

Acute Care Hospitals' Accountability to Provincial Funders

Obligation redditionnelle des hôpitaux de soins de court durée auprès des bailleurs de fonds provinciaux

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Appendix B: Definitions of Hospital Service Accountability Agreement (H-SAA) Quality Improvement Plan (QIP) and Indicators and Terms (alphabetized)

90th percentile wait time: the point at which 9 out of 10 patients received their treatment

90th percentile emergency room (ER) length of stay (LOS): the point at which 9 out of 10 admitted patients completed their visit = the time from triage or registration, whichever comes first, to the time the patient leaves the ER

Current ratio: current assets divided by current liabilities

CDI rate per 1,000 patient days: $[(\text{Number of patients newly diagnosed with hospital-acquired CDI}) / (\text{Number of patient days in that month})] \times 1,000$

ED wait times: 90th percentile ED length of stay for admitted patients

Falls: % of complex continuing care residents who fell in the last 30 days

Hand hygiene compliance before patient contact: $[(\text{Number of times that hand hygiene was performed before initial patient contact}) / (\text{Number of observed hand hygiene indications for before initial patient contact})] \times 100$

Hospital standardized mortality ratio: $[(\text{Number of observed deaths}) / (\text{Number of expected deaths})] \times 100$

Medication reconciliation at admission: total number of patients with medications reconciled as a proportion of the total number of patients admitted to the hospital

Patient satisfaction: sum of % responding "Definitely," "Yes" and "Yes, Definitely" to "Would you recommend this hospital to your friends and family?"

Patient satisfaction: sum of % responding "Excellent," "Very Good" and "Good" to "Overall, how would you rate the care and services you received at the hospital?"

Patient satisfaction: in-house survey (if available) – % response to a summary question such as, “willingness of patients to recommend the hospital to friends or family”

Percentage ALC days: $[(\text{Total number of in-patient days designated as ALC}) / (\text{Total number of in-patient days})] \times 100$.

Physical restraints: $(\text{Number of patients who are physically restrained at least once in the 3 days prior to initial assessment}) / (\text{All cases with a full admission assessment})$

Pressure ulcers: % of complex continuing care residents with new pressure ulcer in the last 3 months (\geq stage 2)

Rate of central line bloodstream infections per 1,000 central line days: $[(\text{Total number of newly diagnosed CLI cases in the ICU after at least 48 hours of being placed on a central line}) / (\text{Number of central line days in that reporting period})] \times 1,000$

Rate of in-hospital mortality following major surgery: rate of in-hospital deaths due to all causes occurring within 5 days of major surgery

Rate of readmission: the number of patients admitted to own facility for an unplanned in-patient readmission, within 30 days from the first admission, relative to the total number of readmissions expected within 30 days

Readmission within 30 days for selected CMGs to ANY facility: number of patients with selected CMGs readmitted to ANY facility for non-elective in-patient care within 30 days of discharge, compared to the number of expected non-elective readmissions

Surgical safety checklist: $[(\text{Number of times all 3 phases of the surgical safety checklist were performed}) / (\text{Total number of surgeries performed})] \times 100$

Total margin (consolidated): % by which total corporate (consolidated = all sector codes and fund types) revenues exceed or fall short of total corporate (consolidated) expense, excluding the impact of facility amortization, in a given year

VAP rate per 1,000 ventilator days: $[(\text{Total number of newly diagnosed VAP cases in the ICU after at least 48 hours of mechanical ventilation}) / (\text{Number of ventilator days in that reporting period})] \times 1,000$

Wait time: the time from the decision to treat to time treatment received