

Q3 Corporate Scorecard FY15/16



| Quality | | | | | | |
|------------------------------------------------------|--------|-------|-------|-------|----|-------|
| Indicator | Target | Q1 | Q2 | Q3 | Q4 | YTD |
| C. difficile per 1000 patient days* | 0.40 | 0.55 | 0.43 | 0.21 | | 0.39 |
| Medication Reconciliation upon Admission* | 55.0% | 35.0% | 51.5% | 59.8% | | 48.9% |
| Readmission Rate within 30 days (select CMGs)* | 16.7% | 18.5% | 16.2% | 14.3% | | 16.4% |
| Hand Hygiene Compliance | 75.0% | 58.7% | 68.8% | 69.8% | | 66.5% |
| Central Line BSI Rate per 1000 device days | 0.0 | 0 | 0 | 0 | | 0 |
| MRSA Bacteremia Rate per 1000 patient days | 0.0 | 0.03 | 0.00 | 0.00 | | 0.01 |
| VRE Bacteremia Rate per 1000 patient days | 0.0 | 0 | 0 | 0 | | 0 |
| VAP per 1000 device days | 0.0 | 0 | 1.8 | 0 | | 0.52 |
| Hospital Standardized Mortality Ratio | 100 | 94 | 95 | 93 | | 93 |
| 30-Day In-Hospital Mortality Following Major Surgery | 1.4 | 1.1 | 0.7 | 1.9 | | 1.0 |
| Low-Risk Caesarean Section Rate | 14.0% | 14.8% | 16.2% | 12.4% | | 14.5% |
| QBP - Cataracts - Unilateral Procedures* | 1,751 | 558 | 456 | 498 | | 1512 |
| QBP - Chronic Obstructive Pulmonary Disease* | 293 | 84 | 72 | 77 | | 233 |
| QBP - Congestive Heart Failure* | 465 | 143 | 126 | 144 | | 413 |
| QBP - Hip Fracture* | 197 | 40 | 39 | 36 | | 115 |
| QBP - Hip Replacement - Unilateral Primary* | 155 | 34 | 42 | 48 | | 124 |
| QBP - Knee Replacement - Unilateral Primary* | 308 | 92 | 64 | 73 | | 229 |
| QBP - Paediatric - Neonatal Jaundice* | 154 | 62 | 55 | 37 | | 154 |
| QBP - Paediatric - Tonsillectomy* | 150 | 24 | 36 | 35 | | 95 |
| QBP - Pneumonia* | 290 | 99 | 66 | 113 | | 278 |
| QBP - Stroke - Hemorrhage* | 14 | 8 | 7 | 3 | | 18 |
| QBP - Stroke - Ischemic or Unspecified* | 159 | 32 | 44 | 38 | | 114 |
| | 24 | 4 | 5 | 7 | | 16 |

| ACCESS | | | | | | |
|------------------------------------------------------|---------|--------|--------|--------|----|--------|
| Indicator | Target | Q1 | Q2 | Q3 | Q4 | YTD |
| 90th Percentile ED LOS Admitted Patients* | 30.0 | 44.9 | 36.1 | 37.7 | | 40.2 |
| % Alternate Level of Care Days* | 16.0% | 17.7% | 14.3% | 15.7% | | 15.8% |
| 90th Percentile Time to Inpatient Bed | 20.0 | 36.3 | 26.4 | 27.5 | | 30.7 |
| 90th Percentile ED LOS Non-Admit High Acuity* | 6.2 | 7.1 | 7.2 | 7.4 | | 7.2 |
| 90th Percentile ED LOS Non-Admit Low Acuity* | 3.9 | 4.4 | 4.3 | 4.1 | | 4.4 |
| ED Volumes | 100,000 | 24,802 | 25,358 | 24,890 | | 75,050 |
| Occupancy Rate | 93% | 97% | 98% | 100% | | 98% |
| Cancer - % Priority 4 Cases Completed w/in Target* | 95% | 100% | 99% | 98% | | 99% |
| Cataract - % Priority 4 Cases Completed w/in Target* | 95% | 94% | 84% | 78% | | 86% |
| Hip - % Priority 4 Cases Completed w/in Target* | 90% | 0% | 100% | 0% | | 100% |
| Knee - % Priority 4 Cases Completed w/in Target* | 90% | 100% | 50% | 90% | | 80% |
| MRI - % Priority 2-4 Cases Completed w/in Target* | 90% | 25% | 24% | 22% | | 24% |
| CT - % Priority 2-4 Cases Completed w/in Target* | 90% | 84% | 85% | 85% | | 84% |
| Wait Time Volumes - MRI Hours (Hours)* | 7,096 | 2,074 | 2,202 | 2,057 | | 6,333 |
| Wait Time Volumes - CT Hours (Hours)* | 3,922 | 1,491 | 1,785 | 1,638 | | 4,914 |
| Wait Time Volumes - General Surgery (Cases)* | 956 | 225 | 181 | 159 | | 565 |
| Wait Time Volumes - H & K Repl. Revisions (Cases)* | 29 | 4 | 3 | 3 | | 10 |
| Prov. Programs Volume - Permanent Pacemakers* | 121 | 33 | 30 | 38 | | 101 |
| Prov. Programs Volume - Bariatric Surgery* | 200 | 53 | 33 | 86 | | 172 |

| VALUE | | | | | | |
|-------------------------------------------------------|---------|--------|--------|--------|----|---------|
| Indicator | Target | Q1 | Q2 | Q3 | Q4 | YTD |
| ED Patient Satisfaction (Overall quality of ED care)* | 87.3% | 86.4% | 87.9% | 79.6% | | 85.7% |
| Total Margin* | 1.3% | 2.3% | 1.8% | 2.5% | | 2.5% |
| Current Ratio* | 1.20 | 1.4 | 1.4 | 1.4 | | 1.4 |
| Acute Inpatient Weighted Cases* (HIG) | 24,863 | 6,363 | 5,803 | 6,054 | | 18,220 |
| Day Surgery Weighted Visits* (HIG) | 3,073 | 731 | 627 | 683 | | 2,041 |
| Ambulatory Care Visits* | 244,616 | 63,731 | 60,513 | 62,465 | | 186,709 |
| ED Weighted Cases* | 5,186 | 1,148 | 1,193 | 1,171 | | 3,512 |
| Inpatient Mental Health Weighted Patient Days* | 17,220 | 4,696 | 4,560 | 4,658 | | 13,914 |
| Full Time RN's | 71% | 79% | 78% | 77% | | 77% |
| RN Nursing Agency Hours | 2.0% | 3.4% | 5.2% | 4.9% | | 4.5% |
| Overtime | TBD | 1.2% | 1.2% | 1.2% | | 1.2% |
| Sick Time (Days) | 9.84 | 10.0 | 9.6 | 9.2 | | 9.2 |
| WSIB Lost Time Incidents | 1.3% | 0.00% | 0.08% | 0.14% | | 0.14% |

Legend:
Bold denotes Quality Improvement Plan (QIP) indicators
 * denotes Hospital Service Accountability Agreement (HSAA) indicators
 F1 denotes estimates based on: October & November actuals with December estimates as of Feb 11
 F2 denotes the most current data as reported from NRCC
 F3 denotes a restatement of hours to correct for posting errors in the GL

Results:
 Indicator underperforming target
 Indicator within 10% of target
 Indicator equal or outperforming target

