

Excellent Care for All

Quality Improvement Plans (QIP): Progress Report for 2014/15 QIP

The Progress Report is a tool that will help organizations make linkages between change ideas and improvement, and gain insight into how their change ideas might be refined in the future. The new Progress Report is mostly automated, so very little data entry is required, freeing up time for reflection and quality improvement activities.

Health Quality Ontario (HQO) will use the updated Progress Reports to share effective change initiatives, spread successful change ideas, and inform robust curriculum for future educational sessions.

ID	Measure/Indicator from 2014/2015	Current Performance as stated on QIP14/15	Target as stated on QIP 14/15	Current Performance 2015	Comments
1	ED Wait times: 90th percentile ED length of stay for Admitted patients. Hours ED patients Q4 2012/13 – Q3 2013/14 CCO iPort Access	17.32	12.00	10.55	Achieved status in top 10% in Ontario P4R hospitals
2	Total Margin (consolidated): % by which total corporate (consolidated) revenues exceed or fall short of total corporate (consolidated) expense, excluding the impact of facility amortization, in a given year. % N/a Q3 2013/14 OHRS, MOH	-0.94	0.00	1.61	
3	Percentage ALC days: Total number of acute inpatient days designated as ALC, divided by the total number of acute inpatient days. % All acute patients Q3 2012/13 – Q2 2013/14 Ministry of Health Portal		9.00	8.20	For Review
4	Readmission to CKHA within 30 days for selected CMG's for any cause: The rate of non	4.30	4.00	6.40	Did not acheive target last QIP.We have now dedicated more resources to focus

	elective readmissions to CKHA within 30 days of discharge following an admission for select CMG's % All acute patients Q2 2012/13 - Q1 2013-14 DAD, CIHI				on development of comprehensive discharge instruction and recently implemented strategies aimed at helping us acheive our target in 2015/16
5	From NRC Canada: "Overall, how would you rate the care and services you received at the ED?" (add together % of those who responded "Excellent, Very Good and Good"). % ED patients 2013 NRC Picker	90.00	93.00	90.00	For review
6	From NRC Canada: "Overall, how would you rate the care and services you received at the ED?" (add together % of those who responded "Excellent, Very Good and Good"). % ED patients 2013 NRC Picker	91.00	93.00	90.00	For review
7	From NRC Picker "Overall, how would you rate the care and services you received at the hospital? "Corporate" Add together % of those who responded " Excellent, Very Good and Good" % Med/Surg, Mental Health and ED Oct 12 - Sept 13 NRC Picker	92.00	96.40	95.60	For review
8	From NRC Picker "Overall how would you rate the care and services received at the hospital " (Acute inpatient care) (add together % of those who responded "Excellent, Very Good and Good") %	95.00	96.40	95.60	For review

	Med/Surg acute care Oct 12 - Sept 13 NRC Picker				
9	Medication reconciliation at admission: The total number of adult acute care admissions with medications reconciled as a proportion of the total number of adult acute care admissions to CKHA. (Includes admissions from ED, Direct, elective surgery, repatriations.) % adult acute admissions Q3 13-14 In-house survey	87.70	89.00	NA	QIP 2014/15 we were tracking performance through a random quarterly audit. For 2015/16 we will be auditing Med Rec completion on all admissions and transfers (Medicine, Psychiatry, Intensive Care Unit, Progressive Care Unit and Surgery)
10	Medication reconciliation at admission to acute care unit via a transfer from another acute care unit % All acute patients Q3 In-house survey	55.00	70.00	NA	For review
11	CDI rate per 1,000 patient days: Number of patients newly diagnosed with hospital-acquired CDI, divided by the number of patient days in that month, multiplied by 1,000 - Average for Jan-Dec. 2013, consistent with publicly reportable patient safety data. Rate per 1,000 patient days All patients 2013 Publicly Reported, MOH		0.26	0.29	For review