

# Q4 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	0.31	0.37
Medication Reconciliation upon Admission*	55.0%	35.0%	51.5%	59.8%	57.4%	57.4%
Readmission Rate within 30 days (select CMGs)*	16.7%	18.5%	16.2%	13.7%	12.5%	15.4%
Hand Hygiene Compliance	75.0%	58.7%	68.8%	69.8%	68.8%	67.1%
Central Line BSI Rate per 1000 device days	0.0	0	0	0	0	0
MRSA Bacteremia Rate per 1000 patient days	0.0	0.03	0.00	0.00	0.00	0.01
VRE Bacteremia Rate per 1000 patient days	0.0	0	0	0	0	0
VAP per 1000 device days	0.0	0	1.8	0	0	0.32154
Hospital Standardized Mortality Ratio	100	93	94	86	117	98
30-Day In-Hospital Mortality Following Major Surgery	1.4	1.8	1.6	2.8	1.7	2.0
Low-Risk Caesarean Section Rate	14.0%	14.8%	16.2%	12.4%	20.0%	17.6%
QBP - Cataracts - Unilateral Procedures*	1,752	558	455	458	491	1962
QBP - Chronic Obstructive Pulmonary Disease*	294	85	76	64	63	288
QBP - Congestive Heart Failure*	465	143	127	131	112	513
QBP - Hip Fracture*	197	39	39	41	54	173
QBP - Hip Replacement - Unilateral Primary*	167	34	42	48	36	160
QBP - Knee Replacement - Unilateral Primary*	308	92	64	82	81	319
QBP - Paediatric - Neonatal Jaundice*	155	62	55	57	45	219
QBP - Paediatric - Tonsillectomy*	150	24	36	26	40	126
QBP - Pneumonia*	290	97	60	100	143	400
QBP - Stroke - Hemorrhage*	14	8	7	4	5	24
QBP - Stroke - Ischemic or Unspecified*	159	32	44	38	44	158
QBP - Stroke - Transient Ischemic Attack*	24	4	5	9	8	26

ACCESS						
Indicator	Target	Q1	Q2	Q3	Q4	YTD
90th Percentile ED LOS Admitted Patients*	30.0	44.9	36.1	37.7	42.4	41.1
% Alternate Level of Care Days*	16.0%	17.7%	14.3%	15.7%	13.4%	15.3%
90th Percentile Time to Inpatient Bed	20.0	36.3	26.4	27.5	33.2	30.6
90th Percentile ED LOS Non-Admit High Acuity*	6.2	7.1	7.2	7.4	7.2	7.2
90th Percentile ED LOS Non-Admit Low Acuity*	3.9	4.4	4.3	4.1	4.1	4.2
ED Volumes	100,000	24,802	25,358	24,890	26,087	101,137
Occupancy Rate	93%	97%	98%	100%	104%	98%
Cancer - % Priority 4 Cases Completed w/in Target*	95%	100%	99%	98%	93%	98%
Cataract - % Priority 4 Cases Completed w/in Target*	95%	94%	84%	78%	72%	83%
Hip - % Priority 4 Cases Completed w/in Target*	90%	0%	100%	0%	100%	100%
Knee - % Priority 4 Cases Completed w/in Target*	90%	100%	50%	0%	76%	77%
MRI - % Priority 2-4 Cases Completed w/in Target*	90%	25%	24%	22%	23%	24%
CT - % Priority 2-4 Cases Completed w/in Target*	90%	84%	85%	85%	85%	85%
Wait Time Volumes - MRI Hours (Hours)*	7,096	2,074	2,202	2,057	2,076	8,409
Wait Time Volumes - CT Hours (Hours)*	3,922	1,491	1,785	1,638	1,772	6,686
Wait Time Volumes - General Surgery (Cases)*	956	225	181	197	187	790
Wait Time Volumes - H & K Repl. Revisions (Cases)*	29	2	4	2	2	10
Prov. Programs Volume - Permanent Pacemakers*	131	33	30	38	36	137
Prov. Programs Volume - Bariatric Surgery*	245	53	33	86	73	245

VALUE						
Indicator	Target	Q1	Q2	Q3	Q4	YTD
ED Patient Satisfaction (Overall quality of ED care)*	87.3%	86.4%	89.0%	82.5%	93.3%	86.5%
Total Margin*	1.3%	2.3%	1.8%	2.5%	1.7%	1.7%
Current Ratio*	1.20	1.4	1.4	1.4	1.2	1.2
Acute Inpatient Weighted Cases* (HIG)	24,863	6,375	5,818	6,550	6,453	25,110
Day Surgery Weighted Visits* (HIG)	3,073	731	628	677	680	2,716
Ambulatory Care Visits*	244,616	63,731	60,513	62,465	63,196	249,905
ED Weighted Cases*	5,186	1,148	1,193	1,171	1,263	4,775
Inpatient Mental Health Weighted Patient Days*	17,220	4,696	4,560	4,658	4,480	18,394
Full Time RN's	71%	79%	78%	77%	76%	76%
RN Nursing Agency Hours	2.0%	2.3%	3.7%	3.4%	5.8%	3.8%
Overtime	1.1%	1.2%	1.2%	1.2%	1.4%	1.4%
Sick Time (Days)	9.84	10.0	9.6	9.2	9.3	9.2
WSIB Lost Time Incidents	1.3%	0.00%	0.14%	0.09%	0.18%	0.41%

**Legend:**

**Bold denotes Quality Improvement Plan (QIP) indicators**  
 \* denotes Hospital Service Accountability Agreement (HSAA) indicators  
 F1 denotes estimates based on: January actuals with February and March estimates  
 F2 denotes the most current data as reported from NRCC  
 F3 denotes a restatement of hours to correction to metric

**Results:**

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

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