Exceptions reports – what are they?

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What does this data tell you?
The tip of the iceberg?

• ‘We’re doing not too bad compared to everyone else’

• ‘There's nothing we can do to improve anyway’

• But scratch under the surface and you may find;

• a training need

• an outdated process

• resistance to change

• another unknown factor
The ‘my granny’ test

It was then that I discovered she had not eaten or drank since midnight almost 17 hours earlier.

She fasted from midnight, She kept being fobbed off when it was going to be her turn but by 3pm was told the operation was not going to happen today. to go home and wait for another day. I have been shocked and appalled at how my lovely mum was treated today.

So it turns out the consultant does want to operate, and I did need to fast, but I could have had breakfast which would have been nice- though I felt too sick to eat it. So mainly I was right. The night staff could have advised me to eat breakfast.
So where do exception reports fit in?

Monthly list provided to LAC

Review prior to monthly meeting

Prepare any background info

MDT review and plan to improve

Repeat each month
Using an exception presents a more accurate picture of quality care by allowing for clinical judgement and unusual circumstances that happen in the provision of patient care.