

Quality Improvement Indicators-Areas of Focus					
<b>Safe</b>	<b>Target</b>	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Medication Safety-Medication Reconciliation at Discharge	<b>93%</b>	<b>98%</b>	<b>96%</b>	<b>95%</b>	
<b>Effective</b>	<b>Target</b>	16/17	17/18	17/18	17/18
			Q1	Q2	Q3
Coordinating Care-Readmission rates for Mental Illness	<b>Less than 16.3%</b>	<b>14.8%</b>	<b>8.70%</b>	<b>12.00%</b>	
Improve Communication with Patients-"Did You Receive Enough Information on Discharge?"	<b>85%</b>	<b>n/a</b>	<b>n/a</b>	<b>96%</b>	
Transition-Readmission Rate of CHF to any Facility within 30 days	<b>10%</b>	<b>18%</b>	<b>0%</b>	<b>25%</b>	
<b>Patient-Centred</b>	<b>Target</b>	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"	<b>95%</b>	<b>n/a</b>	<b>n/a</b>	<b>95%</b>	
<b>Efficient</b>	<b>Target</b>	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Access to Right Level of Care-Alternate Level of Care Rate- Acute	<b>10.08%</b>	<b>10.30%</b>	<b>6.90%</b>	<b>5.40%</b>	
Corporate Indicators					
<b>Improve Organizational Health</b>	<b>Target</b>	16/17	17/18	17/18	17/18
		Year	Q1	Q2	Q3
Hand Hygiene Compliance-Before Initial Patient/Patient environmental contact	<b>87.32-MOHLTC</b>	<b>87.96%</b>	<b>84.00%</b>	<b>88.00%</b>	
Hand Hygiene ComplianceAfter Initial Patient/Patient environmental contact	<b>91.23-MOHLTC</b>	<b>91.76%</b>	<b>80.00%</b>	<b>93.00%</b>	
<b>Engage Communities and Stakeholders</b>	<b>Target</b>	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
To Have Sufficient Fiscal Resources to Sustain Operational Requirements-Total Margin	<b>0.00%</b>	<b>-1.73%</b>	<b>2.73%</b>	<b>0.27%</b>	
To Have Sufficient Fiscal Resources to Meet & Sustain Capital Requirements-Current Ratio	<b>1.72</b>	<b>1.11</b>	<b>1.32</b>	<b>1.99</b>	
<b>Track Hospital Acuity</b>	<b>Target</b>	16/17	17/18	17/18	17/18
		Q4	Q1	Q2	Q3
Readmission Rate of CHF to own facility within 30 days	<b>10%</b>	<b>18%</b>	<b>0%</b>	<b>25%</b>	
			<b>Legend</b>		
		<b>Achieve Exceeds Target</b>	<b>Within 10% of Target</b>	<b>&gt;10% from Target</b>	



