

Quality Improvement Indicators-Areas of Focus					
Safe	Target	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Medication Safety-Medication Reconciliation at Discharge	93%	98%	96%		
Effective	Target	16/17	17/18	17/18	17/18
			Q1	Q2	Q3
Coordinating Care-Readmission rates for Mental Illness	Less than 16.3%	14.8%	8.70%		
Improve Communication with Patients-"Did You Receive Enough Information on Discharge?"	85%	n/a	n/a		
Transition-Readmission Rate of CHF to any Facility within 30 days	10%	18%	0%		
Patient-Centered	Target	16/17	17/18	17/18	17/18
		Q1	Q1	Q2	Q3
Patient Experience- Surveys with response yes, "Would you recommend this hospital to your friends and family"	95%	n/a	n/a		
Efficient	Target	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Access to Right Level of Care-Alternate Level of Care Rate- Acute	10.08%	10.30%	6.90%		
Corporate Indicators					
Improve Organizational Health	Target	16/17	17/18	17/18	17/18
		Year	Q1	Q2	Q3
Hand Hygiene Compliance-Before Initial Patient/Patient environmental contact	87.32-MOHLTC	87.96%	84.00%		
Hand Hygiene ComplianceAfter Initial Patient/Patient environmental contact	91.23-MOHLTC	91.76%	80.00%		
Engage Communities and Stakeholders	Target	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
To Have Sufficient Fiscal Resources to Sustain Operational Requirements-Total Margin	0.00%	-1.73%	2.73%		
To Have Sufficient Fiscal Resources to Meet & Sustain Capital Requirements-Current Ratio	1.72	1.11	1.32		
Track Hospital Acuity	Target	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Readmission Rate of CHF to own facility within 30 days	10%	18%	0%		
			Legend		
		Achieve Exceeds Target	Within 10% of Target	>10% from Target	