

Excellent Care for All

Quality Improvement Plans (QIP): Progress Report for 2013/14 QIP

The following template has been provided to assist with completion of reporting on the progress of your organization's QIP. Please review the information provided in the first row of the template which outlines the requirements for each reporting parameter.

Priority Indicator	Performance	Performance Goal	Progress to date	Comments	
ED Wait times: 90th percentile ED length of stay for Admitted patients (FY 2012-13).	31.6	30.00	33.3 (2013 Q1→Q3)	Significant driver was the high average occupancy rate within inpatient medicine, a key receiving service (April → Sept, 2013 = 121%). This indicator has been carried over into QIP 2014/15.	
BORN Ontario: Rate of episiotomy or 3rd/4th perineal laceration among women who had a vaginal birth (FY 2012-13).	16.8	13.00	11.9 (2013 Q1→Q3)	Obstetrical performance indicators have been a major corporate focus with implementation of recommendations from an external quality review (2013) still a work-in-progress.	
CHRP: Caesarean Section Rate (FY 2012-13).	42.12	28.96	35.48 (2013 Q2)		
CHRP: Obstetric Trauma – Vaginal Delivery with Instrument (FY 2012-13).	6.31	1.83	0.00 (2013 Q2)		
NRC+ Picker: Emergency, “Overall, how would you rate the care you received in the ED?” (FY 2012-13).	87.5	91.8	83.46 (2013 Q1→Q2)		
NRC+ Picker: Emergency, “Would you recommend this hospital to your friends and family?” (FY 2012-13).	58.0	70.6	59.20 (2013 Q1→Q2)	125 Returns	Due to concerns regarding timing and availability of performance results and therefore, inability to initiate timely corrective action(s), CCH is shifting from NRC to an alternative patient satisfaction survey instrument with in-house distribution process to be established (Target: Q1, 2014/15).
NRC+ Picker: Inpatient, “Overall, how would you rate the care you received in the ED?” (FY 2012-13).	91.5	96.4	90.52 (2013 Q1→Q2)	207 Returns	
NRC+ Picker: Inpatient, “Would you recommend this hospital to your friends and family?” (FY 2012-13).	62.8	81.8	66.02 (2013 Q1→Q2)	207 Returns	
Provider Hand Hygiene Compliance (before patient contact) McConnell Site (FY 2012-13).	53	80	69 (2013 Q3)	Although significant gains observed within McConnell site, still under performance target. Additional gains expected through further clarifying program component accountabilities.	
Provider Hand Hygiene Compliance (before patient contact) Second Street Site (FY 2012-13).	90	80	88 (2013 Q3)		
CHRP: In-Hospital Mortality Following Major Surgery (FY 2012-13).	10.31	8.62	0.00 (2013 Q2)	Analysis of the potential contributing factors to the gains achieved still underway.	