Appendix 5 – FFT statistical process control charts

% Recommend: Inpatient/Day Case

% Not Recommend: Inpatient/Day Case

Response Rate: Inpatient/Day Case

OUH inpatients
National Average Inpatient
12-Month Mean Average (OUH)
OUH Upper Control Limit (+3SD)
OUH Lower Control Limit (-3SD)

% Recommend: ED

% Not Recommend: ED

Response Rate: ED

OUH ED
National Average ED
12-Month Mean Average (OUH)
OUH Upper Control Limit (+3SD)
OUH Lower Control Limit (-3SD)

% Recommend: Maternity

% Not Recommend: Maternity

Response Rate: Maternity

OUH maternity
National Average Maternity
12-Month Mean Average (OUH)
OUH Upper Control Limit (+3SD)
OUH Lower Control Limit (-3SD)

% Recommend: Outpatients

% Not Recommend: Outpatients

Response Rate: Outpatients

OUH Outpatients
National Average Outpatients
12-Month Mean Average (OUH)
OUH Upper Control Limit (+3SD)
OUH Lower Control Limit (-3SD)