

MLAA Performance Scorecard - 2018/19

Report generation date: Feb 2019 based on Stocktake MLAA Indicators at Q3 2018/19

P.I. #	Performance Indicator	Provincial		Metric date:	NE LHIN Current	NE LHIN Prior	Trend	Sub-regions / HUB Hospitals			
		Target	Current					Sud/Man	Nip/Tim	Algoma	Cochrane
<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%	87.3%	Q2 18/19	86.3%	87.2%	↓	93.0%	88.0%	89.0%	79.0%
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%	96.0%	Q2 18/19	97.9%	98.9%	↓	97.0%	100.0%	99.0%	98.0%
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	29.0	Q2 18/19	30.0	29.0	↓	32.0	26.0	22.0	25.0
4	90th percentile wait time from hospital discharge to service initiation for home and community care	TBD	8.0	Q2 18/19	10.0	10.0	=	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 th Percentile Emergency Department (ED) Length of Stay for Complex (CTAS I-III) Patients	8 hrs	11.07	Q3 18/19	8.47	8.35	↓	14.9	7.4	8.4	6.3
6	90th Percentile ED Length of Stay for Non-Admitted Minor Uncomplicated (CTAS IV-V) Patients	4 hrs	4.6	Q3 18/19	4.22	4.3	↑	4.4	4.6	3.6	4
7	Percent of Priority 2, 3 and 4 Cases Completed Within Access Targets for Hip Replacement	90%	79.8%	Q3 18/19	80.8%	83.1%	↓	78.0%	100%	100%	29.0%
8	Percent of Priority 2, 3 and 4 Cases Completed Within Access Target for Knee Replacement	90%	74.9%	Q3 18/19	68.1%	67.4%	↑	62.0%	99.0%	97.0%	33.0%
9	Percentage of Alternate Level of Care (ALC) Days (Discharged ALC days from Acute in reporting period)	9.46%	15.2%	Q2 18/19	24.8%	29.4%	↑	16.18%	25.19%	28.05%	21.47%
10	ALC Rate (Burden of ALC days both open and closed ALC cases, Acute + Post Acute care)	12.7%	16.0%	Q3 18/19	25.5%	25.0%	↓	18.8%	29.4%	20.1%	32.5%
<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%	22.7%	Q2 18/19	19.8%	18.9%	↓	20.5%	19.6%	21.0%	25.8%
12	Repeat Unscheduled Emergency Visits within 30 Days for Substance Abuse Conditions (%)	22.4%	34.6%	Q2 18/19	32.8%	32.8%	=	37.9%	29.8%	27.7%	39.9%
<i>Sustainability and Quality - Improve patient satisfaction; Reduce unnecessary readmissions</i>											
13	Readmissions within 30 days for Selected HIG Grouper Conditions	15.5%	16.5%	Q1 18/19	18.2%	17.2%	↓	16.4%	19.5%	20.3%	15.7%
Achieved Provincial Target											
Within 10% of Provincial Target		Home and Community results by hospital reflect performance at Home Care Branch in that HUB area.									
> 10% from Provincial Target											

MONITORING INDICATORS

System Integration and Access Provide care in most appropriate setting; Improve coordinated care; Reduce wait times (specialists, surgeries)		Provincial		Metric date	NE LHIN Current	NE LHIN Prior	Trend	Sub-regions / HUB Hospitals			
		Target	Current					Sud/Man	Nip/tim	Algoma	Cochrane
		14	Percent of Priority 2, 3 and 4 Cases Completed Within Access Target for Cataract Surgery					90%	85%	Q3 18/19	81%
15	Percent of priority 2 and 3 cases completed within access target for MRI scans	90%	71%	Q3 18/19	66%	69%	↓	44%	91%	87%	93.0%
16	Percent of priority 2 and 3 cases completed within access target for CT scans	90%	84%	Q3 18/19	82%	85%	↓	57%	91%	96%	95%
17	Wait times from application to eligibility determination for long-term care home placement: from community setting	NA	14	Q2 18/19	7	8	↑	not yet available			
18	Wait times from application to eligibility determination for long-term care home placement: from acute-care setting	NA	8	Q2 18/19	10	10	=	not yet available			
19	Rate of emergency visits for conditions best managed elsewhere (per 1,000 population)	NA	3.09	Q2 18/19	10.2	11.4	↑	6.20	12.30	9.30	15.00
20	Hospitalization rate for ambulatory care sensitive conditions (per 100,000 population)	NA	76.18	Q2 18/19	140.5	152.6	↑	137.70	148.40	142.80	117.10
21	Percent of Acute Care Patients who have had a follow-up with a physician within 7 days of discharge	NA	47.0%	Q1 18/19	39.5%	35.5%	↑	data not available below LHIN level			

DEVELOPMENTAL INDICATORS

Home and Community Reduce wait time for home care (improve access); More days at home (including end of life care)		Provincial		Metric date	NE LHIN Current	NE LHIN Prior	Trend	Sub-regions / HUB Hospitals			
		Target	Current					Sud/Man	Nip/tim	Algoma	Cochrane
		22	Percent of palliative care patients discharged from hospital with home support					NA	83.0%	Q2 18/19	81.7%
23	Overall satisfaction with health care in the community	NA	85.4%	Sep-18	82.5%	82.1%	↑	data not available below LHIN level			