



Quarterly Index

Toronto Academic Health Science Council Performance 98 Report

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Cover. Get ready. Canada's 9.9 million boomers began turning 50 in 1997 and they expect to be empowered to make decisions about their hospitals and their healthcare.

Page 2. *New Field*, 1989 by Robert Pope.

The artist wrote: The field of wheat is a symbol of life. The patient has walked out of the picture, and gets on with life.

The crutches, a symbol of illness are no longer needed. From *Illness & Healing*, Lancelot Press.

Performance 98 is a report by Toronto's eight teaching and research* hospitals into their performance on a variety of measures for the period 1996-1997. Toronto's teaching hospitals manage almost 50% of acute care beds, 42% of acute care cases, 69% of ambulatory care visits, and 30% of emergency room visits of all Toronto hospitals. They are centres for training clinicians and other healthcare professionals, and are the focus for some of the world's leading medical research programs.

Performance 98 was developed in response to the steady growth in the public's desire for information about – and evaluation of – the work of hospitals, (see *What Does the Public Want to Know about Teaching Hospitals*, page 14) and it reflects the readiness of this group of teaching hospitals to take seriously the need to be accountable to the public for their performance.

The publication, which appeared in *The Toronto Star's* home delivery editions on November 2, 1998, describes some of the research, teaching and patient care services provided by Toronto's teaching hospitals and presents information about hospital performance in a number of areas of interest to patients, the community and other hospitals.

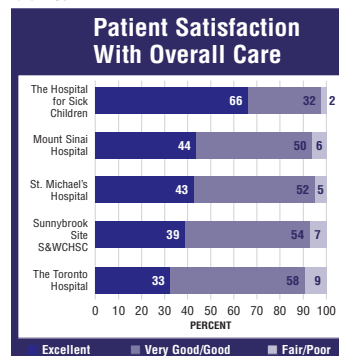
Performance 98 is unique in that it is the first – and most comprehensive – comparison of hospital performance in Canada. Prepared by staff at the Department of Health Administration at the University of Toronto, who provided the research expertise for the collection and analysis of data.

REPORT HIGHLIGHTS

For the five hospitals which participated in the 1997 patient satisfaction survey:

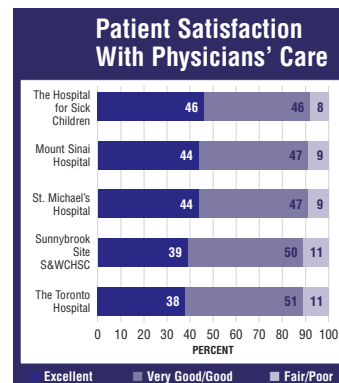
- 91-98% of patients rated the overall care of each hospital as excellent, very good or good (Chart 5.1)
- Between 98% and 92% of patients felt their physician's care was excellent, very good, or good (Chart 5.5)
- 83-93% of patients felt their nursing care was excellent, very good or good (Chart 5.6)

Chart 5.1



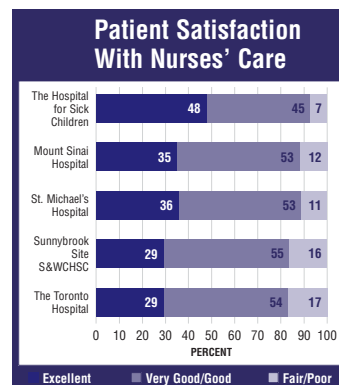
This measure is an indicator of patients' overall feelings about the quality of care and services received at the hospital.

Chart 5.5



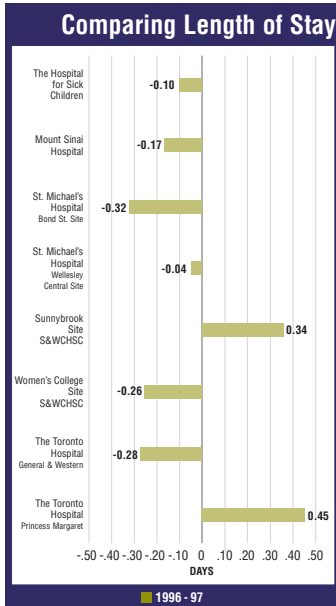
Among the factors considered in this measure were: the doctor's attention to a patient's condition, their ability to diagnose problems, their availability when needed, and the feeling of patients they were treated with courtesy and respect by doctors.

Chart 5.6



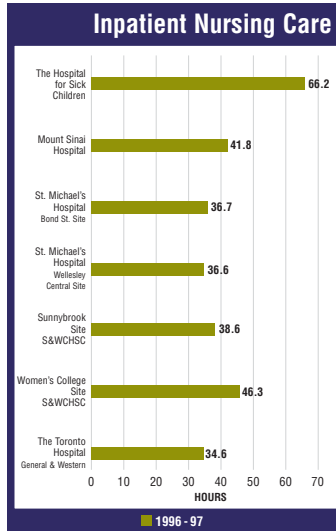
Among the factors considered in this measure were: how well nurses performed procedures such as giving medicine, nurses' attentiveness and response to patient needs, and the level of teamwork and coordination among nurses.

Chart 6.4



This Table shows whether patients stayed a longer or shorter time in hospital than would have been expected, based on national averages for the length of stay for particular health concerns. A positive number indicates a longer stay, a negative number indicates a shorter stay than would have been expected.

Chart 6.5



These figures do not include nursing care in the operating room, post-anesthetic recovery room or long term care units.

For a copy of this report, please contact Dianne Foster-Kent by calling 416 864-9667

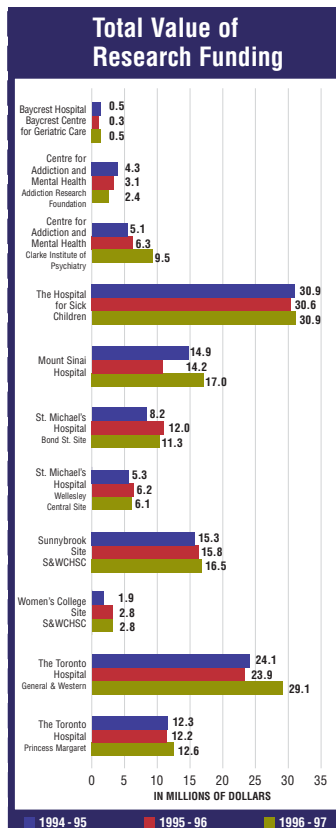
Highlights continued

- The Toronto teaching hospitals are highly efficient in providing inpatient care as evidenced by the fact that in 1996-7, six of the eight teaching hospitals had average lengths of stay less than expected based on national averages. (Chart 6.4)
- In 1996-7, the average hours of inpatient nursing care received by patients in seven hospitals was 43 hours for the average patient stay (Chart 6.5)
- University of Toronto (Faculty of Medicine) investigators located in Toronto Academic Health Sciences Council teaching hospitals received more than \$138,000,000 in research funding in the 1996-7 fiscal year. (Chart 7.1)
- In 1996-7, there were 945 University of Toronto Faculty of Medicine-appointed principal investigators who received funding for research conducted in Toronto's teaching hospitals (Chart 7.2)
- Nearly all the teaching hospitals have shown a steady decline in funding received from the provincial Ministry of Health. (Chart 8.2)

TAHSC HOSPITALS

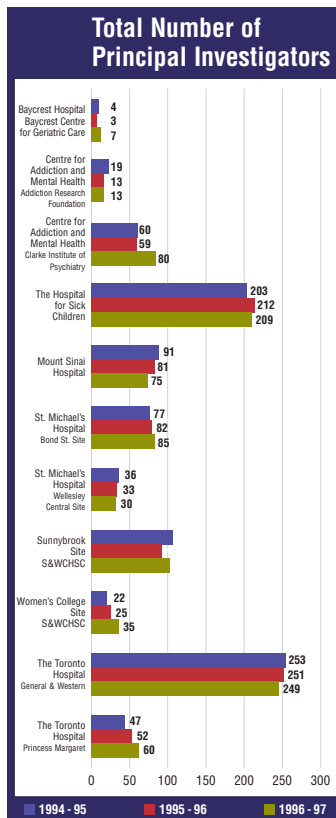
- Baycrest Hospital of Baycrest Centre for Geriatric Care
- Centre for Addiction and Mental Health
- The Hospital for Sick Children
- Mount Sinai Hospital
- Rehabilitation Institute of Toronto
- St. Michael's Hospitals (Wellesley Centre Site, Bond Street Site)
- Sunnybrook & Women's College Health Science Centre (Sunnybrook Site, Women's College Site)
- The Toronto Hospital (General Division, Western Division, Princes Margaret Hospital)

Chart 7.1



Total Value of Research Funding is the dollars for research received by the University of Toronto Faculty of Medicine appointed investigators and does not include non-Faculty of Medicine research funding.

Chart 7.2



Principal investigators is the number of University of Toronto Faculty of Medicine appointed investigators who received funding and does not include non-Faculty of Medicine investigators located at the research and teaching hospitals.

Chart 8.2

