Corporate Scorecard FY15/16

PATIENT SAFETY

Indicator	Target	Q1	Q2	Q3	Q4	YTD	
C. difficile per 1000 patient days*	0.40	0.57				0.57	
Medication Reconciliation upon Admission*	55.0%	32.1%				32.1%	
Readmission Rate within 30 days (select CMGs)*	16.7%	19.4%				19.4%	
Hand Hygiene Compliance	75.0%	58.7%				58.7%	
Central Line BSI Rate per 1000 device days	0.0	0				0	
MRSA Bacteremia Rate per 1000 patient days	0.0	0.03				0.03	
VRE Bacteremia Rate per 1000 patient days	0.0	0				0	
VAP per 1000 device days	0.0	0				0	
Hospital Standardized Mortality Ratio	TBD	107				107	
30-Day In-Hospital Mortality Following Major Surgery	1.4	0.7				0.7	
Low-Risk Caesarean Section Rate	14.0%	14.8%				14.8%	
QBP - Cataracts - Unilateral Procedures*	1,751	573				573	F1
QBP - Chronic Obstructive Pulmonary Disease*	293	81				81	F1
QBP - Congestive Heart Failure*	465	141				141	F1
QBP - Hip Fracture*	197	40				40	F1
QBP - Hip Replacement - Unilateral Primary*	155	45				45	F1
QBP - Knee Replacement - Unilateral Primary*	308	75				75	F1
QBP - Paediatric - Neonatal Jaundice*	154	39				39	F1
QBP - Paediatric - Tonsillectomy*	150	36				36	F1
QBP - Pneumonia*	290	94				94	F1
QBP - Stroke - Hemorrhage*	14	8				8	F1
QBP - Stroke - Ischemic or Unspecified*	159	35				35	F1
QBP - Stroke - Transient Ischemic Attack*	24	10				10	F1

ACCESS

Indicator	Target	Q1	Q2	Q3	Q4	YTD
90th Percentile ED LOS Admitted Patients*	30.0	44.9				44.9
% Alternate Level of Care Days*	16.0%	17.7%				17.7%
90th Percentile Time to Inpatient Bed	20.0	36.3				36.3
90th Percentile ED LOS Non-Admit High Acuity*	6.2	7.1				7.1
90th Percentile ED LOS Non-Admit Low Acuity*	3.9	4.4				4.4
ED Volumes	100,000	24,802				24,802
Occupancy Rate	93%	95%				95%
Cancer - % Priority 4 Cases Completed w/in Target*	95%	100%				100%
Cataract - % Priority 4 Cases Completed w/in Target*	95%	94%				94%
Hip - % Priority 4 Cases Completed w/in Target*	90%	0%				0%
Knee - % Priority 4 Cases Completed w/in Target*	90%	100%				100%
MRI - % Priority 4 Cases Completed w/in Target*	65%	16%				16%
CT - % Priority 4 Cases Completed w/in Target*	58%	51%				51%
Wait Time Volumes - MRI Hours (Hours)*	7,944	2,074				2,074
Wait Time Volumes - CT Hours (Hours)*	3,896	1,491				1,491
Wait Time Volumes - General Surgery (Cases)*	926	220				220
Wait Time Volumes - H & K Repl. Revisions (Cases)*	19	4				4
Prov. Programs Volume - Permanent Pacemakers*	121	33				33
Prov. Programs Volume - Bariatric Surgery*	200	53				53

VALUE

Indicator	Target	Q1	Q2	Q3	Q4	YTD	
ED Patient Satisfaction (Overall quality of ED care)*	87.3%	75.8%				75.8%	F2
Total Margin*	1.3%	2.3%				2.3%	
Current Ratio*	1.20	1.4				1.4	
Acute Inpatient Weighted Cases*	24,576	6,181				6,181	
Ambulatory Care Visits*	244,616	63,731				63,731	
Day Surgery Weighted Visits*	3,360	856				856	
ED Weighted Cases*	5,186	1,388				1,388	
Inpatient Mental Health Weighted Patient Days*	17,220	4,696				4,696	
Full Time RN's	71%	79%				79%	
Nursing Agency Hours	2.0%	1.4%				1.4%	
Overtime	TBD	1.2%				1.2%	
Sick Time (Days)	9.84	10.0				10.0	
WSIB Lost Time Incidents	1.3%	0.00%				0.00%	

Legend:

Bold denotes Quality Improvement Plan (QIP) indicators

* denotes Hospital Service Accountability Agreement (HSAA) indicators

F1 denotes estimates based on April actuals & May/June estimates

F2 denotes the most current data as reported from PES

Results:

Indicator underperforming target — R

Indicator within 10% of target — Y

Indicator equal or outperforming target — G