

Quality Improvement Plans (QIP) 2012/13: 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	Reporting Period & Comments
1. ER Left Without Being Seen (LWBS) Rate: Reduce by 10% compared to baseline performance Q3 2010/11.	8.6%	7.7%	2.9%	Q3 2011/12 Highly significant improvement
2. Accreditation Canada ROPs (2011): Safe surgery checklist; Workplace violence prevention; and, Venous thromboembolism prophylaxis. Target = 100% policy/procedure/staff training complete.	30%	100%	90%	Q3 2011/12 On track to achieve goal by end of Q4 2011/12
3. Total Margin (consolidated): Percent 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. Q3 2010/11, OHRS	0%	0 – 5%	.20%	Q3 2011/12 On track to achieve goal by end of Q4 2011/12
4. ED Worked Hours/Equiv. Visit. Reduce by 10% compared to baseline performance. 2009/10.	2.18	1.96	2.00	Q3 2011/12 On track to achieve goal by end of Q4 2011/12
5. ALOS Performance (Main Performance): a) Hip Replacement - excluding revisions and resurfacing; b) Knee Replacement - excluding revisions; c) Hip Fractures with Fixation of Hip Joint or Fixation Femur. Reduce by 5% at Q4 2011/12 compared to baseline performance.	a) 7.2	a) 6.8	a) 5.8	Q3 2011/12 Low volumes, clinical pathways not expected to impact on ALOS until Q4 2011/12
	b) 6.8	b) 6.5	b) 6.4	
	c) 10.4	c) 9.9	c) 12.5	

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6. ER Wait time: 90th Percentile ER length of stay for Admitted patients. Q1-3 2010/11. Reduce by 10% length of stay of Admitted patients.	72.9	65.6	42.2	Q3 2011/12 Highly significant improvement
7. ER Wait times: 90th Percentile ER length of stay for Non-Admitted, high acuity patients. Q1-3 2010/11. Reduce by 10% length of stay of Non-Admitted, high acuity patients.	10.1	9.1	5.8	Q3 2011/12 Highly significant improvement
8. ER Wait times: 90th Percentile ER length of stay for Non-Admitted, low acuity patients. Q1-3 2010/11. Reduce by 10% length of stay of Non-Admitted, low acuity patients.	5.1	4.6	4.0	Q3 2011/12 Highly significant improvement
9. ER Wait times: 90th Percentile PIALOS (Earlier of triage/registration date/time to Physician Initial Assessment date/time). Q1-3 2010/11. Reduce by 10% PIALOS.	3.7	3.3	2.4	Q3 2011/12 Highly significant improvement
10. NRC+Picker Canada survey question: "Overall, how would you rate the care you received in the Emergency Department?" Q1-3 2010/11. Increase by 10% compared to baseline performance.	82%	90%	88%	Q3 2011/12 On track to achieve goal by end of Q4 2011/12