

Quadrant

**Patient Access, Safety, Outcomes**

\$ HSA  
\* QIP

Optimal	Good	Caution	Critical	In development	Not reported at this
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		2011/12							
	Definition	2008/09	2009/10	2010/11	Target	1st Q	2nd Q	3rd Q	4th Q
<b>PATIENT ACCESS</b>									
<b>Telehealth Consultations \$ - ambulatory visits</b>	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	Clinics - 19 Patients - 59		
<b>Diabetes Program</b>									
Total patients	Number of Patients seen	476	548	554	500 or more	197	101		
Number of no shows/cancellations	number should be minimal	109	131	80	< 80	12	18		
Wait Time	patients	1.5 wks	3.5 wks	2 weeks	2 weeks	2 weeks	1 week		
<b>Hospital Report (Patient Satisfaction)</b>									
	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			
<b>Emergency Department Wait Times \$</b>									
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	4 h 50 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	5 h 24 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	2 h 52 m		

**Emergency Department LWBS \***

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<b>PATIENT ACCESS</b>											
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%	75%				
<b>PATIENT SAFETY</b>											
<b>Infection Control</b>											
Nosocomial Infection Rates - acute	number of infections/number of patient days x1000	1.7	1.6	2.2	<2	3.1	2.1				
Nosocomial Infection Rates - LTC	number of infections/number of res days/mth x1000	2.6	1.4	1.14	<2	0.7	0				
MRSA - methicillin resistant staphylococcus aureus (*R)	required reporting to MOHLTC - bacteremia only		0	0	0	0	0				
VRE - vancomycin resistant enterococcus (*R)	required reporting to MOHLTC - bacteremia only		0	0	0	0	0				
Clostridium difficile - c. diff (*R)	required reporting to MOHLTC - bacteremia only		0	0	0	0	0				
Hand hygiene compliance rate (*R)		93%	89%	97%	90%						
<b>Critical Incidents:</b>	number of incidents where the client suffered permanent harm after two weeks, disability or death			1	0	0	0				
<b>Medication Incidents:</b>	the more incidents reported, the more opportunities to examine processes										
Medical Floor	total number of incidents	17	29	34	N/A	6	7				

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<b>PATIENT ACCESS</b>											
Emergency	total number of incidents	1	0	1	N/A	1	3				
LTC	total number of incidents	7	5	4	N/A	0	4				
Pharmacy	total number of incidents	1	0	0	N/A	0	0				
Totals	number of incidents for facility	26	34	39	N/A	7	14				
per 1000 doses	# of incidents/total doses given x 1000				N/A	0.41	0.66				
<b>Patient Incidents:</b>	<b>Total</b>	<b>36</b>	<b>37</b>	<b>44</b>							
Falls	total number of falls	22	25	33	<6/quarter	18	16				
per 1000 patient days	# of falls/1000 patient days	5.6	5.5	6.8	6	14.5	17.66				
Other incidents	total number of incidents other than falls	10	7	9	<3/quarter	2	1				
<b>LTC incidents:</b>	<b>Total</b>	<b>49</b>	<b>40</b>	<b>24</b>		<b>3</b>	<b>1</b>				
Falls	total number of falls	45	36	19	<8/quarter	3	1				
per 1000 resident days	# of falls/1000 patient days	8.9	7	3.8	6.6	2.4	0.8				
Other incidents	total number of incidents other than falls	2	3	5	<3/quarter	7	0				
<b>Near Misses: *</b>	any incident that occurs that almost reaches a client				30 total or more	18	14				
medication related						7	3				
in-patient related						9	8				
FSL related						2	3				
<b>Medication Reconciliation</b>											
on transfer *	total patients transferred with med rec completed				90%	100%	100%				
<b>PATIENT OUTCOMES</b>											

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<b>PATIENT ACCESS</b>											
smoking cessation	smoking cessation counselling rate for admitted patients			45%	55%	92%					
complaints - total	total number of complaints received in the facility	7	9	11	<3/quarter	1	5				
	verbal	5	6	4		1	3				
	written	1	3	7		0	2				
<b>Four Seasons Lodge - MDS-RAI reports</b>											
	prevalence of stage 1-4 pressure ulcers			0	0	0	0				
<b>Re-admission rates \$</b>											
	patients re-admitted within 7 days				14%	8%	4.6%				
	patients re-admitted within 8-28 days				14%	8%	6%				