

# MLAA Performance Scorecard - 2017/18

Report generation date: Nov 15, 2017 based on Stocktake MLAA Indicators at Q2 2017/18

P.I. #	Performance Indicator	Provincial		Metric date:	NE LHIN	HUB Hospitals			
		Target	Current			HSN	NBRHC	SAH	TDH
<i>Home and Community - Reduce wait time for home care (improve access); More days at home (including end of life care)</i>									
1	Percentage of Home Care Patients with Complex Needs who received their first <u>Personal Support Visit</u> within 5 Days of the date that they were authorized for Personal Support Services	95%	89.3%	Q1 17/18	96.0%	95.9%	96.7%	95.8%	100.0%
2	Percentage of Home Care Patients who received their first nursing visit within 5 days of the date they were authorized for <u>Nursing Services</u>	95%	96.3%	Q1 17/18	99.1%	99.3%	99.0%	99.6%	98.4%
3	90th Percentile Wait Time from community for Home Care In-Home Services: Application from community setting to first Home Care service (excluding case management)	21 days	28.0	Q1 17/18	28.0	28.0	21.0	30.0	30.0
4	90th percentile wait time from hospital discharge to service initiation for home and community care	TBD	7.0	Q1 17/18	6.0	data not available below LHIN level			
<i>System Integration and Access - Provide care in most appropriate setting; Improve coordinated care; Reduce wait times (specialists, surgeries)</i>									
5	90 <sup>th</sup> Percentile Emergency Department (ED) Length of Stay for Complex (CTAS I-III) Patients	8 hrs	10.6	Q2 17/18	8.18	13.7	6.7	8.5	6.6
6	90th Percentile ED Length of Stay for Non-Admitted Minor Uncomplicated (CTAS IV-V) Patients	4 hrs	4.4	Q2 17/18	4.2	4.2	4.7	3.4	3.3
7	Percent of Priority 2, 3 and 4 Cases Completed Within Access Targets for Hip Replacement	90%	78%	Q2 17/18	81%	88%	100%	85%	19%
8	Percent of Priority 2, 3 and 4 Cases Completed Within Access Target for Knee Replacement	90%	74%	Q2 17/18	76%	75%	100%	89%	17%
9	Percentage of Alternate Level of Care (ALC) Days ( <i>Discharged ALC days from Acute in reporting period</i> )	9.46%	13.9%	Q1 17/18	25.9%	31.70%	11.50%	17.10%	16.90%
10	ALC Rate ( <i>Burden of ALC days both open and closed ALC cases, Acute + Post Acute care</i> )	12.7%	15.9%	Q2 17/18	25.3%	21.9%	30.2%	19.1%	32.3%
<i>Health and Wellness of Ontarians - Mental Health - Reduce any unnecessary health care provider visits; Improve coordination of care for mental health patients</i>									
11	Repeat Unscheduled Emergency Visits within 30 Days for Mental Health Conditions (%)	16.3%	20.8%	Q1 17/18	16.9%	17.0%	17.7%	14.1%	17.2%
12	Repeat Unscheduled Emergency Visits within 30 Days for Substance Abuse Conditions (%)	22.4%	33.8%	Q1 17/18	29.2%	32.7%	31.6%	33.0%	31.3%
<i>Sustainability and Quality - Improve patient satisfaction; Reduce unnecessary readmissions</i>									
13	Readmissions within 30 days for Selected HIG Grouper Conditions	15.5%	16.7%	Q4 16/17	18.0%	18.4%	14.3%	15.3%	18.1%
Achieved Provincial Target					Home and Community results by hospital reflect performance at LHIN Home Care Branch in that HUB area.				
Within 10% of Provincial Target									
> 10% from Provincial Target									

**MONITORING INDICATORS**

<b>System Integration and Access</b> Provide care in most appropriate setting; Improve coordinated care; Reduce wait times (specialists, surgeries)		Provincial		Metric date	NE LHIN	HUB Hospitals			
		Target	Current			HSN	NBRHC	SAH	TDH
14	Percent of Priority 2, 3 and 4 Cases Completed Within Access Target for Cataract Surgery	90%	83%	Q2 17/18	94%	84%	100%	98%	94%
15	Percent of priority 2 and 3 cases completed within access target for MRI scans	90%	69%	Q2 17/18	71%	53%	91%	90%	89.0%
16	Percent of priority 2 and 3 cases completed within access target for CT scans	90%	85%	Q2 17/18	82%	63%	94%	92%	88%
17	Wait times from application to eligibility determination for long-term care home placement: from community setting	NA	13	Q4 16/17	7	not yet available			
18	Wait times from application to eligibility determination for long-term care home placement: from acute-care setting	NA	7	Q3 16/17	12	not yet available			
19	Rate of emergency visits for conditions best managed elsewhere (per 1,000 population)	NA	4.15	Q1 17/18	13.6	7.70	15.90	10.50	27.80
20	Hospitalization rate for ambulatory care sensitive conditions (per 100,000 population)	NA	87.35	Q1 17/18	164.8	147.10	181.10	149.30	194.30
21	Percent of Acute Care Patients who have had a follow-up with a physician within 7 days of discharge	NA	47.2%	Q4 16/17	38.6%	data not available below LHIN level			

**DEVELOPMENTAL INDICATORS**

<b>Home and Community</b> Reduce wait time for home care (improve access); More days at home (including end of life care)		Provincial		Metric date	NE LHIN	HUB Hospitals			
		Target	Current			HSN	NBRHC	SAH	TDH
22	Percent of palliative care patients discharged from hospital with home support	NA	85.5%	Q1 17/18	83.3%	83%	85%	81%	88%
23	Overall satisfaction with health care in the community	NA	87.1%	Jun-17	82.9%	data not available below LHIN level			