

Chatham-Kent Health Alliance
Progress on QIP Year One (2011/12)

Priority Indicator (year 1)		Performance as stated in the year 1 QIP	Performance Goal as stated in the year 1 QIP	Progress to date	Comments
1	Avoid new stage 2-4 pressure ulcers CCRS %	10.4%	6.1%	Q3 6.9%	Discovered need to increase awareness, re-educate, & engage all programs for ownership. For 2012/13 have an inter-program team with comprehensive action plan, leader engagement and \$450,000 capital investment in new beds and surfaces.
1	Reduce incidence of C. difficile/ 1000 patient days	Chatham 0.62 Sydenham 0.81	Chatham 0.46 Sydenham 0.55	Chatham 0.50 Sydenham 0.06 Jan – Dec 2011	Able to achieve on our lower acuity campus, challenge with our higher acuity campus. 2012/13 focus on environmental cleaning.
1	Reduce Length of Stay for Admitted Patients in the ED	Chatham 12.1 hrs Sydenham 10.3hrs	Chatham 11.6 hrs Sydenham 8 hrs	Chatham 12.0 hrs Sydenham 14.0 Q3 11 - 12	Shortage of medical resources and community clinics. 2012 have Nurse Practitioners see CTAS 2 patients to start assessment and interventions, utilize flow coordinator for all admissions.
1	Improve In-Patient Satisfaction “Would you recommend”	60.7%	67.3%	69% Oct 2010 – Sept 2011	2012 comprehensive service excellence initiative 2012/13 plans underway to improve discharge instructions and how they are delivered.
1	Improve ED Patient Satisfaction “Would you recommend”	Chatham 41.6% Sydenham 75.8%	Chatham 49.5% Sydenham 75.8%	Chatham 51% Sydenham 68% Oct 2010 – Sept 2011	Hired nursing student liaison for evening shift in ED waiting room to improve communication strategies and comfort.

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2*	Improve Provider Hand Hygiene Compliance (Before patient contact)	Chatham 78% Sydenham 87%	Chatham 82.4% Sydenham 89.6%	Chatham 84% Sydenham 86%	
2*	Avoid Falls (CCRS)	10.8%	9.6%	Q3 9.9%	
2*	Reduce unexpected deaths in hospitals	92	87	80	
2*	Reduce unnecessary hospital readmission to any facility	13.9%	12.9%	13.9%	
2*	Reduce unnecessary time spent in acute care (ALC)	7.8%	<9%	8.25%	
2*	Improve organizational financial health	-0.63%	0	-0.76% Q3 YTD	
3*	Reduce incidence of ventilator associated pneumonia/1000 vent days	0	0	2.8	
3*	Reduce rate of central line blood stream infections (per 1000 CL days)	0	0	0	

*Ministry requirements indicate comments are only required on Priority 1 indicators.