

EXCELLENT CARE FOR ALL ACT INDICATOR REPORT

2011/12

SAFETY								
Indicator	Baseline	Target	Priority	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Yearly Actual
CDI	0	0	3	0	0			
Hand hygiene prior to entering the patient's room (Acute, ER, CCC, Eldcap)	66.36%	76%	1	70%	72%			
Pressure Ulcers Stage 2 or greater.	1.60%	1.60%	3	1.60%	0%			
Falls LTC	13.40%	11.40%	2	15.80%	11.72%			

EFFECTIVENESS								
Indicator	Baseline	Target	Priority	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Yearly Actual
Readmission within 30 days for select CMGs.	15.19%	13.83%	1	9.76%	7.30%			
ALC days.acute care	15.70%	TBD	1	13.74%	9.73%			
Total Margin	3.39%	0%	3	0.11%	1.85%			
% paid sick hours	4.10%	3.90%	2	2.95%	1.84%			
Accreditation standards met.	80%	85%	2	95%	met			

ACCESS								
Indicator	Baseline	Target	Priority	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Yearly Actual
ER wait time for complex and admitted.	2.83 hours	2.5 - 4.36 hours	3	3.17 hours	2.46 hours			

PATIENT CENTRED								
Indicator	Baseline	Target	Priority	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Yearly Actual
Did an employee give you a list of medications to take at home?	82.50%	100%	1	100%	100%			
Did an employee give you written instructions about follow-up care?	Unknown	100%	1	100%	100%			
Willingness to recommend the Health Centre to others (Acute Care discharged patients response from discharge phone call interview).	No baseline	93.4% (Provincial Average)	1	98.40%	97%			