

Target/Benchmark Key

	Target Met
	Close to Target
	Target Not Yet Met

PERFORMANCE DASHBOARD APRIL 2015 TO MARCH 2016

QUALITY PERFORMANCE AND PATIENT SAFETY	TARGET/BENCHMARKS	Q1	Q2	Q3	Q4
ED Wait Time for Admitted Patients	15.0 hours	18.20	12.90		
Total Financial Margin	0.00	0.18	0.82		
% Alternate Level of Care Days	13.60%	27.40	27.70		
Readmission within 30 days for selected CMGs	12.50%	17.30	19.05		
Patient Satisfaction (Inpt) - <i>Would you recommend?</i>	93.00%	100.00	91.40		
Patient Satisfaction (Inpt) - <i>Overall rating?</i>	94.00%	95.70	94.10		
Patient Satisfaction (ED) - <i>Would you recommend?</i>	93.00%	97.20	95.30		
Patient Satisfaction (ED) - <i>Overall rating?</i>	94.00%	97.20	95.30		
CDI Rate	0.00%	0.73	0.67		
Decrease Nursing Sensitive Adverse Events	0.00%	1.00	0.00		
Collaboration Between CMH and the FHT	75.00%	100.00	100.00		
Delirium Screening	100.00%	93.00	100.00		
Barthel	100.00%	100.00	100.00		

H-SAA	TARGET/BENCHMARKS	Q1	Q2	Q3	Q4
ED Length of Stay for Non-Admitted Complex Patients	6.20 hours	6.10	5.90		
ED Length of Stay for Non-Admitted Minor/Uncomplicated Patients	3.80 hours	4.00	3.90		
Palliative Care Discharged Home	90.00%	N/A	N/A		
Hospital Acquired Cases of VRE (Bacteremia)	0.00	0.00	0.00		
Hospital Acquired Cases of MRSA (Bacteremia)	0.00	0.00	0.00		

As of November 19/15

PERFORMANCE DASHBOARD - APRIL 2015 TO MARCH 2016

QUALITY PERFORMANCE AND PATIENT SAFETY	DEFINITION
ED Wait Time for Admitted Patients	90th percentile ED length of stay for Admitted patients. (Close to Target - 10% or 15.0 to 16.5)
Total Financial Margin	Percentage 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. (Close to Target - not applicable. Either 'Target Met' or 'Target Not Yet Met')
% Alternate Level of Care Days	Total number of acute inpatient days designated as ALC, divided by the total number of acute inpatient days. (Close to Target - 10% or 13.6 to 14.96)
Readmission Within 30 Days for Selected CMGs	The number of patients re-admitted for CHF and COPD, divided by the total number of patients admitted with CHF and COPD multiplied by 100. (Close to Target - 10% or 12.5 to 13.75)
Patient Satisfaction (Inpt) - <i>Would you recommend?</i>	From NRC Picker: "Would you recommend this hospital (inpatient care) to your friends and family?" (add together % of those who responded "Yes, definitely" or "Yes, probably"). (Close to Target - 5% or 88.35 to 93.0)
Patient Satisfaction (Inpt) - <i>Overall rating?</i>	From NRC Picker: "Overall, how would you rate the care and services you received at the hospital (inpatient care)?" (add together % of those who responded "Excellent, Very Good and Good"). (Close to Target - 5% or 89.3 to 94.0)
Patient Satisfaction (ED) - <i>Would you recommend?</i>	From NRC Picker: "Would you recommend this hospital (ED) to your friends and family?" (add together % of those who responded "Yes, definitely" or "Yes, probably"). (Close to Target - 5% or 88.35 to 93.0)
Patient Satisfaction (ED) - <i>Overall rating?</i>	From NRC Picker: "Overall, how would you rate the care and services you received at the hospital (ED)?" (add together % of those who responded "Excellent, Very Good and Good"). (Close to Target - 5% or 89.3 to 94.0)
CDI Rate	Number of patients newly diagnosed with hospital-acquired CDI, divided by the number of patient days in that month, multiplied by 1,000. (Close to Target - not applicable. Either 'Target Met' or 'Target Not Yet Met')
Decrease Nursing Sensitive Adverse Events for Medical Patients	The number of patients who experienced a hospital acquired fracture or nosocomial pressure ulcer. (Close to Target - not applicable. Either 'Target Met' or 'Target Not Yet Met')
Collaboration Between CMH and the FHT to Improve the Patient Discharge Experience	The number of FHT patients from CMH who received notification of follow up appointment with the FHT within 7 days of discharge. (Close to Target - 10% or 67.5 to 75.0)
Documented Evidence of Appropriate CCAC Consult	The number of patients with documented evidence of being seen by CCAC divided by the number of patients referred. (Close to Target - 10% or 81.0 to 90.0)
Delirium Screening	Percentage of inpatients 65 years and older receiving delirium screening using a validated tool on admission to hospital. (Close to Target - 10% or 90 to 100)
Barthel	Barthel assessment within 48 hours of admission and upon discharge. (Close to Target - 10% or 90 to 100)

H-SAA	DEFINITION
ED Length of Stay for Non-Admitted Complex Patients	Total Emergency Department (ED) length of stay for non-admitted patients presenting to the ED with complex health issues. (Close to Target - 10% or 6.20 to 6.82)
ED Length of Stay for Non-Admitted Minor/Uncomplicated Patients	Total Emergency Department (ED) length of stay for non-admitted patients presenting to the ED with minor/uncomplicated health issues (CTAS IV-V) from the time of registration to the time of disposition (discharge). (Close to Target - 10% or 3.8 to 4.18)
Palliative Care Discharged Home	The proportion of patients identified as palliative in hospital who are discharged home from hospital with support. (Close to Target - 10% or 81.0 to 90.0)
Hospital Acquired Cases of VRE (Bacteremia)	The number of patients with Vancomycin Resistant Enterococci Bacteria in blood. (Close to Target - not applicable. Either 'Target Met' or 'Target Not Yet Met')
Hospital Acquired Cases of MRSA (Bacteremia)	The number of patients with Methicillin-resistant Staphylococcus Aureus in blood. (Close to Target - not applicable. Either 'Target Met' or 'Target Not Yet Met')

