

Trust Clinical Claim Scorecard - Guidance Sheet

University Hospitals Birmingham NHS Foundation Trust

The data presented in these spreadsheets is provided to Trusts to consider their claims and learning that can be determined by using different approaches according to the quadrant description presented below.

Selection Criteria: CNST claims received with an Incident Date between 01/04/2011 and 31/03/2016

Total number of claims for this Trust: 309. Total value of claims for this Trust £48,239,385

Data correct at: 30/09/2016

High Value= £1m and over, Low Volume < 3 claims	High Value = £1m and over, High Volume = 3 claims and over
These are high value, low volume claims where learning on an individual basis could be undertaken.	These are high value, high volume claims. We suggest that this area is a priority area or focus. Not all trusts will have claims in this area and will therefore move their focus to the amber and blue quadrants
Low Value < £1m, Low Volume < 3	Low Value < £1m, High Volume = 3 claims an over
These are low value, low volume claims and you may wish to keep a watching brief on these claims.	These are low value, high volume claims grouped by specialty. You may consider reviewing any themes that arise.

Qualifications for the Data Presented in this Score Card

1. Criteria for Claims Selection in this Score Sheet

The data has been extracted from the NHS LA Claims Management System (CMS). It covers the years detailed above in the "Selection Criteria" section. A claim will appear if the incident occurred within those years.

2. Claim Values*

The value of a claim is the total of:

The amount paid in damages, claimant costs, defence costs and, for open claims, the estimated value of the claim at the time when the data was taken from CMS. The date in which the data was taken from CMS is defined "Data Correct at" section.

3. Data Groupings

Claims within Obstetric specialty may contain some Gynaecological claims. These can be identified in the "Specialty" column in the zone data sheet.

Report Version: 150903



Trust Clinical Claim - High Value/Volume Scorecard

University Hospitals Birmingham NHS Foundation Trust

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Total number of claims for this Trust: 309. Total value of claims for this Trust £48,239,385

Data correct at: 30/09/2016

		Value			Nr	Valu	ıe
Anaesthesia			1,250,000	Neurosurgery	8	£	18,815,000
Cardio Surgery			2,590,000	Grand Total	8	£	18,815,000
			1,825,000				
			5,665,000				
	Nr	Value			Nr	Valu	ie
Genito-Urinary Medicine	2	2 £		Anaesthesia	5	£	211,750
Histopathology	2	2 £	153,250	Cardio Surgery	23	£	2,885,425
Neurology	1	L£		Cardiology	7	£	282,930
Not Specified	1	L£		Casualty / A & E	52	£	4,491,907
Nuclear Medicine	1	L£	62,000	Dermatology	4	£	257,557
Obstetrics		L£	950	Endocrinology	3	£	122,200
Occupational Physician		L£		Gastroenterology		£	756,750
Oral & Maxillo Facial Surge	1	L£		General Medicine	9	£	790,167
Other	2	2 £		General Surgery	22	£	2,351,424
Pharmacy	1	L£	7,209	Geriatric Medicine	10	£	347,001
Renal Medicine	1	L£		Intensive Care Medicine	4	£	1,004,467
Grand Total	14	l £	310,483	Neurosurgery	34	£	4,375,817
				Oncology	5	£	214,250
				Opthalmology	3	£	61,205
				Orthopaedic Surgery	34	£	1,383,294
				Otorhinolaryngology/ ENT	6	£	181,136
				Plastic Surgery	10	£	598,756
				Radiology	9	£	765,667
				Respiratory Medicine/ Thoracic N	4	£	65,016
				Surgical Speciality - Other	13	£	508,012
				Urology	14	£	1,575,319
				Vascular Surgery	7	£	218,854
				Grand Total	283	£	23,448,902

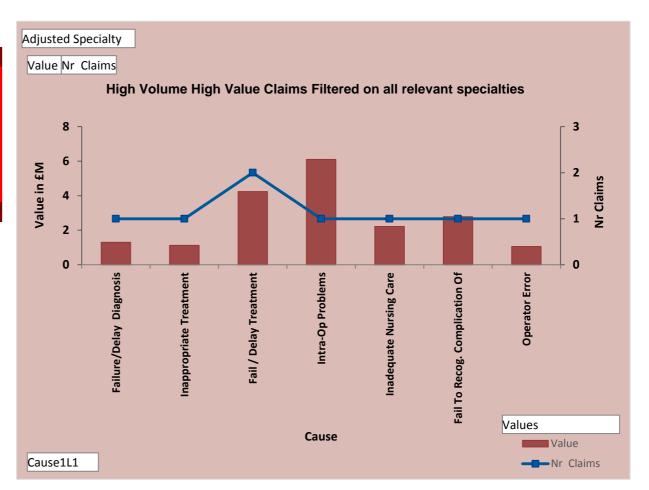


Scorecard - Red Zone Analyses

University Hospitals Birmingham NHS Foundation Trust

Adjusted Specialty	(AII)	

Cause	Value	Nr Claims
Failure/Delay Diagnosis	£1,300,000.00	1
Inappropriate Treatment	£1,120,000.00	1
Fail / Delay Treatment	£4,240,000.00	2
Intra-Op Problems	£6,100,000.00	1
Inadequate Nursing Care	£2,220,000.00	1
Fail To Recog. Complication Of	£2,780,000.00	1
Operator Error	£1,055,000.00	1
Grand Total	£18,815,000.00	8

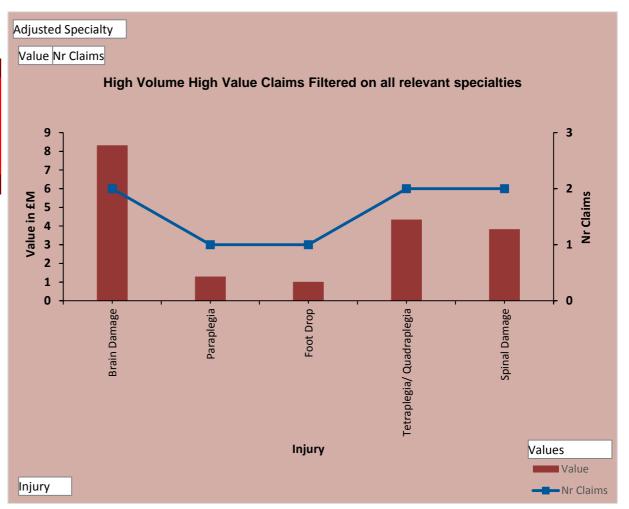




Scorecard - Red Zone Analyses

Adjusted Specialty	(AII)	
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Injury	Value	Nr Claims
Brain Damage	£8,320,000.00	2
Paraplegia	£1,300,000.00	1
Foot Drop	£1,015,000.00	1
Tetraplegia/ Quadraplegia	£4,345,000.00	2
Spinal Damage	£3,835,000.00	2
Grand Total	£18,815,000.00	8



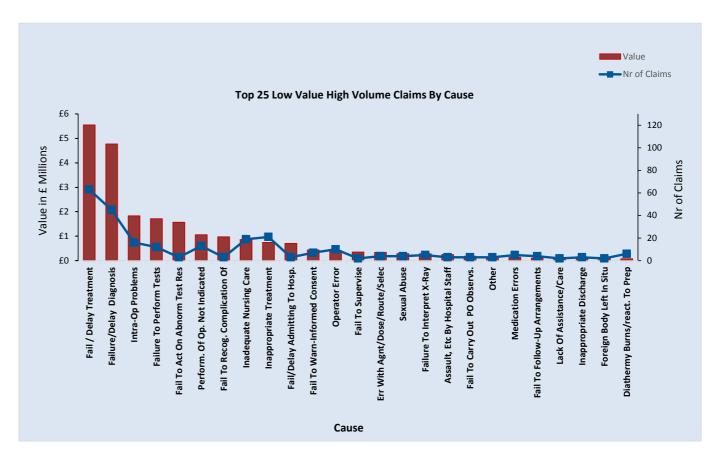


Scorecard - Blue Zone Analyses

University Hospitals Birmingham NHS Foundation Trust

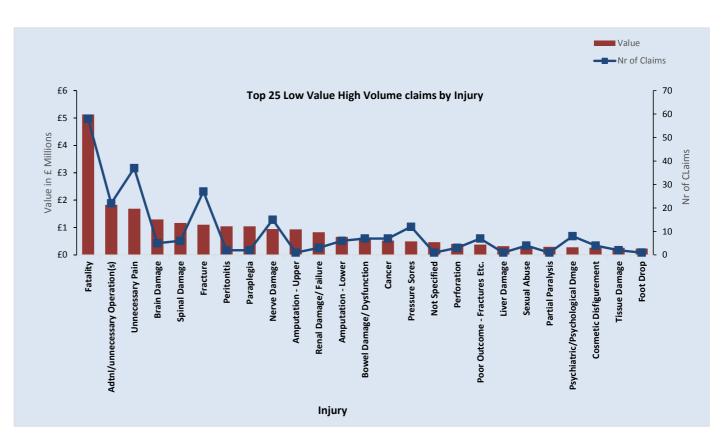
Adjusted Specialty	(AII)

Cause	Value	Nr of Claims
Fail / Delay Treatment	£5,551,359	63
Failure/Delay Diagnosis	£4,771,262	
Intra-Op Problems	£1,833,969	-
Failure To Perform Tests		12
	£1,713,232	
Fail To Act On Abnorm Test Res	£1,571,387	-
Perform. Of Op. Not Indicated	£1,056,000	
Fail To Recog. Complication Of	£970,870	3
Inadequate Nursing Care	£865,653	
Inappropriate Treatment	£744,144	
Fail/Delay Admitting To Hosp.	£705,000	3
Fail To Warn-Informed Consent	£436,950	7
Operator Error	£412,431	10
Fail To Supervise	£349,817	2
Err With Agnt/Dose/Route/Selec	£340,669	4
Sexual Abuse	£286,968	4
Failure To Interpret X-Ray	£280,739	5
Assault, Etc By Hospital Staff	£249,156	3
Fail To Carry Out PO Observs.	£183,100	3
Other	£154,000	3
Medication Errors	£132,944	5
Fail To Follow-Up Arrangements	£102,360	4
Lack Of Assistance/Care	£93,751	2
Inappropriate Discharge	£89,500	3
Foreign Body Left In Situ	£84,000	2
Diathermy Burns/react. To Prep	£79,299	6
Grand Total	£23,058,561	261





Adjusted Specialty	(All)	
Interne	Value	Nr of Claims
Injury Fatality		Nr of Claims
•	£5,131,564	22
Adtnl/unnecessary Operation(s)	£1,827,776	
Unnecessary Pain	£1,689,634	37
Brain Damage	£1,298,133	5
Spinal Damage	£1,169,736	6
Fracture	£1,102,583	27
Peritonitis	£1,047,500	2
Paraplegia	£1,042,975	2
Nerve Damage	£944,128	15
Amputation - Upper	£935,000	1
Renal Damage/ Failure	£828,305	3
Amputation - Lower	£662,000	6
Bowel Damage/ Dysfunction	£630,146	7
Cancer	£526,654	7
Pressure Sores	£497,831	12
Not Specified	£465,000	1
Perforation	£404,000	3
Poor Outcome - Fractures Etc.	£378,500	7
Liver Damage	£318,100	1
Sexual Abuse	£296,968	4
Partial Paralysis	£295,500	1
Psychiatric/Psychological Dmge	£278,810	8
Cosmetic Disfigurement	£262,178	4
Tissue Damage	£262,000	2
Foot Drop	£232,000	1
Grand Total	£22,527,021	242



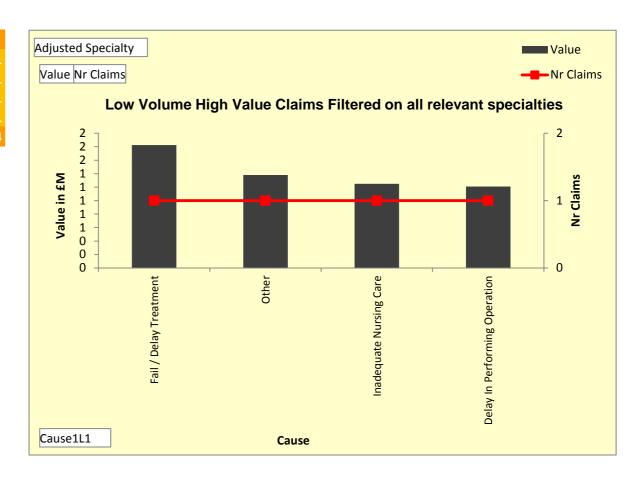




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Adjusted Specialty (All)

Cause	Value		Nr Claims
Fail / Delay Treatment	£	1,825,000	
Other	£	1,380,000	
Inadequate Nursing Care	£	1,250,000	
Delay In Performing Oper	£	1,210,000	
Grand Total	£	5,665,000	4

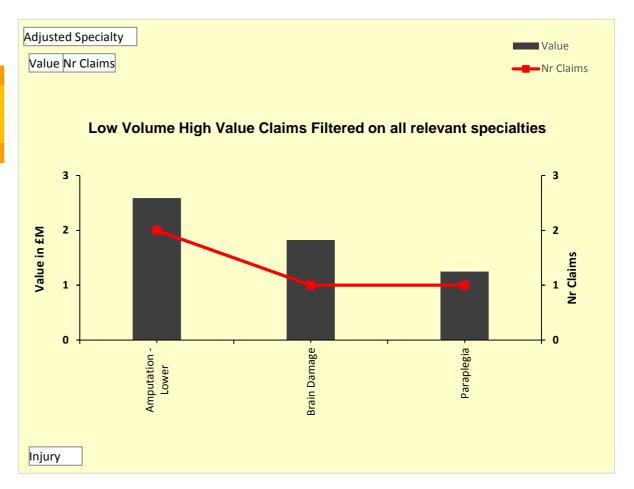


Scorecard - Yellow Zone Analyses



Adjusted Specialty	(AII)	

Injury	Value	Nr Claims
Amputation - Lower	£2,590,000.00	2
Brain Damage	£1,825,000.00	
Paraplegia	£1,250,000.00	
Grand Total	£5,665,000.00	4



Scorecard - Yellow Zone Analyses

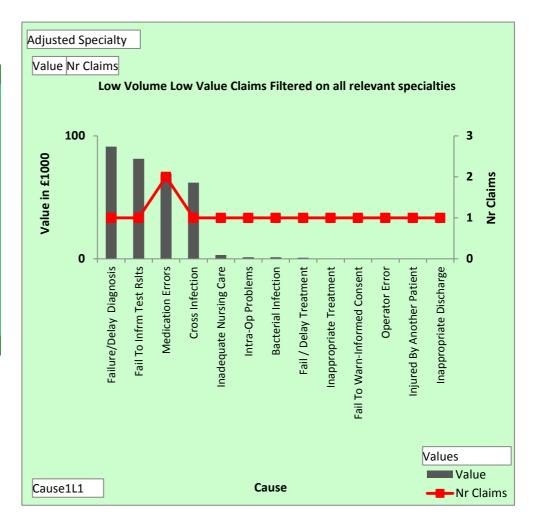




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Adjusted Specialty	(AII)	

Cause	Value		Nr Claims
Failure/Delay Diagnosis	£	91,250	1
Fail To Infrm Test Rslts	£	81,463	1
Medication Errors	£	69,209	2
Cross Infection	£	62,000	1
Inadequate Nursing Care	£	3,111	1
Intra-Op Problems	£	1,250	1
Bacterial Infection	£	1,250	1
Fail / Delay Treatment	£	950	1
Inappropriate Treatment	£		1
Fail To Warn-Informed Consent	£		1
Operator Error	£		1
Injured By Another Patient	£		1
Inappropriate Discharge	£		1
Grand Total	£	310,483	14





Adjusted Specialty	(AII)	

Injury	Value		Nr Claims
Other	£	172,713	2
Unnecessary Pain	£	132,159	6
Fatality	£	4,361	2
Adtnl/unnecessary Operation(s)	£	1,250	1
Perforation	£		1
Psychiatric/Psychological Dmge	£		1
Deafness	£		1
Grand Total	£	310,483	14

