

Quadrant
**Patient Access, Safety,
 Outcomes**

	Definition	\$ HSAA * QIP				Optimal	Good	Caution	Critical	In develop ment	Not reported at this
		2008/09	2009/10	2010/11	Target	2011/12					
						1st Q	2nd Q	3rd Q	4th Q		
PATIENT ACCESS											
Telehealth Consultations \$ - ambulatory visits	number of telehealth encounters per year	Clinics - 81 Patients - 281	Clinics - 110 Patients - 317	Clinics - 92 Patients - 322	greater than 300 patient interactions	Clinics - 19 Patients - 81					
Diabetes Program											
Total patients	Number of Patients seen	476	548	554	500 or more	197					
Number of no shows/cancellations	number should be minimal	109	131	80	< 80	30					
Wait Time	patients	1.5 wks	3.5 wks	2 weeks	2 weeks	2 weeks					
Hospital Report (Patient Satisfaction)											
	Patient satisfaction surveys from NRC Picker										
	Emergency Department - overall positive scores	97.88	95.55	96.92	> Other small hospitals	94.59					
	Acute Care - overall positive scores	97.01	100	100	> Other small hospitals	100					
Emergency Department Wait Times \$											
90th percentile ED LOS (length of stay) for admitted patients	patient being admitted waited in ED to get to their medical bed				less than 28 hours	4 H 40 M					
90th percentile ED LOS (length of stay) for non-admitted complex	CTAS level 2 or 3 who are not admitted - time to discharge				less than 8h hours	4H 50 M					
90th percentile ED LOS for non-admitted minor/uncomplicated	CTAS level 4 or 5 for are not admitted - time to discharge				less than 4.8 hours	2H 35 M					
Emergency Department LWBS *											
ED patients who LWBS (leave without being seen) and triaged at CTAS level 3 or 4	90% will receive a phone call within 24 hours of leaving to assess their condition				90% called within 24 hours	72%					

PATIENT SAFETY									
Infection Control									
Nosocomial Infection Rates - acute	number of infections/number of patient days x1000	1.7	1.6	2.2	<2	3.1			
Nosocomial Infection Rates - LTC	number of infections/number of res days/mth x1000	2.6	1.4	1.14	<2	0.7			
MRSA - methicillin resistant staphylococcus aureus (*R)	required reporting to MOHLTC - bacteremia only		0	0	0	0			
VRE - vancomycin resistant enterococcus (*R)	required reporting to MOHLTC - bacteremia only		0	0	0	0			
Hand hygiene compliance rate (*R)		93%	89%	97%	90%				
Critical Incidents:	number of incidents where the client suffered permanent harm after two weeks, disability or death			1	0	0			
Medication Incidents:	the more incidents reported, the more opportunities to examine processes								
Medical Floor	total number of incidents	17	29	34	N/A	6			
Emergency	total number of incidents	1	0	1	N/A	1			
LTC	total number of incidents	7	5	4	N/A	0			
Pharmacy	total number of incidents	1	0	0	N/A	0			
Totals	number of incidents for facility	26	34	39	N/A	7			
per 1000 doses	# of incidents/total doses given x 1000				N/A	0.41			
Patient Incidents:	Total	36	37	44					
Falls	total number of falls	22	25	33	<6/quarter	18			
per 1000 patient days	# of falls/1000 patient days	5.6	5.5	6.8	under developme	14.5			
Other incidents	total number of incidents other than falls	10	7	9	<3/quarter	2			
LTC incidents:	Total	49	40	24		3			
Falls	total number of falls	45	36	19	<8/quarter	3			
per 1000 resident days	# of falls/1000 patient days				under developme nt	2.4			

Other incidents	total number of incidents other than falls	2	3	5	<3/quarter	7			
Near Misses: *	any incident that occurs that almost reaches a client				30 total or more	18			
medication related						7			
in-patient related						9			
FSL related						2			
Medication Reconciliation									
on transfer *	total patients transferred with med rec completed				90%	100%			
PATIENT OUTCOMES									
smoking cessation program *	smoking cessation counselling rate for admitted patients			45%	55%	not yet available from OHI			
complaints - total	total number of complaints received in the facility	7	9	11	<3/quarter	1			
	verbal	5	6	4		1			
	written	1	3	7		0			
Four Seasons Lodge - MDS-RAI reports									
	prevalence of stage 1-4 pressure ulcers			0	0	0			
Re-admission rates									
	patients re-admitted within 7 days				14%	8%			
	patients re-admitted within 8-28 days				14%	8%			