

HAWKESBURY AND DISTRICT GENERAL HOSPITAL CORPORATE SCORECARD/QIP 2020-2021

HQO DIMENSIONS		PILLARS	PERFORMANCE INDICATOR	2020/2021 PERFORMANCE GOAL	Q4 2019-20	Q1 2020-21	Q2 2020-21	Q3 2020-21	Q4 2020-21	DATA TREND	GOAL TREND
EQUITABLE	SAFE	PEOPLE	Staff Engagement	≥80%	-	-	-	81.1	-	-	↑
			(HQO) MANDATORY Overall incidence of workplace violence – number of reports completed	≥10	7	7	3	11	19	↑	↑
	EFFECTIVE	SERVICE	NEW Number of falls	≤35	54	36	51	41	59	↑	↓
			(HQO) NEW / Repeat Emergency Department visits for Mental Health	≤22%	23.8%	21.8%	19.0%	22.1	15.6	↓	↓
	PATIENT-CENTERED		During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (IP)	≥85%	85.3% n=102	85.0% n=60	80.6% n=72	81.9 N=72	80.3 N=71	↓	↑
			Before you left the emergency department, did someone discuss with you whether you needed follow up care? (ED)	≥70%	55.3% n=141	63.2% n=133	56.1% n=123	63 N154	66.9 N=130	↑	↑
			(HQO) Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?	≥80%	66.7% n=105	67.1% n=70	72.1% n=86	65.1 N=83	79.2 N=77	↑	↑
	EFFICIENT		PERFORMANCE	NEW Ambulatory Care appointment utilization for select clinics (Patient Access Project)	≥95%	-	60%	89%	80%	93%	↑
		Pay-for-results: ED Wait Time ranking		≤55th	73	73	73	48	50	↑	↓
	TIMELY	(HQO) MANDATORY Time to inpatient Bed (90 th percentile)		≤8hrs	48hrs	8.7hrs	15.2hrs	15.7hrs	15.4hrs	↓	↓
		(HQO) Discharge summaries sent from hospital to primary care provider within 48 hours of discharge		≥90%	93.9%	98.0%	96.0%	96.8%	96.6%	↓	↑
		(HQO) Medication reconciliation at discharge		≥85%	90%	88%	91%	87%	90%	↑	↑
	EFFECTIVE			Reduce ALOS	ALOS≤ELOS	0.8 days greater = 8.3 beds	0.4 days greater = 3.5 beds	0.8 days greater = 8.77 beds	0.5 days greater = 5.17 beds	1.37 greater = 14.05 beds	↑

Hawkesbury and District General Hospital
Proposed Corporate Scorecard/QIP 2020-2021 - *Glossary of Terms*

Current Value		The current value is the fiscal year to date value calculated for the indicator. Most indicators are measured quarterly. For those that are measured monthly, the reporting month will appear on the indicator detailed page.
Performance Goal		This is the goal for each indicator as set by the Hawkesbury General Hospital. This is based on the strategic direction of the Hospital and on internal/external benchmarks.
Current Status	  	<p>Red indicates that the performance indicator has not met the performance goal.</p> <p>Yellow indicates that the current performance indicator is within 5% of achieving the goal.</p> <p>Green indicates the performance indicator has exceeded or is equal to the performance goal.</p>
Performance Trend	 	<p>Performance has improved over the previous reporting period.</p> <p>Performance has decreased over the previous reporting period.</p> <p>Performance has not changed over the previous reporting period</p>