



**EFFECTS OF INFRASTRUCTURE
FAILURE ON PATIENT HARM**

PhD Thesis

Glossary of Terms

Study Title: Effects of Infrastructure Failure on Patient Harm

Researcher: David Jones

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Please see below the glossary of terms for the Delphi Study

| <i>Key Variable</i> | <i>Definition</i> |
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| Active clinical error | Active errors are those taking place between a person and an aspect of a larger system at the point of contact. Active errors are made by people on the front line such as clinicians and nurses. For example, operating on the wrong eye or amputating the wrong leg are classic examples of an active error |
| Active incident | Active incidents are a failure of the estate infrastructure that directly impacts the patient. For example, power outage causing life support equipment to fail, or a contaminated water supply infecting patients. |
| Asset life | Asset life means the average number of years of service for a given asset account |
| Build & Commissioning Quality | Commissioning is a process of ensuring that a building's systems are installed, tested, and capable of being operated and maintained according to the Owner's operational requirements |
| Catastrophic asset failure | Catastrophic failure is sudden and complete failure which cannot be put right and require asset replacement, not repair |
| Clinical capacity | Clinical capacity refers to the capacity of a hospital to treat patients, whether this be the number of available beds, operating theatres, or outpatient clinics |
| Clinical requirement | The clinical requirements are that needed by the clinicians to deliver the care to the patient. Whether this is the installation of specialist operating theatres, specific air changes, or even dementia friendly environments. |
| Design quality | Design quality ensures that a products perform the way it's supposed to—in terms of both safety and effectiveness |
| DHSC funding | The Department of Health and Social Care's overall budget (known as DHSC TDEL) sets the limit on overall health funding in England. It is made up of revenue (RDEL) and capital (CDEL) funding |

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| Functional asset failure | an asset has experienced functional failure if it can no longer perform its function. The term “functional failure” can refer to a wide range of problems, symptoms, and impacts. The failure is generally reversed by reactive maintenance intervention. |
| HM Treasury funding | The HM Treasury set public spending limits and allocates departmental DEL budgets, including the DHSC |
| ICS funding | The level of funding (RDEL and CDEL) allocated to each of the 42 Integrated Care Systems (ICS) in NHS England |
| Latent impact | Latent impacts are those in which exposure to an incorrect action or failure is followed by some period of time before a specific response is developed either directly or via another action or failure. |
| Lifecycle replacement | Lifecycle replacement (LCR) is the process to maintain functionality and user productivity through the plan to acquire, track, support, and decommission hardware like switchgear, generators, air handling units, and other estates equipment. |
| NHSE funding | The allocation of CDEL and RDEL that NHS England receive from the DHSC |
| Operability | The ability to use the fully functioning clinical space (ward / theatre etc) |
| Patient harm | Patient harm is any unintended harm patients experience as part of their interaction with the healthcare sector. This is often referred to as iatrogenic harm. |
| Planned maintenance | Planned maintenance refers to any maintenance activity that is planned, documented, and scheduled, the aim of which is to reduce downtime. |
| Reactive maintenance | Reactive maintenance is the maintenance response to asset failure as they arise. |
| Staff harm | Staff harm is any harm staff experience as part of their job which could have been avoided by reasonable adjustments |
| Staff motivation | Defined as 'the drive or inspiration that an individual has to perform at work, staff motivation permits organisations to pursue and deliver mutual goals and objectives |
| Staff turnover | Staff turnover is the percentage of staff that leave the organisation over a period of time. |
| Staff workload | Staff workload is the amount of work that an individual, or group of staff, can be reasonably expected to perform |
| Staffing levels | Staffing levels can be defined as |
| TRUST CDEL | The Trust CDEL - Capital Departmental Expenditure Limit is set by the ICS for each NHS Trust as the limit to which trusts can spend capital funds |
| TRUST RDEL | The Trust RDEL - Resource Departmental Expenditure Limit is set by the ICS for each NHS Trust as the limit to which trusts can spend revenue funds |
| Waiting lists | A waiting list is the list of patients waiting to receive a consultation, diagnosis, care or treatment from an NHS organisation |