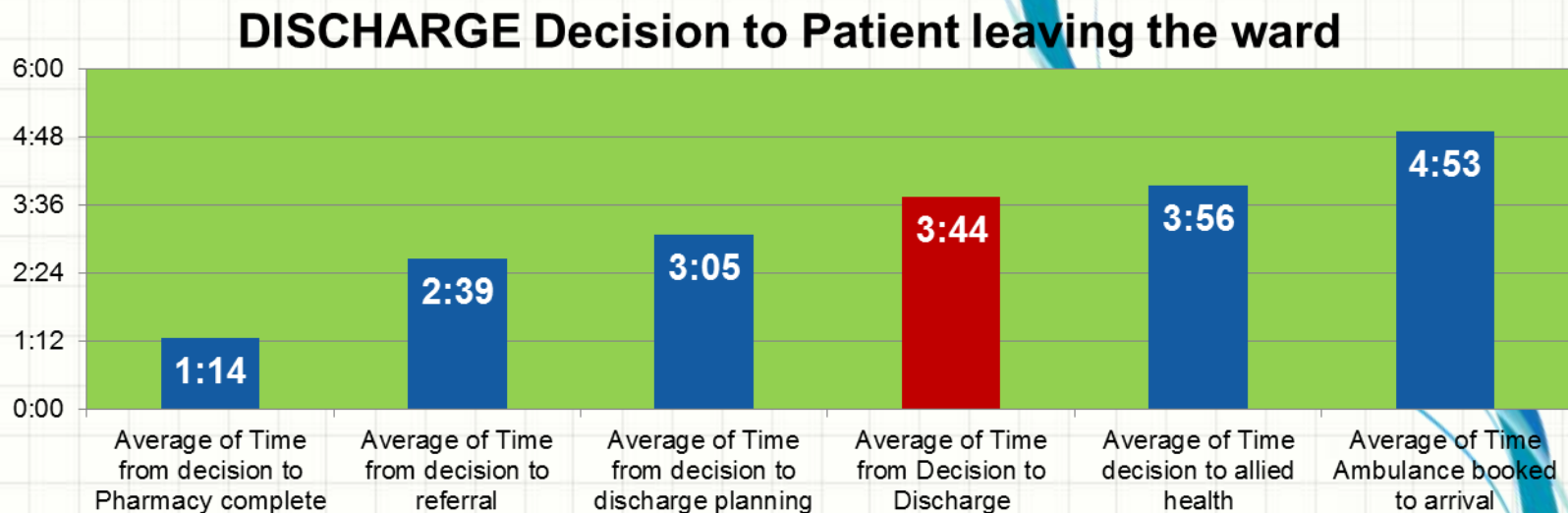
“Doctors round too late for patients to leave before 10am”

TIME of Decision to discharge



The Discharge process

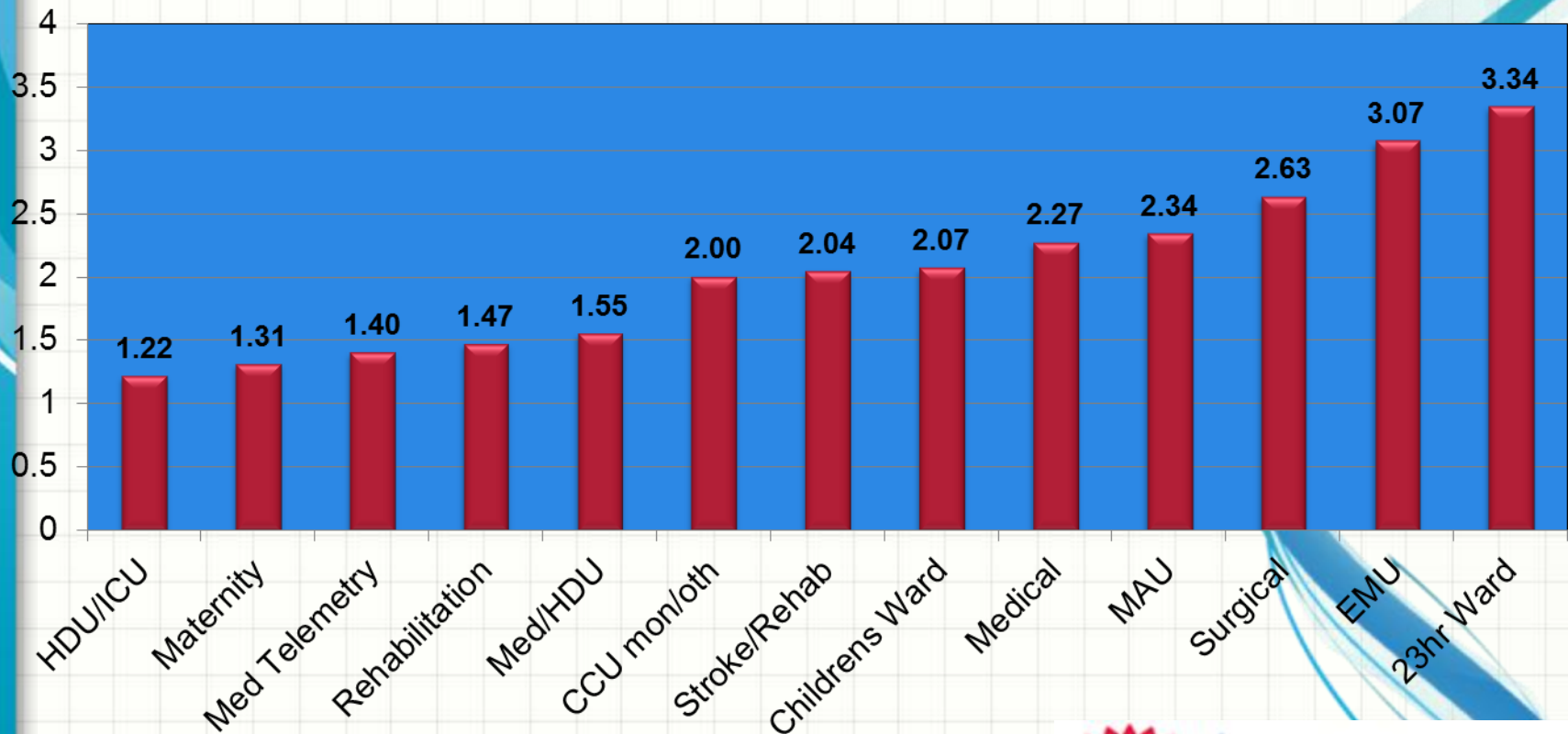
- Myth Buster: “Waiting for Pharmacy is the biggest delay for discharges”



- Outcome – fortnightly multidisciplinary WoHP meeting with representative ward staff and dedicated Medical Ward discharge project

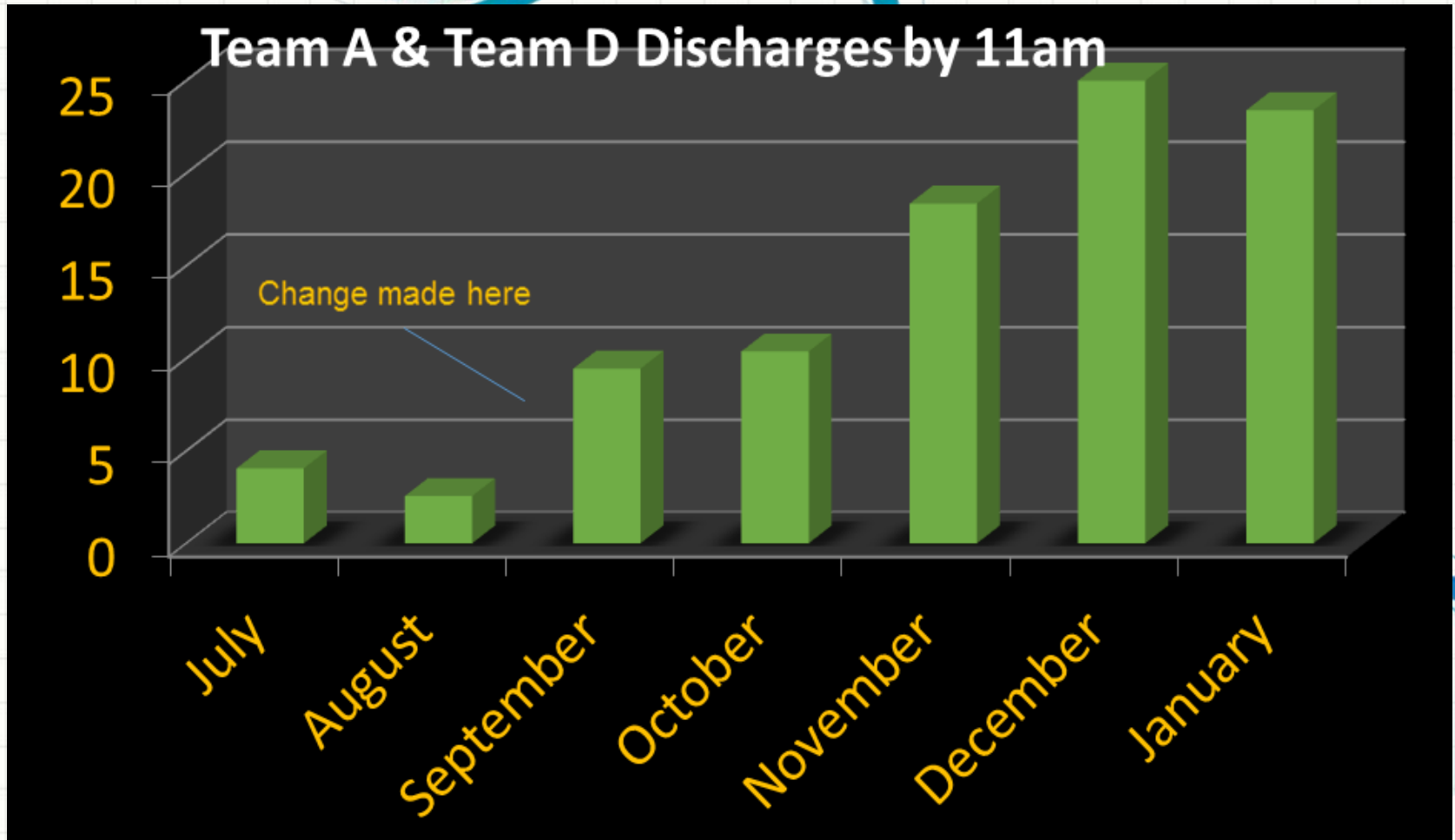
Was the Bed Empty?

Bed Change over time in hours



Medical = 2.27 hrs + 3.44 hrs = approx 6hrs bed turn around

Dedicated Medical Ward Discharge Project



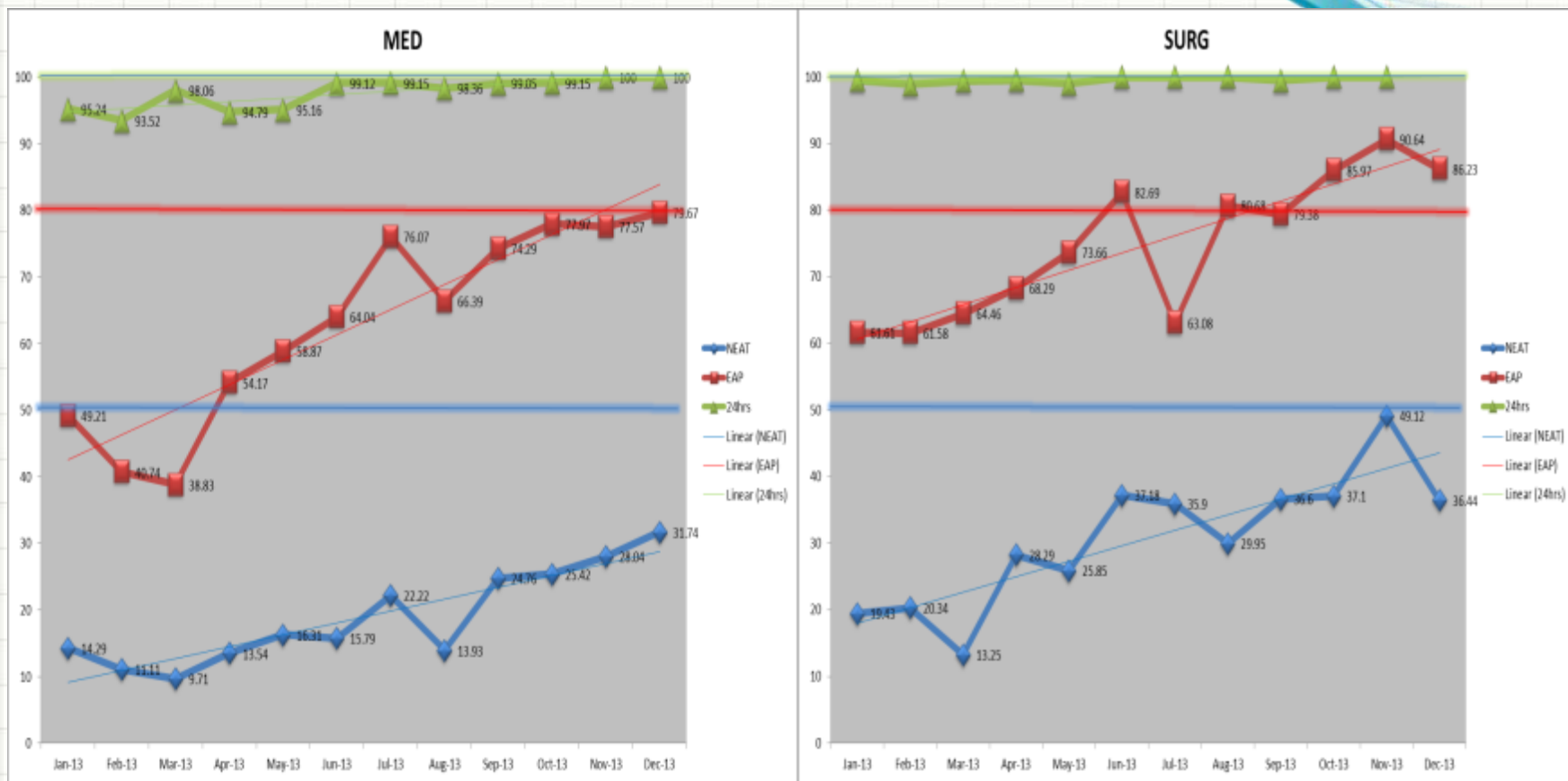
Sharing the Outcomes data more broadly

- Strategy for sharing – NUM meetings, Medical Departmental Meetings
- Patient flow meetings (NUMs)
- Monthly NEAT figures (all clinicians)
- Departmental NEAT figures (executive)

- Outcomes: Engaging the outliers in solution seeking e.g. Mental Health NEAT group

Data on Admitted NEAT per ward provided by ED

Outcome: increase dashboard use to encourage "pull mentality"



Now- Daily NEAT report

18/02/14	WARD	<4hrs	Breach	total	% achieved	Comments
	EMU	5	0	5	100.00%	
	MAU	0	1	1	0.00%	No Bed
	MED	1	2	3	33.33%	No Isolation Bed
	REHAB					
	STROKE	1		1	100.00%	
	ICU					
	CCU	2		2	100.00%	
	SURG	3	1	4	75.00%	Registrar delay
	23HR					
	MAT/SCN	1		1	100.00%	
	CHW	2	3	5	40.00%	Awaiting 6hrs med clearance?
	MH	3		3	100.00%	
	Admitted NEAT	18	7	25	72.00%	
	Non admitted Neat	76	5	81	93.83%	88.68 % NEAT

24-02-14	WARD	<4hrs	Breach	total	% achieved	Comments	
	EMU		3	3	100.00%		
	MAU		2	2	4	50.00%	Reg R/V Med
	MED			2	2	0.00%	No Bed-Medical/Isolation
	REHAB						
	STROKE			2	2	0.00%	
	ICU			1	1	0.00%	Additional Diagnostic Testing/No Bed High Dependency
	CCU		2	2	2	100.00%	
	SURG		4	3	7	57.14%	Reg R/V General Surgery, Specialty will not accept Pt
	23HR						
	MAT/SCN		1	1	1	100.00%	
	CHW		2	3	5	40.00%	Additional Diagnostic Testing X2
	MH						
	Admitted NEAT		14	13	27	51.85%	
	Non admitted Neat		46	6	52	88.46%	75.95% NEAT

Well done with an even quieter day for admissions than the day before. MH again doing well.

NEAT PATTERN OVER DAYS OF WEEK

Week commencing:	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday		
	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted	NEAT	Admitted NEAT Achieved	number admitted
	05-08-13	59.57%	10.34%	29	62.50%	34.62%	26	77.55%	35.71%	28	76.34%	47.83%	23	82.56%	56.52%	23	72.73%	56.76%	37	69.57%	41.67%
12-08-13	61.79%	27.50%	40	64.00%	34.21%	38	75.86%	37.04%	27	75.00%	33.33%	30	61.17%	18.18%	33	66.67%	19.35%	31	68.87%	27.78%	36
19-08-13	64.58%	31.43%	35	82.05%	60.71%	28	61.62%	38.89%	36	69.15%	30.43%	23	78.21%	50.00%	26	79.61%	50.00%	30	82.24%	56.67%	30
26-08-13	72.73%	42.42%	33	65.48%	47.37%	38	69.61%	51.11%	45	70.75%	44.12%	34	61.71%	34.12%	38	70.80%	53.12%	32	90.20%	73.08%	26
02-09-13	70.64%	44.74%	38	55.24%	27.27%	44	69.07%	36.00%	25	73.96%	50.00%	34	78.02%	67.74%	31	90.82%	77.27%	22	86.21%	75.00%	32
09-09-13	79.00%	50.00%	36	63.93%	32.56%	43	75.00%	38.46%	26	67.33%	42.11%	38	85.19%	60.00%	25	75.00%	35.71%	28	75.79%	47.06%	34
16-09-13	56.31%	26.47%	34	71.57%	39.29%	28	73.74%	56.76%	37	65.09%	41.18%	34	74.03%	62.50%	24	73.91%	48.28%	29	87.27%	69.23%	26
23-09-13	79.25%	57.14%	35	63.41%	38.30%	47	76.92%	61.76%	34	62.64%	40.54%	37	73.33%	45.45%	33	75.24%	52.94%	34	80.81%	67.86%	28
30-09-13	81.00%	61.54%	39	76.23%	65.71%	35	78.26%	60.61%	33	74.23%	64.10%	39	67.68%	43.24%	37	75.00%	63.64%	33	79.81%	60.71%	28
07-10-13	69.63%	50.00%	42	75.22%	38.24%	34	79.57%	56.67%	30	74.23%	54.29%	35	79.01%	72.73%	33	75.00%	41.38%	29	70.71%	47.22%	36
14-10-13	77.88%	57.89%	38	63.33%	39.03%	31	66.67%	50.00%	42	69.77%	35.29%	34	71.00%	43.24%	37	82.00%	57.58%	33	80.00%	51.85%	27
21-10-13	74.29%	43.24%	37	69.23%	25.53%	34	71.43%	43.24%	37	70.59%	47.43%	44	70.53%	43.75%	32	77.57%	55.56%	36	76.92%	51.43%	35
28-10-13	80.43%	54.55%	33	63.04%	41.51%	53	84.69%	66.67%	21	87.23%	81.58%	38	82.00%	65.62%	32	84.00%	66.67%	36	74.51%	52.78%	36
04-11-13	65.71%	36.11%	36	64.95%	29.63%	27	75.21%	52.38%	42	77.11%	44.44%	27	68.55%	44.44%	45	80.83%	50.00%	30	70.73%	36.11%	36
11-11-13	79.25%	51.43%	35	84.93%	58.82%	17	73.26%	36.67%	30	72.73%	54.55%	33	86.36%	64.29%	28	83.91%	66.64%	24	84.27%	57.69%	26
18-11-13	83.70%	64.71%	34	76.92%	57.14%	35	77.89%	60.61%	33	83.75%	67.64%	31	76.04%	57.89%	38	79.00%	61.29%	31	79.25%	44.12%	34
25-11-13	71.70%	53.33%	45	80.21%	55.56%	27	73.27%	48.57%	35	71.13%	39.47%	38	75.00%	53.33%	30	74.76%	48.57%	35	80.00%	62.07%	29
02-12-13	75.23%	52.28%	39	65.69%	40.00%	40	73.96%	45.83%	24	70.19%	46.67%	45	70.30%	47.50%	40	77.98%	63.41%	41	85.86%	73.53%	34
09-12-13	84.71%	60.00%	25	75.23%	41.67%	36	73.12%	44.44%	27	69.39%	35.14%	37	61.86%	28.95%	38	81.25%	36.16%	19	85.45%	51.85%	27
16-12-13	71.07%	45.00%	40	71.74%	34.48%	31	78.50%	60.98%	41	75.32%	65.71%	35	88.62%	79.41%	34	80.36%	53.12%	32	88.65%	72.73%	33
23-12-13	88.89%	77.42%	31	82.00%	59.09%	22	98.24%	80.00%	20	78.74%	56.25%	48	73.47%	43.48%	46	59.03%	17.07%	41	69.23%	45.71%	35
30-12-13	65.91%	45.65%	46	69.60%	28.57%	41	69.49%	41.94%	31	72.66%	55.77%	52	77.31%	62.50%	40	74.60%	51.22%	41	87.07%	76.92%	26
06-01-14	68.57%	38.24%	34	68.63%	47.62%	42	77.01%	50.00%	24	85.26%	65.62%	32	80.21%	66.64%	27	76.42%	41.94%	31	82.46%	52.63%	38
13-01-14	66.96%	45.65%	46	87.64%	73.30%	30	75.49%	50.00%	34	74.76%	40.00%	30	84.04%	65.62%	32	79.59%	56.67%	30	97.35%	88.89%	27
20-01-14	77.48%	57.50%	40	80.65%	63.64%	33	74.31%	40.74%	27	73.63%	39.29%	28	69.79%	39.53%	43	73.00%	46.43%	28	80.56%	57.14%	28
27-01-14	75.78%	50.00%	34	70.00%	34.78%	23	74.44%	45.71%	35	79.81%	61.70%	47	77.66%	68.75%	32	71.56%	43.24%	37	74.53%	51.52%	33
03-02-14	65.00%	34.21%	35	75.56%	53.57%	28	67.16%	30.43%	23	68.57%	42.86%	21	65.00%	31.25%	32	81.25%	51.85%	27	85.47%	56.67%	30

Legend			Public Holiday
			50%
			60%
			70%
			>80%

Our thoughts around data

- Sourcing and selection of data – human and IT resources
- Format and presentation of data
- Timing of distribution – appropriate to engage discussion
- Constructive data analysis and coaching



Questions?